

Your Guide to Bangor University Halls of Residence 2020–2021



www.bangor.ac.uk/accommodation



SWYDDFA
NEUADDAU
HALLS
OFFICE



**Hello &
Welcome
to Bangor
Universty's
award winning
halls**





Well done on choosing Bangor University. If you are returning to us then welcome back. Whether you are a first year student or are returning for another session, we hope you have a great time in halls and that you get the most from your stay with us. We will always do our best to accommodate you, keep you safe and make sure that you have no worries with your new home at university.

Don't forget the Halls' Team are here for you. If you have any worries, concerns, suggestions or just want to chat to us about your halls' experience, we are here to listen and to help.

Take your time to read through this booklet, familiarise yourself with the content and your new home for the next year.

Wishing you success this year and an enjoyable time in your Hall.

The Halls' Team



Welcome to Bangor Halls

We are committed to providing you with facilities that are safe, comfortable and offer value for money and to help you with any problems you might experience.

In order to ensure your safety, it is compulsory for you to complete the on-line induction to Halls.

If you have not already completed this task please visit **www.bangor.ac.uk/myroom** as soon as possible and before you move into your accommodation.

The Halls' Office will record all students who complete the module and will email those who don't.

This is a guide; please ensure that you have read and understood the residence conditions which form part of your contract.

These can be found at www.bangor.ac.uk/ess2021

All we ask of you is that you follow the regulations in this booklet and that you show consideration to your fellow students and to the local residents.

Some of this information is only relevant to students on the Bangor campus. Students in Wrexham should ask for guidance at their reception office.

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The Halls' Offices

The Halls' Offices at Ffriddoedd and St. Mary's can answer all your questions about living in Halls at Bangor University. We can take payments, discuss room transfers and deal with any maintenance issues, or just be available for a chat.

When you agree to live in University accommodation you will be directed to read the Residence Conditions which may be found at:

www.bangor.ac.uk/accommodation/essentials2021



The Residence Agreement and the Residence Conditions are very important and **legally binding**. A brief summary of them appears to the right but you should have read them in detail before accepting the Residence Agreement.

Brief Summary of Residence Conditions

1. If you leave the University it does not mean that your Residence Agreement is terminated.
2. The Residence Agreement is legally binding and can not normally be terminated. Please read section 6 of the Residence conditions. If you are leaving the University please call at the Halls Office BEFORE you leave bringing with you a copy of your 'Withdrawal from Studies' form issued by Student Services.
3. Residents must read the notice in their room regarding the contents of their room. Please advise us of any discrepancies or damages within 7 days of taking up occupancy.
4. Residents must keep the room and the communal areas of the flat/corridor clean and tidy.
5. Residents must not damage the walls, doors, floor covering or furniture in the room. Please do not use drawing pins, nails, hooks, adhesive tape etc. Please use the notice boards for displaying notices or posters. Residents will be charged for any damage that occurs and may be called to a disciplinary hearing.
6. Residents must only use cooking equipment in the kitchens not in their room. If any electrical equipment is over 12 months old it will require PAT testing before you arrive.
7. Members of University staff or authorised contractors are allowed into the rooms at reasonable times for the purpose of inspection, cleaning, maintenance or repair.
8. Residents must complete the compulsory Halls Induction module to be found at: **www.bangor.ac.uk/accommodation/essentials2021**.
9. Residents must not burn candles, oil lamps or incense in the halls, deep fry with oil or cause any other fire risk.
10. Smoking, including pipes, vaporizers and e-cigarettes, is not allowed in any University building or within 5 metres of any University building.
11. No animals are allowed in the Residences except for assistance animals.
12. Residents and their guests should not bring illegal drugs, psychoactive substances, firearms or any weapon (even a replica) into the halls. The University will report any such incident to the Police.
13. Residents should not cause any nuisance, harassment or persistent disturbance to others. Serious or persistent noise nuisance may lead to disciplinary action.
14. Students who are causing significant concern and/or presenting a risk of harm to themselves or others within University managed accommodation, may be subject to the Fitness to Reside Procedure. This can be found here: **www.bangor.ac.uk/accommodation/essentials-20-21.php#en**
15. Residents may not sublet their room to any other person and residents are responsible for all their visitors and their behaviour while on University premises. The University appreciates that some students will want to bring friends back to their accommodation who may wish to stay overnight. Therefore, Welsh Government guidelines permitting, we may allow occasionally a family member or friend to share the student's room for a maximum of two nights in any 7 day period. Residents should register their guests names by going to **www.bangor.ac.uk/myroom** and completing the on line form before their guests arrive. Guests must be over the age of 18.
16. Residents are reminded that members of the Residence Support Team and Security team are members of University Staff and in accordance with the Residence Conditions, their instructions must be complied with at all times. Verbal abuse of staff will not be tolerated.

for full details please see **www.bangor.ac.uk/accommodation/essentials2021**

Your Halls

We aim to give students the best experience in their Halls, by keeping them safe and supported and by promoting their participation and ownership of an equal and responsible communal society.

