



**BATH
SPA
UNIVERSITY**

**RESIDENTS'
HANDBOOK
2023/24**

Welcome

We are pleased to welcome you to Bath Spa University's student accommodation, and we hope you enjoy your time living here. You are part of an exciting community, and we hope that you find time to take advantage of some of the Accommodation, University and Student Union's activities that will be scheduled throughout the year.

Please make sure you read and understand this handbook, it will help you to resolve queries quickly, as well as helping to prevent issues from arising.

Bath Spa University cares about the wellbeing of all students. If at any time you are not sure about something or have any concerns, please do contact the Student Accommodation Team. The same applies if you have any questions that are not answered in this handbook, the team are here to help.

We hope that you enjoy your accommodation and that you have a great year!

Bath Spa University Student Accommodation Team

Contents

1	ACCOMMODATION MANAGEMENT Management staff Access control and keys Access by staff to your accommodation Show flats Internet and Wifi Cleaning Waste and recycling Laundry Post and parcels Amazon lockers Heating Accessible accommodation Bicycle storage Sustainability TV Licence	10	EMERGENCIES, SAFETY AND SECURITY Emergencies First Aid Accident and Emergency Reporting accidents Hazards Health and safety walks Fire safety Gas and electrical safety Locked out Appliances in study bedrooms Additional furniture Lost property Residence security Insurance	15	THE LICENCE AGREEMENT Payment for your accommodation Non-payment Inventory Room inspections Leaving or transferring Moving rooms Withdrawing or taking a break End of licence agreement Damages and charges
9	MAINTENANCE AND REPAIRS Reporting repairs Access for repairs and planned maintenance Power supply	13	UNIVERSITY LIFE City and community living Health and wellbeing Out of hours support Report and Support Students' Union Money advice and guidance Parking and transport	19	BEHAVIOUR Living with other students Visitors Noise Smoking and vaping Alcohol Illegal drugs and psychoactive substances University's Accommodation Code of Conduct and Student Disciplinary Procedure Filming and props Promoting, flyering, and guest listing
				22	CUSTOMER SERVICE Universities UK Code of Practice for the Management of Student Housing Complaints Questions, comments or suggestions
				22	USEFUL NUMBERS



Accommodation Management

The following departments have responsibilities for the management and delivery of services within the University's student residences.

MANAGEMENT STAFF

Student Accommodation

The Student Accommodation Team provides accommodation support for students during their stay in University managed residential buildings. The team also advises on private sector rental for students in their second and third years.

The Student Accommodation Team is based on Newton Park Campus. You can call +44 (0)1225 876777 (between 10am and 4pm) or email accommodation@bathspa.ac.uk to get support with any aspect of living in accommodation. You can also book an [in-person or virtual meeting](#) with the team or via our [Accommodation Support and Advice](#) pages, or visit us at the Student Hub between 2-4pm on Mondays and Thursdays during term time.

Facilities and Services

The Facilities and Services Team are responsible for University services including, residential and academic cleaning, waste and recycling, laundry, transport, security, postal services, furniture provision, and catering outlets.

Maintenance

The Maintenance Team based at Newton Park carry out repairs and maintenance jobs Monday to Friday. If something is broken or faulty in your room, you can report it to the Maintenance Team who will come out and investigate the problem you have reported. For full information on how to report a maintenance issue, please see page 8.

Security Services

The University's dedicated Security Team provides a security presence across all campus properties protecting assets and personnel from fire, flood, theft, vandalism, unauthorised entry and other threats through the deployment of a professional security team. This includes routine fire prevention and safety checks, first aid, emergency assistance and incident support to all University sites.

Security are located at the Security Office at Newton Park campus, 24/7 all year round. The Security staff are trained to act according to the situation reported to them and will contact appropriate emergency services

as and when required. Student Wellbeing Services works closely with Security staff to enable the health, safety and wellbeing of students, including out of hours. If you're concerned for the health, safety or wellbeing of yourself or others and require urgent assistance, out of hours, please call Security 01225 875555.

Should you have any cause for concern or require assistance, day or night, you should immediately contact the security staff on +44 (0)1225 875555. You can also contact Security by phoning 5555 if you have an internal phone in your flat. Students living at Bankside House should contact Newton Park Security in the event of an emergency. Students are expected to treat members of the Security Team with respect. If a student is rude, abusive, or violent towards a member of the Security Team, the University will investigate the behaviour under the [Student Disciplinary Procedure](#).

Bath Spa University seeks to be as open and accessible as possible as part of creating a welcoming and positive environment for students. There is public access to Newton Park, however, the University will endeavour to ensure, as far as is reasonably practical, the personal safety and security of all students, staff, visitors and contributors at all University campuses and University controlled buildings. However, students are reminded that security and personal safety rests with all persons who study, work or reside in, or who visit the University campuses.

Body Worn Video (BWV) is an overt system used by Security staff at Bath Spa University. The University views BWV as one of the tools in its strategy to maintain a safe and secure campus environment; they are used for the protection of both students and Security Officers.

The use of BWV will always be:

- Proportionate
- Legitimate
- Necessary
- Justifiable

These principles are intended to enable officers to comply with legislation.

ACCESS CONTROL AND KEYS

Your security is our priority and our accommodation is access controlled by way of electronic Student ID cards. Salto locks are provided for every bedroom door, and flat/house front door. Details of the access to your accommodation will be given to you on moving-in day. Please keep your Student ID card safe, do not label it with your room number and do not give it to other people to use.

Always report lost or stolen cards as soon as you realise they are missing by contacting the Security Team on +44 (0)1225 875555) or 5555 from an internal phone. We can remotely disable your key card to help reduce the risk of theft or unauthorised access to your room. In these instances, the Security Team will issue you with a temporary key card for seven days so that you can continue to access your room whilst you await a new Student ID card.

If a student repeatedly requests a temporary key card, and has made no progress in requesting a new Student ID card, the University may seek to charge £10 to cover the costs of the temporary key cards.

New Student ID cards can be ordered [online](#).

ACCESS BY STAFF TO YOUR ACCOMMODATION

Access to Halls of Residence is occasionally required by staff, contractors and pre-arranged visitors for various reasons including:

- reactive building maintenance repairs;
- planned maintenance tasks (fire alarm testing, emergency lighting testing etc.);
- fire warden checks;
- Health and Safety checks;
- Accommodation Team room inspections, planned and reactive;
- routine housekeeping;
- open day visits.

University staff will always carry identification which you can ask to see whilst they are working in your residence.

Notice given by the University

- You will be given seven days written notice via your Bath Spa University email address for any access needed for planned works in student bedrooms, so please check your email account regularly.
- If you log a job (please see page 8 for instructions), notice is deemed to have been given. However the Maintenance Team should arrange a suitable day and time to carry out the repair where possible. In communal areas no notice will be given unless there is an anticipated disruption to service.
- If you log a job (please see page 8 for instructions) for a communal area, please notify your flatmates that you have done so.
- Where a repair in a student's bedroom is reported by a member of staff and if a bedroom is in occupation, the seven day notice period applies unless prior arrangement is made directly with the student. In communal areas no notice will be given unless there

is an anticipated disruption to service.

There are a small number of instances where advance notice will not be provided. This includes but is not inclusive of:

- emergency repairs (loss of power, loss of IT network, major water leak, fire etc.);
- Security staff responding to an incident or report;
- weekly fire alarm testing;
- fire evacuation drills (twice annually);
- suspicion of illegal activity or serious health and safety concern;
- medical emergencies and student welfare checks requested by a member of the Student Wellbeing Service; communal areas health and safety checks
- vacant room checks or room viewings.

SHOW FLATS

There are a small number of show flats on Newton Park Campus. Prospective students and their supporters will have the opportunity to visit show flats to explore the accommodation options Bath Spa University offers students.