Students' experiences in Halls are often the most important of their educational life. Creating a suitable environment for study, social opportunities and communal living underpinned by good support is crucial.



Residents' Charter

This Residents' Charter sets out in general terms the services provided to you by the Halls of Residence. The Charter also defines your responsibilities and obligations both to the Halls of Residence and to your fellow residents.

The Charter does not replace the Residence Conditions to which you must agree before taking up residence in a hall.

The Residence Conditions may be found at:

www.bangor.ac.uk/accommodation/essentials2021

Before you arrive at the University:

- ▶ You will receive clear information regarding making an application to live in a hall of residence explaining the process involved and the closing dates for applications and all costs involved.
- ▶ If your application is successful once you are offered accommodation you will be given clear information on how to accept the offer including deadlines and a single pre-payment.
- ▶ You will be given clear information regarding arrival at the University and about your Hall of Residence.

In Halls of Residence you can expect from us:

- ▶ Access during the period of your contract to clean, secure and safe living accommodation which conforms to or exceeds the UUK code of practice and current health and safety practice.
- ▶ A friendly service that will be equitable and transparent and provide value for money.
- ▶ An environment conducive to study free from unreasonable noise, discrimination, harassment or intimidation.
- ▶ Repairs and maintenance carried out efficiently and as swiftly as possible.
- ▶ Respect and privacy, giving adequate notice for non urgent maintenance work.
- ▶ Access to assistance at all times from Halls staff, Security staff or the Residence Support Team.
- ▶ Pastoral care from the trained Residence Support Team.
- ▶ Communal laundry facilities.
- ▶ Student lounges.
- ▶ Cleaning of communal areas under a clearly defined Service Level Agreement as detailed in the Residence Conditions.
- ▶ Provision of a mail collection service with clearly displayed opening hours.
- ▶ Access to a well defined complaints procedure – see: www.bangor.ac.uk/accommodation/essentials

During your period of Residence we will expect you to...

Code of Student Conduct

www.bangor.ac.uk/studentcodeofconduct

Student Charter

www.bangor.ac.uk/studentcharter

Essentials 2020/21

www.bangor.ac.uk/accommodation/essentials-20-21

- 1.** Adhere to the Residence Conditions and the University regulations
- 2.** Have due consideration for other residents and not to cause undue disturbance.
- 3.** Respect the rights and health and safety of other residents and staff, this includes following the Halls' Covid Code of Conduct.
- 4.** Exercise care in the safekeeping of Keys/key cards/fobs and entry codes at all time and report any loss to the Halls' staff as soon as possible.
- 5.** Ensure prompt payment of all fees due.
- 6.** Maintain a level of hygiene and cleanliness in communal kitchens and bathrooms, and in your own study bedroom and shower room.
- 7.** When permitted, remain responsible for your guests at all times and register any overnight guests as detailed in the Residence Conditions.
- 8.** Conserve energy, respect the environment and recycle responsibly.

Deirdre McIntyre

Head of Residential Life

Fire & Safety

At Bangor University Halls of Residence your safety is our highest priority. Please take a couple of minutes to familiarise yourself with the following pages. We have a zero-tolerance policy on behaviour that puts yourself or others at risk.

It is compulsory for you to complete the on-line induction module before, or as soon as you take up residence in your Hall.

This may be found at **www.bangor.ac.uk/myroom**

The induction will highlight some of the potential health and safety issues arising from living in Halls. This compulsory induction forms part of the University's Health and Safety Policy, which is reproduced in the Student Guide 2020-21.

Failure to complete the module will be viewed as a breach of the Residence Conditions. A record will be kept of all those who complete the module.

This induction is additional to any other such information provided by your department. It is your responsibility to fully familiarise yourself with the remainder of the University's Health and Safety Policy.

Fire

There have, unfortunately, been a number of incidences of fire in Halls of Residence. The primary cause has been through carelessness and/or negligence by residents e.g. unattended cooking. The University treats all behaviour which constitutes a fire risk, including tampering with fire equipment and fire doors, as a very serious breach of University rules and regulations.

Any student who breaks an alarm glass to raise a false alarm or interferes in any way with the fire fighting equipment, including alarms, smoke/heat detectors, fire extinguishers etc. commits a criminal offence and will be subject to University Disciplinary Procedures, as well as being reported to the Police.

Please familiarise yourself with the regulations regarding Fire in the Residence Conditions.



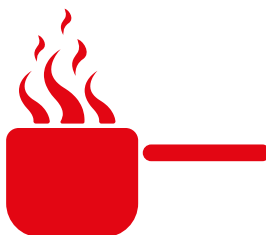
Fire Alarm

When an alarm is sounded, loud warning sounds can be heard in all areas and you should immediately leave the building following the "Evacuation Procedure" above. ALL students and visitors must EVACUATE each and every time the alarm sounds regardless of circumstances.

Fire Alarm Testing

The fire alarm system will be checked weekly. Notices are displayed indicating the times and dates of tests. In these circumstances, the fire alarms may sound for periods of up to 15 seconds before being silenced and you need not evacuate the building. However, if the alarm continues to sound, you must immediately evacuate the building.

**Unattended cooking
can cause fires
and endanger life**



Fire Precautions

Your attention is drawn to the fire precautions, which are posted throughout the Halls. These should be read carefully and observed. You are advised to make a mental note of your nearest fire exit and fire assembly point. To prevent the unnecessary triggering of fire alarms or the spread of fire and/or smoke, you should always ensure doors are closed and **NEVER** wedged open. This includes bedroom, kitchen and corridor doors. Cooking in rooms and the use of candles are strictly prohibited and may lead to dismissal. Smoking and vaping is NOT permitted in any University buildings, including bedrooms or within 5 metres of any University Building.

Fire Drills

In the normal course of events two fire drills are held each year in order to test evacuation procedures. You must always evacuate a building in response to the continuous sounding of the fire alarms (see "Fire Alarm Testing" below). The fire drill will need to be repeated if residents fail to evacuate the building within 3 minutes of the sounding of the fire alarm.

It is your responsibility to make sure you know the location of the Fire Assembly Point for your accommodation (see Fire Notice posted in each individual student room). Anyone failing to evacuate a building when the alarm is sounding may be subject to disciplinary action and/or fine (see the Residence Conditions).

Are e-cigarettes safe?

Check out the link below to learn more about e-cigarettes and the risks involved.
www.electricalsafetyfirst.org.uk/guides-and-advice/electrical-items/e-cigarettes/

If you discover a fire:

**Immediately operate the nearest fire alarm.
Evacuate the area immediately.**

Evacuation Procedure

1. If safe to do so, close all doors and windows of the room you are leaving.
2. Leave the building by the nearest safe exit.
3. Do not use the lift.
4. Do not stop to collect personal belongings.
5. Do not re-enter the building until instructed to do so by the Fire Service or a member of staff.
6. Proceed to the designated assembly point and wait further instructions.
7. Fire escapes are only to be used in the event of an emergency.

REMEMBER...

- **Do not bring illegal drugs, or legal highs into halls.**
- **Do not cover heat or smoke detectors.**
- **Do not smoke or use e-cigarettes within 5 metres of any University building.**
- **Do not burn candles, incense or oil lamps.**
- **Do not bring weapons into halls. This includes illegal knives, guns, replica weapons, taser guns, BB guns etc.**
- **Do not leave chargers plugged in when disconnected from the appliance.**
- **Please place chargers on hard surface when in use and disconnect once charged.**



It is a serious offence to cover any smoke or heat detector. This will result in a disciplinary hearing & you could be asked to leave the Hall permanently!

Mentors & Senior Wardens

Wherever you live on the Bangor Campus you will have access to the Residence Support Team who are responsible for your welfare and for disciplinary matters within Halls. We are all either students or staff members of the University living amongst you and are available to support you at any time during your stay in Halls.



What sorts of problems can Residential Mentors help with?

We are here to ensure students welfare within the residences, which means we are here to help resolve any issues that may jeopardise that. This might mean a noisy neighbour, messy flatmates, if you are homesick or not happy with your course, food thieves... or any other unexpected "surprise" throughout the year. Anything you tell your Mentor will be treated in the strictest confidence, so please don't be afraid to approach us.

How do Residential Mentors resolve problems?

Now you have left home and are living independently, we consider you to be young adults and therefore to behave as such. We would always encourage you to try and resolve a problem amongst yourselves first. You may want to speak to your Mentor for advice on how to do this - in our experience, the simplest and quickest way to resolve any issues is by talking to your flatmates.

If you've tried this and it hasn't worked again you may wish to approach any one of us for advice and we will help mediate a discussion to establish the problem and agree a solution. If it is an issue concerning your whole flat, we may call a flat meeting; otherwise we can arrange a smaller meeting between those involved. We will monitor the situation until things improve.

If things still don't work out, the Senior Wardens have the authority to pursue disciplinary measures against any resident who is putting the welfare or safety of other residents at risk; generally this would start with a warning but when appropriate the Senior Warden may issue fines and in more serious cases remove the student from University accommodation. Ideally, we would prefer for issues to be resolved before reaching this stage and, when handled properly, they usually can be. As members of a community we all have communal responsibilities.

What can I expect from my Residential Mentors?

- » Residential Mentors are a friendly and approachable bunch and we would like you to feel like you can talk to us about any concerns you may have. We encourage you to come to us for help and advice, especially if you've already tried to work things out yourself first. You can come to us with any problem, issue or concern you have and if we don't have the answer we will point you in the direction of someone who does.
- » There is a Residential Mentor on call 24 hours a day 7 days a week. We live in Halls so are never hard to find.
- » Residential Mentors have a vast range of experience in working with students, We will treat any information you share with us as strictly confidential. We will always provide you with the opportunity to tell your version of events in any dispute or issue and we will always treat residents fairly and with respect.
- » We like to resolve problems as swiftly as possible so once all the facts have been established, you can rest assured we will be doing whatever necessary to find a solution. If we don't know the answer to something, we are very well-placed to find out or refer you to the right place.