Students living within these flats receive a discounted licence agreement, equivalent to £85 per event or £850 for the entire contract length. If you are living in a show flat, you will have been notified of this when you received your offer of accommodation.

Students living in show flats will also have the opportunity to become a paid Student Ambassador on these dates, subject to the standard recruitment process for these posts. Any Student Ambassador payment is in addition to the discount offered on the licence agreement or rent charge.

Before each open day, Facilities and Services will clean the kitchen of each show flat.

Students selecting a show flat option are making a commitment to:

- Ensure their room is clean and tidy for all the pre-agreed ten dates for Open Days and Offer Holder Days throughout the academic year. Dates for academic year 2023-2024 are currently being finalised.

- Attend a short training session from the Student Accommodation and UK Student Recruitment and Outreach Team during their first month at university.
- Be available to accompany students and their supporters to view the communal areas and their bedroom between 9am and 5pm on all ten dates.

Discounted 'show flat' accommodation rates are only available to students who commit to all ten dates.

The University reserves the right to move students to alternative, non-discounted accommodation in the event that any of these conditions are not met. If you are living in a show flat and find that you wish to move to a flat which is not a designated show flat, you can request a room move. Please see page 16 for more details about room moves.

INTERNET AND WIFI

Gardens and Lakeside residences - ResNet Wi-Fi

To connect to ResNet you will need a valid student username and password, which you will get when you complete registration.

To connect computers, smartphones or tablets:

1. Search for Wi-Fi networks and select ResNet
2. Log in with your username and password - when entering your login information, enter your student number followed by @bathspa.ac.uk, e.g. 123456@bathspa.ac.uk
3. You will now be connected and your device should automatically reconnect

To connect other devices such as games consoles, Apple TV, Firesticks, etc., you'll need to get the MAC address of your device. To see how to find this, either:

- Via [MyServices](#)
- Use Google to search for 'how to find mac address of [your device]'

Then:

1. On a device that is already connected to ResNet or Eduroam, [sign in](#) using your Bath Spa login
2. Click 'Add device' and enter your device's name and the MAC address of the device

Please be aware that the status of the device may be "Pending" for a while after completion, this is a known error and should not affect the use of the network, it can therefore be ignored.

If you need urgent assistance or cannot access MyServices, you can call the IT Service Desk on +44 (0)1225 876500.

Bankside House - Glide Wi-Fi

Wi-Fi at Bankside House is provided by Glide. To access Glide follow these steps:

1. Find the Glide network and connect and then open your internet browser on your device
2. Select the free or upgraded service and register
3. Log in and create an account - it does not need to be the same as your University account, as this service is not provided by Bath Spa University
4. If choosing the upgraded service, set up payment
5. Begin browsing

If you have any issues with the Internet service please contact Glide directly on +44 (0)333 123 0115 or via their [website](#).

Newton Park, Sion Hill and Locksbrook Road campuses - Eduroam Wi-Fi

Eduroam is Bath Spa University's secure wireless network service available across the campuses - connecting will require installing a security certificate on your device and then using your student credentials to log in.

To log in securely to Eduroam, you should use the Eduroam Configuration Assistant Tool:

1. Visit the Eduroam [website](#)
2. Select 'click here to download your eduroam installer'
3. Select 'Bath Spa University'
4. Click 'Download your eduroam installer' and follow the instructions to install for your device
5. When entering your login information, enter your student number followed by @bathspa.ac.uk, e.g. 123456@bathspa.ac.uk
6. You should now be connected to Eduroam

For more detailed instructions or to request support, visit [MyServices](#)

If you need urgent assistance or cannot access MyServices, you can call the IT Service Desk on +44 (0)1225 876500.

IT SERVICE DESK

The IT Service Desk is available via [MyServices](#) or in [The Student Hub](#). Opening times:

- Monday - Thursday: 9:00 AM until 4:15 PM
- Friday - 9:00 AM until 3:45 PM
- Limited out of hours telephone support available 24 hours a day

If you need urgent assistance or can't access MyServices, you can call the IT Service Desk on +44 (0)1225 876500.

CLEANING

For many of you this will be your first experience of living within a group environment. You are jointly responsible with your housemates for keeping all communal areas clean, tidy and free of anything that may cause harm or become a hazard.

To enable you to clean your bedroom and kitchen, access to a dustpan and brush, a mop and bucket, and a vacuum cleaner have been provided for your everyday use.

You can also find a blank bin rota in your kitchen. We encourage you to work together to decide on an appropriate rota for your flat so that everyone is happy with the cleanliness of the communal areas.

You will need to supply your own cleaning materials and washing up liquid. To comply with Health and Safety regulations the University does not use or allow the use of bleach.

To log a job with Facilities and Services, e.g. to request additional food waste bags, please follow the instructions below:

- Log into [MyServices](#) - you will be asked to log in then you'll be able to log a job with the Domestic Services NP-CC team in the Estates and Services department
- Enter the problem in the description box, ensuring to include your name and room number

Kitchen cleaning warning notices

Facilities and Services Team Leaders will monitor communal kitchen areas to ensure that these areas remain clean and tidy. If the Team Leader considers that there are issues within the kitchen but are still prepared to clean the kitchen they will leave some 'Team Leaders Tips' advising of the area/task that needs attention. In the event the Facilities and Services staff are unable to clean your kitchen on their scheduled visit the following action will be taken:

- An email is sent to all members of the house group providing advice on how to ensure kitchen cleanliness
- A further email will be sent to residents detailing why the scheduled cleaning was not carried out and advising which areas of the kitchen need attention.
- If the Facilities and Services Team are continually unable to clean and sanitise your kitchen, a meeting with the Accommodation and a Facilities and Services team leader will be booked for all residents. We will support you in getting your kitchen back to a hygienic state. This may include a deep clean of the kitchen.
- If, after a deep clean has been carried out, the Facilities and Services team are still unable to carry out kitchen sanitisation, this service will be removed. You will receive an email regarding this.
- The Accommodation Team will continue to monitor kitchen cleanliness on weekly health and safety walks (see page 9 for more information). The sanitisation service may be reinstated if kitchen cleanliness improves.



Cleaning Responsibilities

You are provided with a regular sanitising cleaning service in communal areas by the University's Facilities and Services Team. Your kitchen noticeboard will provide you with further details on when this cleaning will take place.

	YOUR RESPONSIBILITY	FACILITIES AND SERVICES STAFF RESPONSIBILITY (SCHEDULED CLEANS ONLY)
BEDROOM	Keeping the bedroom clean and tidy. Please return any cleaning equipment used to the kitchen to make it available for others to use.	N/A
EN-SUITE	Regularly clean the shower, toilet and hand basin in the en-suite (if applicable).	N/A
KITCHEN	Keeping the kitchen clean and tidy, allowing for a pleasant environment for all to enjoy.	A weekly sanitising clean of your kitchen surfaces will be provided (subject to them being clear of belongings/washing up).
	Clearing up spillages from hobs, ovens and microwaves.	A weekly sanitising clean of hobs and microwaves.
	Doing your washing up and tidying away all crockery, dishes, cutlery and pans into cupboards/drawers.	Sanitising clean of kitchen floors.
	Keeping the sink and surface areas clear of washing-up and food debris.	
	Keeping the fridges and freezers clean including the removal of out of date food and wiping them out. Please do not alter the temperature setting on your fridge or freezer as they have been set to the correct temperature. The fridge freezer should be set on three.	
	Sorting all rubbish and recycling into the correct bins in your kitchen. Please do not use black bags or plastic carrier bags.	Cleaning of external recycling bins.
	Ordering new food waste caddy/sanitary disposal bags You can request more from Facilities and Services via MyServices .	
COMMUNAL	Regularly take all rubbish and recyclable materials including food waste to the external bin stores. It is a good idea to rinse any recycling items before putting into mixed recycling bins. These will be inspected by Facilities and Services staff regularly. Students are expected to keep these bins clean during their occupation	
COMMUNAL AREAS	Keeping communal areas (hallways, landings, kitchens and bathrooms) clear of personal belongings (clothes driers, shoes, rubbish).	Vacuuming all communal areas.