Contact the Residence Support Team

If you need to contact us in an emergency please call our **24hr Security** on **01248 382795**

for non-emergencies or to book an appointment you can email **wardens@bangor.ac.uk** or call **01248 382667**

What do my Residential Mentors expect from me?

- » Please make yourself aware of the Residence Conditions (summary on page 8).
We will not accept "I didn't know...." As an excuse when things go wrong.
- » You will be sharing your flat with several other students so please be considerate and respectful of their needs. Just because you don't have lectures until lunchtime, doesn't mean they're in the same position. Some people have lectures before midday; some people like to study in their rooms; some people like to go to bed early. We want you all to have fun but not at the expense of others. We aim to balance the needs of many different people and your cooperation is vital for this to work.
- » Your flat is going to be your home for the next 10 months or so and YOU have a shared responsibility to keep it clean, tidy and safe. We are here to help when things go wrong but it is your responsibility to make sure your home is a happy one. If you leave cooking unattended, you are not only risking your life but also the lives of your flatmates and neighbours. If you leave your corridor door open or your room unlocked you are jeopardising the security of your flatmates and all your belongings. We would like you to look out for each other at all times and help create a happy community for us all to live in.
- » Occasionally, we may need you to accept that there are some issues that we can't help you resolve. When you share a flat/hall with several other people and live on a busy residential site, some problems are inevitable: the kitchen will rarely be pristine, there won't very often be complete silence, you may not become best friends with the person next door to you and you probably won't always get your own way. Sometimes we need to make the best of what we have and if you are willing to compromise on some things, we will be able to help you much more effectively.

The Residence Support Team hopes that you enjoy your time in Halls and will help you live in a happy and safe community.

Campus Life Programme



Bangor University Campus Life Programme is run by the Residential Life Team and Campus Life Crew, for all residents of University Halls on the Bangor Campus

The Programme

The Campus Life Programme allows you to take a break from your studies and the lecture theatre, meet new people and participate in activities you already enjoy, or perhaps try your hand at something new!

The Calendar

The Campus Life calendar of events is known for its friendly competition between halls, so we want you to get involved, regardless of your skills or abilities and enhance the community spirit. We hold sporting and non-sporting events each month and we're always looking for new ideas. Previous events have consisted of bake-offs, karaoke, dodge-ball, 5 a side, day trips and inter halls quizzes, to name a few. The great news is, it's all included!

Just some of the many events run by Campus Life





SEMESTER 2

*Created by students, for students,
a calendar full of stuff made just for you!*

➤ Check your emails for full event details and Zoom codes <

Special Stuff Life Stuff Fun Stuff Food Stuff Social Stuff Chilled Stuff Active Stuff

△ = Book your place at shop.bangor.ac.uk ✉ Contact campuslife@bangor.ac.uk with any questions or event ideas.

19th - 30th
APRIL

APRIL

HIIT Fitness Class with Canolfan Brailsford Instagram Live	19th April 10am
Bag a Brownie ▲ Bar Uno and Barlows	22nd April 1pm
Nachos and Netflix Acapela	23rd April 8pm
Yoga Zoom	24th April 10am
Escape and Explore: Treborrh Botanic Gardens ▲ Meet outside Ffridd Halls Office	25th April 10am
Meet your Mentor Zoom	25th April 7pm

The Campus Life



Festival 26th April - 2nd May

Festival Launch Party Zoom	26th April 12pm
Managing Stress Positively ▲ Zoom	26th April 3pm
Virtual Scavenger Hunt Zoom	26th April 7.30pm
Meditation Session Zoom	27th April 10am
Drosi Bike Workshop Ffridd Village	27th April 1pm
CV Workshop Zoom	27th April 4pm
Virtual Escape Room Zoom	27th April 7.30pm

... BE FESTIVAL ... BE FESTIVAL ... BE FESTIVAL ... BE FESTIVAL ... BE FESTIVAL ...

Chill and Chat Session Zoom	28th April 10am
Free Hot Chocolate Ffridd and St Mary's Halls Office	28th April 12pm
Mental Health First Aid Course ▲ Zoom	28th April 1pm
Campus Life Cook... Mug Cakes Zoom	28th April 7pm
Understanding yourself and others ▲ Zoom	29th April 1pm
Podcast Reviews Zoom	29th April 3pm
Free Pizza ▲ Bar Uno and Barlows	29th April 6pm
Virtual Globetrotting event ▲ Zoom	29th April 7pm
HIIT Fitness Class with Canolfan Brailsford Instagram Live	30th April 10am
Free Fruit Friday Ffridd and St Mary's Halls Office	30th April 1pm
Sleep Doctor Zoom	30th April 3pm
Home Spa ▲ Zoom	30th April 6pm
Mocktail Masterclass ▲ Zoom	30th April 7pm

Download our **Free Campus Life App** to
Keep up to date with everything going on!