WASTE AND RECYCLING

We are committed to maintaining zero waste to landfill from all our residences and maximising recycling. You can help by following these easy steps:

Please make sure that all waste and recycling is placed inside the wheelie bins otherwise this causes problems with pests and seagulls.

Recycling should go loose into the wheelie bins (do not put them inside plastic or black bin bags).

- Remove food items from any packaging and then place food items only in the food waste bin.
- Recycle as much as possible – if you have any questions, please speak to a member of staff.
- Treat the black bin as a 'bin of last resort', no food waste and nothing recyclable.

Your room contains one green recyclable waste bin and one black non-recyclable waste bin (unless you live in a studio). Food waste needs to be placed in the food waste bin in the kitchen. In your bathroom you have a sanitary waste bag dispenser and a number of bags. The bags should be used for your sanitary waste only and placed in black non-recyclable bins. Do not flush sanitary products or other items down the toilet.

Reduce your waste

Recycling is important, but it's also critical to reduce and reuse where you can. For lots of handy information on portion sizing, clearing up the confusion on best-before and use-by-dates, and creative recipes from leftovers see [here](#).

If you have any in date, non-perishable food items that you do not want to eat, you can donate these to the Bath Spa Community Food Larder. Please see page 13 for more information and their locations.

The University is fighting food waste with 'Too Good To Go'. You will now find the Refectory and Cafe Commons on the 'Too Good to Go' app. Rescue magic bags of surplus, unsold food at a great price, so it gets eaten instead of wasted. You won't know exactly what's in your order until you pick it up - it's all part of the surprise.

You can help reduce the University's overall impact on the environment by considering donating to charity. There are three large, red British Heart Foundation

donation points on campus at Newton Park, at the Sophia and Langton laundries and next to the Students' Union. Details of what to donate are detailed on the bins. There are also many charity shops in Bath that would welcome donations.

Moving out at the end of your Licence period

At the end of each academic year we run an appeal encouraging students across Bath to donate unwanted items to local good causes – and provide you with facilities to do this in the easiest way possible. Publicity on the campaign runs during the summer term/semester.

Any items found in student bedrooms or communal areas at the end of the licence agreement will be donated or disposed of.

LAUNDRY

Laundry facilities are operated by [Circuit Laundry](#) and are open 24/7. Newton Park has facilities by Langton and in Sophia building, and Bankside House laundry room can be found in the room next to the post boxes and bicycle racks.

You will need to buy a Laundry Card (from Sophia or Langton laundry rooms) to use the machines or by downloading the Circuit App. The Laundry Card can be topped up with credit [online](#), which you can then spend on running washing and drying cycles. A wash costs £2.50 and a dry costs £1.50 - this is subject to change so please check the laundry rooms or app for up-to-date pricing.

Where signage is displayed, Circuit Laundry has introduced Mobile Phone Payment (Apple and Android phones) to make it quicker and easier to do your laundry. You can download the Circuit App for free by typing "Circuit Laundry" into the app store.

Washing detergents are not provided. Please do not use fabric conditioner/softener or colour catchers as these can damage the machines. Please also be aware that overloading the tumble dryers will prevent laundry from drying properly. You can find more information about using [Circuit laundry services](#).

You can report any faults or breakdowns directly to Circuit Laundry on 0142 282 0040, via [this link](#) or by scanning the QR code opposite.

POST AND PARCELS

Please ensure that any expected deliveries are provided with the correct address and your contact details:

Postal Address for Newton Park

(Your Name)
Bath Spa University
(Your room number and residence)
Newton Park Campus
Newton St Loe
Bath, BA2 9BN

The Newton Park Post Room is located in The Vinery and is open Monday to Friday from 8:30am until 4:30pm. If you are a resident of Gardens and Lakeside, you will need your student card to get access to your postbox, these are accessible until 8pm Monday to Friday. If you have a parcel or post delivered that requires a signature you will be contacted via your University email by postroom@bathspa.ac.uk Send Suite Tracking Online to inform you it is awaiting collection. Please only go to the Post Room to collect your parcel once you have received this notification.

Any large parcels or packages that contain perishable goods (e.g. food packages or flowers) will be delivered to the kitchen in your flat by Facilities and Services. The University takes no liability for items once left in kitchens. Please ensure perishable items are only delivered Monday to Friday.

You can ask someone to collect your parcel for you. To organise this, email postroom@bathspa.ac.uk with the following details:

- Reference details of the item
- Name of person collecting
- Student ID of the person collecting if applicable

The information must be provided via email Monday to Friday for collection the same day.

Postal Address for Bankside House

(Your Name)
Bath Spa University
(Your room number and residence)
Newton Park Campus
Newton St Loe
Bath, BA2 9BN

Bankside House post is processed by the Post Room at Newton Park Campus.

Facilities and Services will deliver all post processed by the post room, to Bankside House by 4pm Monday to Friday. Post and small parcels will be put in the post

boxes. Any large parcels or perishable items will be delivered to your flat kitchen. The University takes no liability for items once left in kitchens. You will receive a notification email to your University account from postroom@bathspa.ac.uk/Send Suite Tracking Online to inform you that your post is ready to be delivered to Bankside House.

Post delivered to the post room over a weekend, will be delivered to Bankside House by Facilities and Services the following Monday (or next working day if the Monday is a Bank Holiday).

Street Address for Bankside House (for taxis, takeaway deliveries, sat navs, etc.)

9 Harley Street
Bath
BA1 2SG

If you arrange for any post or deliveries to be sent directly to Bankside House, you must be present at Bankside House to receive deliveries. The University will not accept any liability for lost items delivered directly to the Bankside House postcode.

Post Room terms and conditions

Whilst the University will take the utmost care of any items retained in the post room, it will not accept any liability for items that are lost or damaged whilst awaiting collection.

Please be advised we are unable to hold or re-direct any mail. Any mail that arrives for you after you have left halls of residence will be returned to sender or shredded. Please ensure that you change your postal address with all companies you have had mail from by the end of your occupation.

The University reserves the right not to accept post, parcels or deliveries if storage is not available or practical, the post/parcel is deemed unsafe, or the University suspects that it contains items prohibited in the Licence Agreement or Residents' Handbook.

AMAZON LOCKERS

If you are ordering items from Amazon, the University has Amazon lockers situated in the Refectory (Gabriel) and outside Stanton (Medal) on Newton Park Campus. Further instructions on how to use Amazon Lockers and further locations across Bath can be found on the [Amazon website](#).

HEATING

You have individual thermostatic control within your room so that you can adjust to suit your own needs within the timetabled heating hours of 6 - 10am, and again between 4 - 11pm. Heating is centralised at

Newton Park and Bankside House, and will be turned off during warmer months. There is not a set date for this as it is based on the weather and outside air temperature.

Please do not put wet clothes over your heaters as this can burn your clothes and cause a fire. The use of heated clothes dryers is not permitted in halls of residence.

For health and safety reasons students are not permitted to bring their own portable heaters into accommodation. If you have concerns about the temperature in your room please report it to the Maintenance Team who will be able to assist.

ACCESSIBLE ACCOMMODATION

Any student who may require adaptations or a specific type of accommodation because of a disability or medical condition, is invited to give information about their access requirements on their housing application. You are welcome to contact the Student Accommodation Team to discuss your housing options at any time.

BICYCLE STORAGE

There are designated bicycle storage facilities across all accommodation sites.

Bicycles cannot be kept in areas that are designated as fire escape routes, such as hallways and landings. Any bicycles found inside residential buildings will be removed.

The University hosts 'Bike Doctor' sessions once a semester, offering free maintenance safety checks. Follow their [Facebook](#) page for more information. An easily accessible and free-to-use Cycle Repair stand can be found behind the Library (opposite Security) with a bicycle pump and puncture repair kit you can use if you need to. The stand is under a shelter to keep you dry,

too, if your bike does need some attention.

Bicycles are left at your own risk: if you intend to bring your bike please ensure you are familiar with the Bike Parking Policy. Each summer the Sustainability Team conducts an audit of bikes left and any bikes that appear to be abandoned will be removed and [donated to charity](#).

SUSTAINABILITY

Bath Spa University has a strong environmental ethos, and as a resident here, we ask you to behave in a way that supports this. You can find out more on the University's sustainability policy and their work, on the [website](#).

Follow the Sustainability Team on social media for up to date information and events.



TV LICENCE

You need a TV Licence to use any television receiving equipment such as a TV set, set-top box, computers or mobile phones to watch TV programmes as they are being broadcast, or to record them.

Further information and guidelines can be found on the [TV Licensing website](#) or by calling: +44 (0)3007 906131. You will need a TV Licence if you download or watch BBC programmes on demand. This applies to all devices.

Please be aware that your TV licence is only valid for your devices and room. All students who use television receiving equipment or watch BBC programmes (live or on demand) need their own TV licence.



Maintenance and Repairs

REPORTING REPAIRS

If something breaks or stops working in your accommodation, please report this promptly to the Maintenance Team. One of our Maintenance Team will then come to assess the problem and arrange for a repair to be carried out. You can report any repair via MyServices:

- Log into [MyServices](#) - you will then you'll be able to log a job with the Buildings Maintenance team in the Estates and Services department
- Enter the problem in the description box, ensuring to include your name and room number

When a request for maintenance has been received and logged by the Maintenance Team you will receive an email notification.

Please note that maintenance work can take place from 8am onwards.

Students that fail to report problems when they occur may be held liable for any subsequent damage that may happen as a result of neglect.

Out of hours repairs reporting

If you report a repair outside of office hours, Monday to Thursday 8am - 4:30pm (4pm Friday), the request will be responded to the next working day.

Emergency repairs

If you discover an issue that requires immediate action to be taken e.g.:

- Serious flooding and leaks
- Loss of water supply
- Complete loss of all electricity
- Hazards affecting immediate safety of residents.

Please contact the Security Team at Newton Park on +44 (0)1225 875555. You can also contact Security by phoning 5555 if you have an internal phone in your flat. Security will determine the severity of the problem and call out emergency contractors if necessary.

ACCESS FOR REPAIRS AND PLANNED MAINTENANCE

For information about the University's access to your room and accommodation, please see page 2.

POWER SUPPLY

Please ensure that any electrical appliances you bring into the residences conform to British Standards and hold a portable appliance test (PAT) if they are more than one year old.

Emergencies, Safety and Security

The Security team are the first point of contact in an emergency outside of normal office hours, in addition they are responsible for:

- Responding to incidents on Campus
- Managing CCTV
- Access Control
- Lost Property

Please note you can contact the emergency services at any time if you need to. The **police, fire and ambulance services can be contacted by dialing 999**. If you are able, please let the Security team know if you call the emergency services so that they can be on hand to assist directing them to you.

EMERGENCIES

If an emergency occurs, contact Security at Newton Park on +44 (0)1225 875555. You can also contact Security by phoning 5555 if you have an internal phone in your flat.

If you think you need medical help but it is not a 999 emergency you can call 111, an NHS service offering advice and information on what action to take. Your internal phone will dial 999, 111 and non-emergency police 101.

FIRST AID

Security staff are qualified in Emergency First Aid at Work, and are equipped to deal with general incidents. However, in the event of a serious injury an ambulance should be called by dialing 999.

ACCIDENT AND EMERGENCY (A&E)

Bath Royal United Hospital,
Combe Park, Bath BA1 3NG
Telephone: 01225 428331

REPORTING ACCIDENTS

All incidents must be reported as soon as possible so that we can take steps to prevent a recurrence.

In the event of a personal injury incident, or dangerous occurrence, contact Security directly.

HAZARDS

If you identify a hazard in your accommodation, please report it to the Student Accommodation Team as soon as possible or logging a job with Maintenance (please see page 8 for instructions).

HEALTH AND SAFETY WALKS

The Student Accommodation Team will conduct a weekly Health and Safety Walk around the residential buildings. This will be to check the kitchen and communal areas for any hazards or obstructions, spot any maintenance issues, and deal with any other concerns. Access to your room is not required unless requested.

Any Health and Safety risks will be addressed by a member of the Student Accommodation Team.

FIRE SAFETY

Fire evacuations

On the back of your bedroom door, you will find a fire evacuation plan. When you move in, please look at this and familiarise yourself with your fire evacuation route and meeting point. Please also pay particular attention to all escape routes and fire exits. Do not block or obstruct any fire evacuation routes or fire exits, ensure corridors and stairs are kept clear.

- It is imperative that on hearing a fire alarm sound that you leave the building immediately and make your way safely to your fire evacuation point.
- Do not stop to collect any possessions
- Follow any instructions given by Security, or members of the emergency services.
- Do not re-enter the building until instructed to do so by a member of staff or emergency services.
- All staff and students enrolled at Bath Spa University have the responsibility of being a Fire Marshal when on campus. Fire Marshals assist during both real and practice emergency evacuations.

Fire Drills

Fire alarms are tested weekly, usually on a Tuesday. You can identify a test as the alarm sounds twice in quick succession then stops. A non-test alarm will sound continuously.

The University has a legal obligation to undertake scheduled fire drills at least twice a year during your occupation. Additional tests may be conducted over the summer period - this is to familiarise residents with the fire evacuation procedures and allow staff to check that all fire alarm mechanisms are working correctly. We do not give prior warning of these drills as they are aimed to simulate a real fire situation. You are required to have evacuated the building within two and half minutes.



Fire safety in halls of residence

Each year students have to evacuate their buildings (often in the early hours) as a result of fire alarms set off accidentally by fellow students. Frequent false alarms can cause students to become complacent about evacuating, so are a large health and safety concern.

To avoid unnecessary fire alarms:

- keep fire doors closed, do not wedge them open;
- do not leave cooking unattended;
- monitor the amount of oil you use when cooking;
- please also keep the oven clean, especially if you regularly cook fatty foods, as this will help to reduce the build-up of smoke.

The University takes fire safety in halls of residence very seriously and any concerns will be investigated by the Accommodation Team.

Fire safety concerns can include but are not limited to:

- covering, removing or interfering with smoke or heat detectors;
- malicious damage or activation of fire alarms;
- discharging or tampering with fire extinguishers;
- tampering with break glass units;
- behaviour that results in a fire or fire alarm activation e.g. leaving cooking or heated hair curlers/ hair straighteners unattended;
- non, late or refusal to evacuate a building after fire alarm activation;
- possession and/or use of banned items such as candles, matches, incense sticks, tea lights, fireworks, ash trays or similar items;
- propping open fire doors, damaging them or their mechanism;
- rendering a fire door ineffective, for example by insertion of a wedge or propping it open with a heavy object, or by disabling/interfering with the door closure device;
- blocking or obstructing any fire evacuation route or fire exit;
- covering fire safety signs or vision panels in fire doors;
- smoking/vaping inside residential buildings.

Fire action

If you discover a genuine fire, use the break glass point to notify residents and the University of the fire, leave the building immediately and call 999.

If you hear the fire alarm you **must** leave the building immediately and make your way safely to your fire evacuation point. Please see page 9 for evacuation

instructions.