*Check out the Bangor Campus
Life website or follow us on social
media for all our latest news*

www.CampusLifeBangor.co.uk

CampusLifeBangor [f](#) [t](#) [i](#)

GARDEN FRONTS
TREBORRH
BOTANIC GARDENS

100 ANITA-YVES
BANGOR
EST-DRINK

8

6

11

Covid

It is an extraordinary time to be part of the Bangor University community. The global coronavirus pandemic means that now, more than ever, we all need to work to support each other, to behave appropriately and with consideration and respect.



We ask everyone in University Halls to commit to the following pledge:

- ▶ I will follow Welsh Government guidelines related to reducing the spread of Covid-19. I understand that this is likely to change regularly so I will take personal responsibility for ensuring I am up to date with the latest information.
- ▶ If I begin to suffer with Covid-19 symptoms I will report these using the recognised processes within the University and follow guidance to self-isolate and get a test. This may include informing my flatmates that I am suffering with Covid-19 symptoms and household isolation may be required.
- ▶ I accept the role that I will play in making sure that the areas where we live, work, and study are as clean and safe as they can be.
- ▶ I will show empathy, respect and due consideration to others.
- ▶ I acknowledge that I may not know other people's personal circumstances and that it's therefore vital that I remain attentive, follow the appropriate guidance, and respond positively to the concerns of others.

- ▶ I understand the importance of providing friendship, helping people avoid loneliness and isolation, and supporting others. If I have a concern about someone, I will raise this with an appropriate person (Halls Office, Security or Residential Mentor) so that help and support can be offered.
- ▶ I will be inclusive and supportive of those around me. If I see others behaving inappropriately and contrary to guidance, I will raise my concerns directly with those people in an open, constructive, and polite manner.
- ▶ If I am challenged about my behaviour I will respond in an open, positive, and respectful manner – listening carefully to understand the concern and changing my behaviour to remove it.
- ▶ I understand and accept that wilfully and repeatedly breaching University guidance is an act of misconduct and could lead to me being subject to disciplinary processes as outlined in the Student Code of Conduct.
- ▶ I know that this is an ever-developing situation – one which requires everyone's ongoing attention and vigilance.
- ▶ I commit to do all that I can to ensure that everyone in our community has the best experience they can.

If you have a concern about the behaviour of others but feel unable to raise this with them directly, please contact **wardens@bangor.ac.uk** putting “**Covid Conduct – Escalated Concern**” in the subject line. We will provide you with support and take the necessary steps to resolve the concern.

If the situation is urgent, or you feel that you are at risk of physical and verbal abuse, you can get support from University Security (on-campus) by calling **01248 382795** or the Police (off-campus) by calling **999**.

Looking After Yourself

Being a student is a busy job. In between lectures, socials, coursework and clubs, it's easy to forget about looking after yourself. Remember to give yourself time to relax, sleep, exercise and eat well.

Local Surgery

You will have been advised in your Welcome Week diary to register with a local GP in Bangor. Please ensure that you confirm your Bangor address with your new doctor after your arrival.

To provide medical facilities not normally available in general practice, the University has contracted with one local practice to provide special services for students.



Appointments:
01248 364492
8.00am - 6.30pm
weekdays



Address:
Bodnant Medical Centre
Menai Avenue Bangor
LL57 2HH

Local Hospital

The local hospital is Ysbyty Gwynedd and this has an accident and emergency department. If you suffer an injury please ask security staff to call an ambulance. The Security officers will direct the ambulance to your room and advise the Residence Support team of your situation.

If you need an ambulance, please call security on **01248 382795** so that they may direct the ambulance to your room and advise the Residence support team of your situation.

Drug & Alcohol help

Wales has a free and bilingual telephone drugs helpline providing a single point of contact for anyone wanting further information or help relating to drugs or alcohol.

Wales Drug and Alcohol Helpline

Freephone: **0808 808 2234** Or text **DAN** to: **81066**

www.dan247.org.uk



Mental Health help

If you're struggling with mental health issues at university - don't struggle in silence. There is plenty of support available, no matter how big or small the problem is.

Community Advice & Listening Line

Mental Health Helpline for Wales: **0800 132 737**



Mental Health Online Community

www.bigwhitewall.co.uk

Choose Well

Choose Well will help you decide if you need medical attention if you get sick. It explains what each NHS service does, and when it should be used.

www.choosewellwales.org.uk/home



Payments & Insurance

Please take the time to familiarise yourself with our hall fee payment policy, our credit control policy and the student possessions insurance.