Fire safety awareness sessions

Any actions that put other students in danger are taken very seriously by the University and will be investigated under the University's Accommodation Code of Conduct Procedure. See page 10 for examples of fire safety concerns that will be investigated by the Accommodation Team.

Possible outcomes for any student (s) found responsible for fire safety breaches include:

- Written warning letter and compulsory attendance on a Fire Awareness Session, delivered by an external training company, for which you will be charged for your place on the course
- Repeat offences investigated under University's Accommodation Code of Conduct Procedure. Further details of potential outcomes can be found [here](#)

Fire Awareness Sessions are subject to availability at the time of booking. Fire Awareness Sessions will be held either online or in person. You will only have one opportunity to attend an awareness session and failure to attend will result in a charge of £50 for your place on the course.

Where it is not known who is responsible for misconduct within a residential building, each resident within that building will be liable for the outcome unless the person responsible comes forward.

GAS AND ELECTRICAL SAFETY

The University ensures that current certificates/ documentation is held which provide evidence that:

- All gas appliances have been tested annually
- All portable electrical appliances provided by the University are tested regularly

Electricity Supply

Care must be taken not to overload the electricity supply. The electricity supply in study bedrooms may be restricted so that only small electrical appliances such as your stereo, hair dryer, TV or PC may be used. Kettles, microwaves, rice cookers etc., can only be used in kitchens. Your own electrical appliances must be less than one year old or PAT tested.

Any electrical appliance you bring must be:

- CE or UKCA approved
- Operate from UK voltage (240 volts) and standard three pin plug

In the interests of safety we do not permit the use of international travel adaptors in residential buildings. UK

travel adaptors can be purchased in the Students' Union shop.

LOCKED OUT

If you are locked out, please visit or phone Security to gain access to your room. You can phone Security directly on +44 (0) 1225 875555 (ext 5555 on internal phones).

APPLIANCES IN STUDY BEDROOMS

You will not be allowed to keep any kitchen appliances (including and not limited to fridges, freezers, rice cookers, coffee makers, kettles, and washing machines) in your study bedroom for safety and hygiene reasons. If you need a small fridge in your room for any medical reason please contact the Student Accommodation Team for advice.

You are permitted to use items such as hair straighteners, electric diffusers and electric wax melters, but please ensure these items are not left unattended and are used according to manufacturer's specifications.

ADDITIONAL FURNITURE

If you wish to bring any additional furniture into the building you must first get permission from the Student Accommodation Team. All furniture must comply with the Fire and Furnishings Regulations 2010 and must be labelled as such. Please note all study bedrooms are fully furnished so there is little room for additional items. If unauthorised furniture is found within your accommodation you will be asked to remove it.

LOST PROPERTY

All lost property should be handed in to Security as soon as is practically possible.

RESIDENCE SECURITY

It is necessary for everyone to play their part in ensuring that best practice is followed at all times. Please therefore help us to help you by remembering the following:

- Be aware of any suspicious packages or behaviour and report them to Security for all Bath Spa University campuses and buildings
- If you are uncertain about, or worried by something you see, do not hesitate to contact Security
- Do not allow unauthorised or unknown people to follow you into your building
- Do not leave personal valuables lying around - lock them securely out of sight
- Lock your study bedroom door behind you, even if you are only going to the kitchen or bathroom

- Check doors and windows are locked at night or when going out - don't assume someone else will

INSURANCE

Bath Spa University insures the building and its own contents against loss or damage due to fire and flood. The University does not insure against negligence, accident or vandalism, and in the event of being responsible for such an occurrence you may be charged accordingly. The University does not accept responsibility for the loss of, theft of, or damage to residents' or other individuals' property.

The University has arranged possessions insurance with Endsleigh Insurance to cover your possessions whilst living in University managed accommodation. It is your responsibility to check the scope and level of the insurance cover and arrange additional cover as required.

The Policy Number is: Bath Spa University HH1216.

You can view your full policy details and extend cover visit the Endsleigh [website](#).

You can also make a claim [online](#), alternatively, you can call on: +44 (0)333 2341688.

Policy No: Bath Spa University HH1216.



University life

Keep up to date with the University via the main website www.bathspa.ac.uk and on your personal Student Hub.

You can also follow University activities on social media www.bathspa.ac.uk/about-us/contact/social-media-directory/

You can follow the Bath Spa University Accommodation Team for more information about what's going on in halls of residence, on social media:



STUDENT COMMUNITY FOOD LARDER

The Bath Spa Community Food Larder provides free non-perishable food items to any student at Bath Spa who may need/want it.

You can also collect items of food from the following locations:

Newton Park Campus:

- Sophia and Langton laundry
- Commons stairwell 1 (ground floor)

Locksbrook Campus - opposite G20

Bankside House - in the Post Room

As part of Bath Spa's campaign to reduce waste, the Catering Team has introduced the Community Fridge. The Community Fridge saves good quality, surplus food from the Catering outlets and event catering! When there is food available, the Catering Team will post on Instagram ([@meetdrinkeatbsu](https://www.instagram.com/meetdrinkeatbsu) on Instagram) and you can collect this free of charge from the Sofia Laundry room.

CITY AND COMMUNITY LIVING

As a student at Bath Spa University you are expected to conduct yourself in a way that preserves and enhances our good name and reputation. Please ensure that you are mindful of your local neighbours if returning to your residence late at night or in the early hours of the morning. Please make yourself familiar with the Student General Regulations and our Code of Conduct which can be found at:

www.bathspa.ac.uk/about-us/governance/policies/

STUDENT COMMUNITY PARTNERSHIP

The [Student Community Partnership \(SCP\)](#) is a link between the Higher Education Institutions, their Students' Unions, and the Local Authority in Bath.

The SCP campaigns for good neighbourly relations, safety, sustainability and other aspects of community awareness through campaigns, events, and volunteering.

You can get involved with the community directly through the SCP or with events the University puts on with the partnership. You can find out more about getting involved [here](#).

HEALTH AND WELLBEING

Student Wellbeing Services (SWS) are here for you. You can access professional advice and guidance to help you make the most of your time at university, including accessibility, disability, general wellbeing, physical or mental health.

There are a range of ways you can access SWS, including self-service appointments, email and telephone.

For further information about services available visit www.bathspa.ac.uk/students/student-wellbeing-services/

MyWellbeing

MyWellbeing is the 'place to go' to log queries, book appointments, register for events and find out about all available services in one place.

You can access MyWellbeing at any time by visiting mywellbeing.bathspa.ac.uk and select 'Student Sign In'.

Mental health

Our team of qualified mental health practitioners provide a range of interventions to enable the mental health of Bath Spa students, and are here to support you. You can book appointments to speak with a practitioner using Student Wellbeing Services' [online booking system](#); they will explore any challenges you are currently experiencing and agree an action plan moving forward.

Medical Service

As a student, you can register with the [University Medical Service](#) and access it all year round. You can access the on-campus surgery in Sophia and also Fairfield Park Health Centre in Bath.

Accessibility and disability

All students should have an equal opportunity to experience university. Student Wellbeing Services provide information, guidance, advice and practical support to students who identify as disabled and neurodiverse, including dyslexia, dyspraxia, autism spectrum (ASC), mental ill-health, medical conditions and sensory or mobility impairments.

General wellbeing

Wellbeing Advisors offer non clinical advice and practical guidance, can help you problem solve and coordinate the right support for you. They also provide money advice, including ensuring you are able to access your full entitlement to student finance and other funding. You can book appointments to speak with a wellbeing advisor [online](#).

Care experienced, foyer leavers, estranged students or young adult carers

If you identify with any of these groups, you can access a named advisor in Student Wellbeing Services who will be your point of contact throughout your time at university. They can speak with you about your eligibility for additional funding, accommodation and other useful support and services. In addition to signing the [Care Leavers Covenant](#), Bath Spa University has taken the [Stand Alone Pledge](#) to demonstrate our commitment to helping students who no longer have contact with their family or guardian.

OUT OF HOURS SUPPORT

There are a range of useful services and resources available to students out of hours; these include on-campus, online and telephone services, available in the evenings and weekends, all year round.

The Student Assistance Programme provides access to immediate advice and support from a trained mental health practitioner 24/7. Students can call +44 (0)800 0318 277 (or 00353 1 518 0277 from abroad) or alternatively, they can message 'Hi' via WhatsApp to 07418360780.

Student Wellbeing Services work closely with colleagues in Security to enable the health, safety and wellbeing of students out of hours. If you are concerned for yourself or others and require urgent assistance, out of hours, please call Security/SWS on +44 (0)1225 875555 and ask for support from SWS.

Further information about other services can be found on the SWS 24/7 services [web page](#).

REPORT AND SUPPORT

Report and Support is an [online reporting tool](#) for students, staff and visitors to the University to report incidents relating to bullying, harassment, violence, assault, hate crime, and sexual violence, harassment and misconduct. The University has specially trained staff to support you, including trained Sexual Violence Liaison Officers (SVLO's).

STUDENTS' UNION

The Students' Union is run by students, for students – you automatically become a member for free. The Students' Union is a charity with over 8000 members, independent from the University and exists to help you get involved, make friends, have fun and have your voice heard.

For more information visit: www.bathspasu.co.uk



MONEY ADVICE AND GUIDANCE

The Student Wellbeing Services team offer guidance on a range of financial issues including statutory funding (Student Finance England, Wales, etc.), bursaries, government benefits, budgeting, and other funding that may be available to you. Please call 01225 876543 or book an appointment via [MyWellbeing](#).

The Finance Department is also able to offer guidance about your financial account with the University. You can contact them on +44 (0)1225 875780 or email myfinance@bathspa.ac.uk

PARKING AND TRANSPORT

First West of England are the operators of the buses in Bath. For up to date information on their services, ticket prices, mobile app, and much more, visit their [website](#).

If you live in University residential accommodation you are not permitted to bring or keep a car, motorbike or moped on campuses or at halls of residence or found to be in possession of a vehicle within a three mile radius of your residence, with the exception of arrival and departure days.

Any student with a disability who wishes to bring a car should apply in the first instance to Student Wellbeing Services.

In all cases where vehicles are parked without permission or parked illegally, Bath Spa University will support local residents, the police and local authorities to take all reasonable and legal measures against motorists that infringe parking restrictions or regulations.

All visitors must purchase and display a valid Pay and Display ticket when parking on any university campus. Pay and Display ticket machines are available in all car parks.

ANPR technology is in operation at Newton Park.

The Licence Agreement

PAYMENT FOR YOUR ACCOMMODATION

When you complete the University online registration process you will see the total accommodation licence agreement charge for the academic year displayed in the fee summary section.

The accommodation fee will display together with any other fee that you may be responsible for paying.

You can select to pay for your accommodation by instalments. The payment plan for three instalments coincides with release of Student Finance maintenance loan payments to help you budget. Your licence agreement pre-payment will be deducted from the total accommodation licence fee charge and the balance outstanding will be equally split against each instalment date.

The three instalment dates for the 2023/24 Academic year are as follows:

17 October 2023
09 January 2024
16 April 2024

In order to facilitate instalments you will be required to leave card data when completing the fee summary section as part of the online registration process.

When payment is due please ensure that sufficient funds are available to meet the accommodation fee and that the card listed is still valid and in date. Should you need to update your card information, you can do so via the Student Hub.

Please note that scheduled payments will be viewable until 7-10 working days after your enrolment at the University.

It is the resident's responsibility to advise the relevant person/card holder of payment dates, if the card details stored are those of a third party, for example a parent, guardian, or sponsor.

You can also make immediate or ad-hoc payments to the University. You can find instructions on how to do so [here](#) (please ensure that your student number is included for identification and that you select 'accommodation fees due' when making any payment).

Students who move into Bath Spa University later in the academic year will be required to make payment for the current term/semester accommodation fee and arrange

an instalment plan for the following terms/semesters in accordance with the payment dates specified above.

Further information can be found on the [University website](#).

NON - PAYMENT

If you believe that you will be unable to pay your instalment it is vital that you contact the Student Fees Team by email: myfinance@bathspa.ac.uk or visit the Finance Desk in the Student Hub, at least five working days prior to the instalment due date to discuss an alternative payment method.

Please do not ignore any correspondence regarding University debt. We aim to be as flexible as possible to assist students in meeting their financial obligations where financial difficulty arises.

The University may evict students for non-payment of University accommodation fees and if necessary, will refer the account to a third party debt agency and take legal action to recover debt that remains unpaid.

Please also note that where there are rent arrears, the University is unable to provide a reference for future private accommodation, and will not permit students to move rooms or live in campus accommodation in subsequent years. Should you find yourself in debt to the University you must contact the Student Fees Team as a matter of urgency: myfinance@bathspa.ac.uk to discuss your situation.

INVENTORY

When you move in you will be asked to complete an online inventory that indicates the condition of your room. It is important that you complete the inventory and make a note of any issues not already recorded. Details of how to complete the online inventory will be provided on your arrival.

If you fail to complete the online inventory or do not note any problems you find in your room it could mean that any damage is invoiced to you after room inspections.

ROOM INSPECTIONS

Routine room inspections are carried out by the Student Accommodation Team and the Facilities and Services Team. These checks are done to monitor maintenance and health and safety issues, and to ensure that rooms are being kept in reasonable order. You will be given advance notice of these visits and it is not necessary for you to be present during these inspections. If your room does not meet the required standard you will be notified and a time will be arranged to re-inspect.

LEAVING OR TRANSFERRING BETWEEN ACCOMMODATION

The conditions for being released early from your Licence Agreement are contained in your Licence Agreement. The University reserves the right to look at requests on an individual basis and act on its discretion.

MOVING ROOMS

Room moves are permitted at specific times of the year, and not during the first four weeks or the last six weeks of occupation except in exceptional circumstances.

If you would like to move to a different room, please contact the Student Accommodation Team. You will be asked to complete a form which must be completed to notify us of your request and provide details of your preferred accommodation. If agreed, an administration charge of £20.00 will be made, which is non refundable if you later decide not to take up the offer of the new room. Room changes are subject to availability and moving between different accommodation sites may not be permitted due to contractual obligations.

DETAILS OF WHEN ROOM MOVES CAN TAKE PLACE

You can request a room move from the last week in October. There may be certain times of year that room moves may be limited, due to closure dates and capacity (e.g. over Winter Break). For details of these approximate times, please see below:

Begin the first week in November and end the second week in December.

Begin the last week in January and end the second week in February.

Begin the first week in March and end the last week in April.

WITHDRAWING OR TAKING A BREAK FROM YOUR STUDIES

If you withdraw or take a break from your studies, you must inform us and we will then give you 28 days notice to leave University accommodation. We will take the 28 day notice period as starting from the first Monday post receiving your intention to withdraw in writing. Any student who has withdrawn or taken a break from their studies is not permitted to remain in their University accommodation after the end of their 28 day notice period.

Please note the termination of your Licence Agreement cannot be processed until you have contacted the relevant department at the University to request withdrawal or intercalation in writing and have received confirmation of withdrawal or intercalation in writing from the University.

Please note you may still be liable for your licence fee after you vacate your accommodation as per the accommodation fee liability table below and as set out in the terms and conditions of your Licence Agreement. There is also a £50.00 administration charge to end your Licence Agreement early, as stated in the terms and conditions of your Licence Agreement.

If you have moved rooms or your contract commencement date was other than the 23 September please note this could differ and a final bill will be calculated by our Finance team.