Payments

- ▶ All students will make a pre-payment when they accept their Residence Agreement. This is a pre-payment of fees.
- ▶ **IT IS NOT A REFUNDABLE DEPOSIT**
The full amount due to the University for your hall fees is shown on your Residence Agreement.
- ▶ The balance of your hall fees (minus the pre-payment) may be paid in one lump sum on arrival or at registration.
- ▶ Alternatively you may choose to make payment by using the epay system. This is all explained in your Welcome Week diary which you will receive directly from the Academic Registry with the link to the E-payment.
- ▶ When you register with the University, if you have not already paid your hall fees, you will be expected to have registered your details on the epay system.
- ▶ If you wish to pay your hall fees in one lump sum before registration, you may call at the Halls' Office during opening hours.

You may find more information regarding payments, including the dates your card payments will be collected, at the finance office website:

www.bangor.ac.uk/finance/ic/ic003.php.en

Credit Control Policy

www.bangor.ac.uk/accommodation/halls/documents/Halls-Credit-Control-Policy.pdf

Insurance

The University has arranged contents insurance for your possessions with Endsleigh Insurance and the cost of this is included in your hall fees. Further information and claim forms can be found at

www.endsleigh.co.uk/reviewcover

Please ensure that you note the level of cover available and that you contact Endsleigh yourself if you require additional cover.



Bangor University Security

Here at Bangor University we pride ourselves on our students being able to study and socialise in a safe environment. The safety of all staff is also of paramount importance in support of our students.

We provide a security service that is available for advice and assistance 24 hours a day.

Phone: 01248 382795

Internal phone: Ext 2795

Security Services

Security Services is responsible for all types of security arrangements and the provision of expertise and advice which include:

- » **The provision of a dedicated team of in-house staff who maintain a security presence on all residential accommodation sites.**
- » **A dedicated central control room operating 24 hours a day, 365 days a year.**
- » **Access control systems, burglar alarms and CCTV.**
- » **Out-of-hours access to students/visitors.**
- » **Control of car parking on University campuses.**

Community police officer

The University is in the fortunate position of having its own community police officer, who can offer advice to students on safety and security issues.

There is a police officer drop in desk located in the Main Arts library building.

First Aid & Ambulances

Security staff are trained to provide first aid.

If you need an ambulance or first aid call security.



If you have any security concerns, no matter how big or small, please approach a security officer or contact us on: **01248 382795**, or if using an internal phone: **Ext 2795**

Bangor University security working together with students and staff for a safer campus.

Rooms, Guests & other info

Keys, Cards & Fobs

In some halls we have key cards or key fobs instead of a conventional key. Please remember that once you open your door with a key card it will then lock again when closed. So if you pop to the kitchen and don't take your card you will be locked out of your room. It is not possible to put the door on the latch in these halls.

If your door opens with a key fob you will need to use the fob to actually lock the door as well.

Please do not punch any holes in your key card to put it on a key ring since this will deactivate the card. Lanyards are provided by the Halls' Office. There is a charge of £20 to replace a broken or lost card, fob or key and if you lose your key, card or fob you should come to the Halls Office to purchase a replacement.

Please note that Security Staff can let you into your room if you are locked out. You should telephone 01248 382795 to request assistance or call at the Ffriddoedd or St Mary's Security Lodge. For students whose contracts commence in September this service is free until 19th October. From the 20th October you will be charged £5.00 each time your room is opened for you by a member of Security. Students who move into Halls at a later date will be allowed a 2 week period of grace before charges are applied to their accounts for lock outs.

Residents will always receive documentation to remind them of this charge each time they are let into their room and should call at the Halls' Office to make the appropriate payment.

Key Collection: This will take place over a number of days and you will be invited to book an arrivals slot based on the hall you have chosen. Confirmation details of when and where to collect your room key will be emailed to you.

Remember to lock your room

Residents are reminded that they should lock their rooms whenever they leave them, even for short periods of time. If it is necessary for a member of staff to enter a student rooms for any reason, e.g. for maintenance, then the room will always be locked afterwards even if the room was found to be open.



Overnight Guests

Due to the current pandemic and the limit imposed on extended household formation by Welsh Government, we are currently advising that students should not have overnight guests. However, should this situation change students are responsible for the behaviour of any guests they bring into the Halls whatever the time of day or night.

Residents **MUST** notify their fellow residents/flatmates if they plan on having an overnight guest and if a fellow resident objects their feelings should be taken into consideration. Residents should be particularly sensitive in female only or male only corridors when considering inviting guests of the opposite sex to remain overnight.

Residents must register their guests names by going to www.bangor.ac.uk/myroom and completing the on line form before their guests arrive. Guests must be over 18. This privilege may be withdrawn if abused.

Room Transfers

Due to the current pandemic and the restrictions on forming "new households" we will be limiting room transfers and will assess each application on a case by case basis.

- » If you would like to be considered for a vacant room in another hall complete a room transfer request via the Halls website www.bangor.ac.uk/myroom.
- » Please note that we can never guarantee that a suitable room will become available and we do not open the transfer list until at least 2 weeks after the start of the session. The exact date will be available from the Halls' Office.
- » There will be a £25 charge for room transfers.