WITHDRAWAL DATE	ACCOMMODATION FEE LIABILITY
23 September 2023 - 3 October 2023	£250 prepayment of the licence fee
4 October 2023 - 8 January 2024	First instalment payment (plus any additional days within the notice period extending beyond 8 January)
9 January 2024 - 15 April 2024	First and second instalment payments (plus any additional days within the notice period extending beyond 15 April)
After 16 April 2024 - end of licence period	All instalments

END OF LICENCE AGREEMENT

Once you have vacated your room and your Licence Agreement has ended, the Accommodation Team will inspect all rooms and communal areas. The condition of the property will be compared to the inventory completed at the start of the Licence Agreement. Any charges for damage or breakage will be invoiced to you and charges will also be imposed for any missing items. Access to your room will be removed from your Student ID card.

DAMAGES AND CHARGES

Damage is considered to be any deterioration to the property over and above that which is accepted as 'fair wear and tear'. Fair wear and tear generally means the ordinary day-to-day use of a property (for example, scuffs on walls, chipped paintwork etc.) or the ordinary effect of nature (for example, sun, rain etc).

If you cause any damage either on purpose or by accident you are required to report it to the Accommodation Team immediately.

If Bath Spa University staff identify damage, the individual student or the house group or building will be contacted via email. In the email, we request that the person(s) responsible (or anyone that has knowledge of who is responsible) informs the Accommodation Team.

Where a person(s) accepts responsibility for the damage, they will be charged for any necessary replacement or repair. If no-one comes forward the residents of the house or block will be charged equally.

If damage is found in communal areas within a flat/ house group e.g. kitchen, bathroom etc., all residents of that flat or house will be charged equally.

If damage is found in a communal area of a building e.g. hallways, staircases etc., all residents with access to the affected area will be charged equally.

Where the loss, damage or breakage is substantial you may be invoiced and be expected to pay within 14 working days or the charge added to your next rent instalment payment. Should individual students want to appeal, they can do so by emailing: accommodation@bathspa.ac.uk

Please note that residents are responsible for any damage caused by guests they have allowed access to the property as per your licence agreement..

CHARGES

Where items have to be repaired or replaced, the University will charge residents. These include charges for disposal, delivery, fitting and any other associated costs. Charges are as follows:

	REASON	CHARGE
BEDROOM	Replacement mattress	125
	Replacement mirror	From 57
	Replacement roller blind	150
	Replace/reconnect window restrictor	40
	Replacement desk chair	110
	Replacement under bed storage crate	10 each
CLEANING	Bedroom clean	From 30
	Bedroom with en-suite clean	From 40
	Carpet clean	From 25
	Mattress clean	From 20
	Kitchen clean	From 30
	Oven clean	65
	Rubbish/personal belongings removal	From 30
COMMUNAL	Replacement ironing board	25
	Fire Extinguisher - refill/replacement	From 75
DECORATION	Redecorate wall or ceiling	75
KITCHEN	Replacement vacuum cleaner	90
	Replacement of kitchen chair	40
	Replacement of soft seating	200
	Replacement toaster	30
	Replacement microwave	100
	Replacement kettle	20
	Replacement of fridge or freezer shelves	Up to 30

Please note the list is not exhaustive and costs may be higher dependent on the level of damage.



Behaviour

LIVING WITH OTHER STUDENTS

For many of you this will be your first experience of communal living. Here are some of the most common questions about living in shared accommodation.

How do we organise cleaning, washing up, recycling etc.?

Organising how you all help with cleaning and washing up can help avoid misunderstandings and potential conflicts. It's always a good idea to sit down as a house group in the first few days and discuss some of the following issues.

- Cleaning rota for the kitchen (you can find a blank cleaning/bin rota in your kitchen, ready to use)
- Washing up arrangements
- Emptying of waste and recycling bins (Who does it?)
- Any dietary issues (does anyone have a food allergy?)
- Sharing of food or other personal property (What can be shared? What can't be shared? Must permission be given?)

If you and your flatmates would like support in coming up with a cleaning/bin rota and your expectations of cleanliness in the kitchen, please email the Accommodation Team on accommodation@bathspa.ac.uk and we'd be happy to help!

What happens if I don't get on with people I live with?

In our experience the vast majority of student households live together successfully and happily. From time to time something may come up that causes difficulties between housemates e.g. someone taking food without permission. We recommend you first try to discuss any issues with your housemates face to face and work together to try to resolve it. It is often this option that people avoid, but it's usually the most effective way of resolving issues. Please be aware that group chats such as WhatsApp can be misinterpreted, so if you choose to use this channel of communication please be mindful of what you write.

If you find that you are unable to resolve the situation you may wish to seek advice or help from one of the Student Accommodation Team. They can help with:

- advice and guidance on living successfully with housemates;
- advice on managing difficult situations;
- guidance on your responsibilities and rights as a resident;
- organising a house group meeting.

The Students' Union Advice Service also offers mediation services to students. If you would like to engage with this, please contact su-advice@bathspa.ac.uk.

If you feel the situation cannot be resolved the Student Accommodation Team may be able to arrange for you to move to alternative accommodation, subject to availability and eligibility. Please see page 16 for more information.

VISITORS

All overnight guests must be over the age of 18 and can stay a maximum of two nights in any seven day period. Guests must sleep in the host's room, not in communal areas (e.g. kitchen) and must be signed in at Security upon arrival and departure. Guests should be accompanied at all times whilst staying in accommodation. Guests should not use a student's key card to gain access to halls of residence.

Under the terms of the Licence Agreement, you are responsible for the behaviour of your guests and they must comply with the rules of living on campus as you have to.

No more than six non-residents of any house group will be permitted for any gathering. This includes residents from other residential buildings. Any damage caused or cleaning required as a result of a gathering will be charged to all residents in accordance with this handbook and the Licence Agreement.

If you live in Bankside House, please complete this [form](#) to notify the University. This ensures that the University knows who is in the building in case of emergency.

The University has the right to refuse admission to any guests and/or visitors and the right to ask guests and/or visitors to leave the premises.

NOISE

While complete silence within residences is unrealistic, students must ensure that they and/or their guests are considerate of others and do not create noise that causes annoyance to others at any time. Residents are asked to be considerate of people in adjacent rooms or flats/houses who may be experiencing pressure with work or exams or have a different lifestyle from yours. Everyone has a different tolerance level to noise and for many students this will be their first experience of living in a communal setting.

Please assist us in reducing noise by:

- keeping noise to a minimum at all times (keeping conversations to a reasonable level, using headphones to listen to music or watch TV);
- avoiding gathering in kitchens and outside accommodation blocks late at night;

- keeping telephone and video calls to a reasonable level;
- not playing music so it can be heard in other people's rooms;
- being considerate of your neighbours when returning from nights out;
- avoiding slamming doors.

If you experience unreasonable noise within your flat, we recommend that you talk to your housemates informally to make them aware of the problem in the first instance.

If you are experiencing ongoing unreasonable noise you can report this to the Security Team at the time and request that they investigate this.

The Student Accommodation Team can assist with noise issues, by speaking to flat/house members and organising group meetings to help resolve noise complaints.

Quiet Accommodation

If you are living in a designated quiet flat, we have allocated you with other like minded students. We do not implement formal restrictions when you live in a quieter environment. We expect students to reach an informal agreement or set expectations among themselves. We expect any visitors to your accommodation to adhere to the informal agreement as well. The Accommodation Team will be in touch with the residents of any quiet flat during the first week of your time in halls of residence to support you in coming to your informal agreement.

Unfortunately, external and environmental noise are often beyond our control in relation to this arrangement. However, students being impacted by this can still reach out to the University for support.

If you have chosen to live in a quiet environment and find that you wish to move to a flat that is not designated as quiet, you can request a room move. Please see page 16 for more details about room moves.

ALCOHOL

Residents and visitors over the age of 18 are permitted to drink alcohol within halls of residence. Please see page 19 for details on gatherings. When under the influence of alcohol, residents and visitors are expected to be respectful of other residents and the University community.

If you have concerns about alcohol abuse or dependency, the University will support you. In the first instance, please contact Student Wellbeing Services and the University Medical Practice for advice.

ILLEGAL DRUGS AND PSYCHOACTIVE SUBSTANCES

It is an offence to possess, use or supply to other persons any controlled drug under the Misuse of Drugs Act 1971. The Act also makes it an offence for the occupier of the premises or a person concerned in management of any premises to knowingly permit activities to take place on the premises. The activities specified in the Act include smoking cannabis, and supplying or attempting to supply any controlled drug to another person. The use or possession within University premises of any substance which is prohibited by the Psychoactive Substances Act 2016 are not permitted. This includes nitrous oxide, and other products that are sold as legal highs or otherwise.

If you have concerns about drug abuse or dependency you can access support through the University. In the first instance, please contact [Student Wellbeing Services](#) and the [University Medical Service](#) for advice.

Students and visitors are clearly required to comply with the law and, therefore, residents may not bring, or allow to be brought, into the accommodation any unlawful drugs or other substances. The use or possession may not be seen, but a smell might be present, which may suggest drugs have been used and/or drug associate paraphernalia may be witnessed which again may suggest the misuse of illegal substances. All reports of drug use or suspicion of use will be investigated and evidence will be documented.

If a member of University staff finds what they suspect to be illegal substances within halls of residence, Security staff will be called to remove the substance. Body cam footage will be taken, any items will be placed in sealed evidence bags and removed from the residence. The Security Manager will notify the Accommodation Team who will carry out an investigation under the University's Accommodation Code of Conduct Procedure.

DRUG AND ALCOHOL WORKSHOPS

Education and information is at the heart of Bath Spa University's harm reduction approach to drugs and alcohol. All Bath Spa students will be invited to attend online workshops on drugs and alcohol. These optional workshops will be facilitated by an external expert and will provide a safe space to learn more about drugs and alcohol and explore challenges with your peers.

Where a student is referred into a disciplinary process as a result of drug or alcohol use, they may be required to attend a 'diversionary' drug and/or alcohol workshop. These in-person workshops are referred to in the University's Disciplinary Policy and the Accommodation Code of Conduct Procedure.

UNIVERSITY'S ACCOMMODATION CODE OF CONDUCT AND STUDENT DISCIPLINARY PROCEDURE

Student Behaviour Management

As a student living in university accommodation, you are expected to live and behave in a way that does not have a negative impact on others. This includes treating all members of the university community in a respectful and considerate manner.

If the Student Accommodation Team receives any reports of alleged inappropriate behaviour you will be notified of this via email. Alternatively you will be invited to meet with one of the team informally to discuss what has been reported.

If you continue to behave in a way that has a negative impact on others, breaches any of the terms and conditions of the Licence Agreement or Residents Handbook, or you commit a criminal offence your actions may be escalated to be considered under the University's Accommodation Code of Conduct Procedure. In some circumstances behaviour will also be investigated under the University Student Disciplinary Procedure and if necessary a referral to the Police for criminal investigation may be made.

Any act or omission, whether occurring on University premises or elsewhere (including electronically and on social media), which improperly interferes with the functioning or activities of the University or of those who work or study in the University or otherwise improperly damages the University or its reputation, shall constitute misconduct.

As a guide, this list details some common and some more serious breaches which could be investigated under the University's Accommodation Code of Conduct Procedure. (Please note this is not an exhaustive list.)

- Anti-social behaviour which could include noise disturbance, damage to university property, urination/defecation/vomiting on university property or grounds.
- Harassment, bullying or violence and/or the threat of violence towards others.
- Possession/use/supply of cannabis, legal highs, nitrous oxide or any illegal drugs within University accommodation or grounds.
- Fire Safety issues, for examples of these, please see pages 9-10.
- Health and Safety concerns.

Please note this is not an exhaustive list, penalties may be higher depending on the severity of an offence and/or any associated costs of the repair.

Each incident will be assessed on a case-by-case basis, depending on its severity. In all cases of discipline, penalties will be proportionate, and will be balanced with information about how to receive help, advice and support.

A student found responsible for misconduct may be subject to one or more outcomes, as detailed in section 6 of the University's Accommodation Code of Conduct Procedure. Further details of potential outcomes can be found [here](#).

Advice and Representation

Students who are either reporting or responding to an allegation of misconduct are strongly encouraged to seek advice and support from the Students' Union Advice Centre, which is independent of the University. They can be contacted via su-advice@bathspa.ac.uk

FILMING AND PROPS

Bath Spa University is a creative university and we are aware that our residents may want to use the residences as part of creative projects. However students must not use residential buildings as a film or photography location without prior consent from the Student Accommodation Team, and having completed an approved filming risk assessment.

Residents are not permitted to store props such as replica firearms, weapons or other dangerous items in residential buildings.

PROMOTING, FLYERING AND GUEST LISTING

The University does not permit promotion of any commercial events in residential buildings. This includes putting up posters or distributing leaflets. As a resident if you take on this type of work you will be breaking the conditions of your Licence Agreement.

If you have concerns about an unauthorised promoter working in the residences, please contact the Security team who will remove the person from site if necessary.

If you have any questions about promoting within University accommodation, please contact the Student Accommodation Team.

Customer Services

THE STUDENT ACCOMMODATION CODE

Bath Spa University has committed to the Universities UK Code of Practice for the Management of Student Housing in all of its managed residential buildings.

The Student Accommodation Code aims to promote best practice over a range of management activities including; Health and Safety Standards, Maintenance and Repair regimes; Environmental Quality; Landlord and Tenant Relationships; Student Welfare and Anti-Social Behaviour.

The University was successfully audited in 2022.

Information about the Code and details of the full code can be viewed on the Universities UK [website](#).

COMPLAINTS

Students have a right to a high standard of accommodation and we will act to ensure that these standards are maintained.

If you have a problem or complaint, first and foremost it is important that you get in touch to talk about it with a member of the Student Accommodation Team, or write if you prefer. Please note that your complaint will be treated in a confidential way. We will only talk to or correspond with another person (including your parents) about your complaint if you provide written authority for us to do so. The majority of complaints can be satisfactorily resolved in this way, and this is known as Local Informal Resolution, as outlined within the [Student Complaints Procedure](#).

If you feel your complaint has not been satisfactorily resolved by the Student Accommodation Team, you can submit a Formal Complaint using the University Complaints Procedure, further details of how to do this can be found [here](#).

QUESTIONS, COMMENTS OR SUGGESTIONS

We have attempted to make this handbook as comprehensive as possible – we hope that it has helped you to understand more about living in University accommodation and will be useful during your period in residence.

If you have any further questions or any comments to make about this handbook please drop us an email accommodation@bathspa.ac.uk

Useful Numbers

STUDENT ACCOMMODATION NEWTON PARK CAMPUS

T: 01225 876777

E: accommodation@bathspa.ac.uk

STUDENT FEES TEAM

T: 01225 875870

E: myfinance@bathspa.ac.uk

SWITCHBOARD

Newton St Loe, Bath BA2 9BN

T: 01225 875875

SECURITY

Newton Park:

T: 01225 875555

SION HILL SWITCHBOARD

T: 01225 875875

STUDENT ADMINISTRATION SERVICE

T: 01225 876115

E: mycourse@bathspa.ac.uk

STUDENT WELLBEING SERVICES

T: 01225 876543

E: studentwellbeing@bathspa.ac.uk

STUDENTS' UNION

T: 01225 875588

E: bathspasu@bathspa.ac.uk

Please note that the information provided in this handbook is correct at the time of issue and may be subject to change from time to time. You will be notified of any changes via your University email.