Water Safety

The University has an obligation to run the water in your en suite shower room or wash basin at least every 7 days to ensure the prevention of the possible build up of bacteria.

For this reason we need to know if you are leaving your room at any time for a period of 7 days or more. This is likely at the Christmas and Easter semester breaks but may also be relevant if you leave Bangor for an extended work placement, or return home if you are ill for instance. You should understand that your room will be accessed by Halls' staff during the period of your absence to run the water for a 5 minute period.

Please log the expected date of your departure from Hall and the expected date of your return via the Halls website - www.bangor.ac.uk/myroom



Internet Access



All of our Halls on the Bangor campus have access to the eduroam wireless network and some also have a wired connection available called ResNet. To access either eduroam or ResNet you will need your Bangor University username and password. Your username will have been sent to you with your welcome letter when you accepted a place with us. You will also have been asked to retrieve your password from www.bangor.ac.uk/signup.



If you do not know your username you will be given it when you register for your course or by telephoning the IT Services Helpdesk on **01248 388111**.

Connecting

Most computers will simply ask you for your username and password when connecting to the eduroam wireless network. You can also download and install a setup program specifically for your computer system from www.bangor.ac.uk/itservices/wireless.

To connect to the wired ResNet service users will need to configure their computers using the guides at www.bangor.ac.uk/itservices/resnet/getconnected. If you have configured your computer to use a fixed IP address or DNS servers you will need to change these settings to automatically acquire addresses from our servers. You will also need an **RJ45 Cat5e patch lead** to connect your computer to the network socket. These will be available for purchase from the University should you need one.

You will also need to agree to the University Acceptable Use Regulations. These prohibit, amongst other things, the sharing of copyright material and creating your own networks to share our internet connection. Anyone found to be in breach of the AUR's will be subject to the University's disciplinary procedures and may lose their internet access from their accommodation.

Further Information and Assistance

More in depth connection guides for specific operating systems can be found at www.bangor.ac.uk/itservices/resnet and www.bangor.ac.uk/itservices/wireless.

IT support staff will be available to assist you, should you have difficulty connecting to eduroam or ResNet. To request support, contact the IT helpdesk by telephoning **01248 388111**, or visiting www.bangor.ac.uk/itservices/help. Please be ready to give a description of your problem and all your details including your hall and room number, your username and a way we can contact you, such as a mobile number.

Free antivirus software for University students and staff can be found at: www.bangor.ac.uk/itservices/sophos



Facilities

Moving into your room and getting settled will be your top priority but don't forget about your mail, laundry and other important aspects of living in your new home.

Mail Collection

Mail may be collected at the Halls' Office at your village. The timetable for mail distribution will be on display in the Halls' Office. **Please note that the University does not offer a re-direct service, therefore any mail not collected by the end of your residency will be returned to sender.**



Laundry

There are laundrettes available for all residents in halls. Opening times are advertised on the doors of the laundrettes.



Refuse Disposal and Recycling

Residents are expected to empty the bedroom bin into recycling bins in the kitchen. Residents in townhouses and studios will be expected to dispose of their own refuse in the outdoor bins and recycling facilities.

All waste must be disposed of in the appropriate bins provided. Please wrap all broken glass, and any other sharps, in thick newspaper and dispose of separately by attaching a note marking the contents as "SHARP" and leaving in a safe position near to the waste bin.

The University wishes to promote sustainability and recycling bins are located in all kitchens. They are provided for the recycling of paper, food, glass, plastic, tins and cans. These bins must only be used for recycling waste; inappropriate use could result in the imposition of extra cleaning charges.



Canolfan Brailsford

If you are a resident in Halls on the Bangor campus you are entitled to a student gym only membership as part of your halls' fees. Your membership will last for the same time as your accommodation contract.

Your gym membership will allow you to use the facilities at either village – double the incentive to get fit and stay active!

Please note, you will need to present your student ID and register at Canolfan Brailsford before using the gym facilities.



Student Lounges

Due to the current pandemic there may be limited access to student lounges and the bookable kitchens at this time. However, we will keep you updated should this situation change.

There are student lounges available at both student villages open from 8.00 am – 11.00 pm which may also be used for student events. In addition outdoor barbecue areas have been designated on each site for use in the summer months. The computer hubs in Alaw and Barlows are open 24hrs a day. St Marys' village has 2 bookable kitchens available for group gatherings.

Car Parking

A car parking permit is required to park in the University car parks which are normally controlled 24 hours a day, Monday to Friday. Applications for car parking permits are dealt with by the Property and Campus Services Department which is located in the Ffriddoedd Building on Victoria Drive. The office is open between the hours of 8.45am and 4.30pm, Monday to Friday.

Registered students who are either resident in University owned Halls or who live outside the boundary of the City of Bangor are eligible to apply for these parking permits. The permit however does not guarantee that a parking space will be available for the permit holder. Non permit holders are liable to be fined.

Further details, including the parking regulations, and details of when permits are available to purchase, can be found at:

www.bangor.ac.uk/property-and-campus-services/parking



Parking is only permitted in designated parking bays. Parking in prohibited red hatched areas may be subject to disciplinary action.

Maintenance

Your Room

Drawing pins, hooks, nails, sellotape, double sided sticky buddies and stickers should NOT be put on walls, furniture or doors - You will be charged for any damage caused to your room or communal area.

Vacuum Cleaners

Vacuum cleaners are not suitable for sucking up any spillages or liquids. You will be charged for any appliances found to be damaged by liquid.

Overseas Electronics

Adaptors for overseas electronics are available from your nearest Halls' Office.

NON EU ADAPTORS WILL BE CONFISCATED

Free PAT Testing

All electrical items and electrical adapters brought to University should be PAT tested if over 12 months old. This must be carried out by a qualified electrician prior to your arrival. The Halls Office will offer PAT testing surgeries in the first few weeks of each semester. You will be notified by email of this date.

Repairs

Damage and repairs should be reported online via www.bangor.ac.uk/myroom



Please call the halls' Office in any emergency situation - **01248 382667**
The office is open 9am – 5pm weekdays only.

Please call security if it is an emergency at any other time - 01248 382795

We are always happy to provide updates on reported repairs. We monitor the performance of contractors and appreciate any feedback you may have.

Maintenance Terms & Conditions

1. In many cases damage may become worse if not reported promptly. Make sure you notify us of a fault that is causing continued damage (e.g. a water leak) or you may be held liable for any additional damage.
2. If you don't let us know about a fault in your room (even a dent in the wall or stain on the flooring) when you first move in, when we discover the damage you may be liable for the repair cost and you will be charged an administrative fee.
3. If you break something in your residence you will need to pay for its repair.
4. Some repair jobs will be completed by Halls' staff but others will be passed on to contractors to complete. This is so that all repairs are carried out by appropriately qualified staff.
5. The University will deal with faults on a priority basis and will carry out repairs as soon as reasonably practicable. The repair time will range from one hour to 4 weeks depending on how urgent it is.
6. Don't carry out repairs by yourself or engage contractors – it is impossible to check safety procedures or the quality of the work.
7. In reporting a fault you are giving permission for staff to access the area where the fault has occurred. You are not normally given notice regarding the time and date of the repair. For all planned works that you have not reported then 7 days notice will be given.
8. You do not need to be in when the contractor or staff member visits.

Living in Halls

Living in Halls is a great way to meet new friends and ensures that there is always someone to chat to, cook alongside or just hang out with.

Noise Complaints

If you are affected by any unreasonable noise in Halls you should immediately report the matter to Security who may also call a Mentor to attend to the matter. Noise complaints will be dealt with in strictest confidence. You may also report noise issues by contacting either Halls' Offices or the Security Lodges.



Neighbours

If you have any problems with your neighbours or with food theft for instance, you may speak to a Residential Mentor in the evenings and at the weekend or call at either Halls' Office to speak to a member of staff.

Remember that if you wish to speak to a Residential Mentor in the evening or weekend you should contact Security. You do not need to tell the Security staff the nature of your concern.

I need to store my belongings during the summer

We offer a limited amount of on-site summer storage, see our website for details. You will also find leaflets from various storage companies in the Halls' Office.

Accommodation for next year

We will advertise when applications are open for 2021-22, it is likely to be around 2nd November. Students returning to Halls can expect great loyalty offers.

Complaint About Our Service

If you wish to make a complaint about our service the complaint procedure can be found at:

www.bangor.ac.uk/accommodation/documents/customer-care-policy.pdf

Help & Advice

University is a really exciting step on your journey through education but it can also be a stressful and worrying time for many. Everyone can struggle now and again, and there is no shame in getting help or advice when needed. Below are some common concerns and suggestions as to where to get help.

I'm worried about University



I'm worried about my module choices and my course.

Talk to your personal tutor in your school.



I think I might want to leave University.

Contact Student Services – **01248 382032** – to make an appointment to discuss your options. Do not leave the University or the Halls' of Residence without speaking to Student Support Services.



I've been called to a Disciplinary Hearing.

Where can I get help and advice?

You can contact the Students' Union **01248 388000**



**I'm an International Student,
where can I get help & advice?**

Visit the International Welfare Office in Neuadd Rathbone.

I'm having a tough time



I need some help with my wellbeing.

Please go to **www.bigwhitewall.com**

An online mental health and wellbeing service which is free for Bangor University students.



I would like to get counselling.

Email **counselling@bangor.ac.uk** or telephone

01248 388520 to make an appointment.



I'm bored and lonely. Where can I find out about activities?

Visit the Campus Life webpage or Students' Union where you will find plenty of information about clubs and societies.



What can Residential Mentors do for me?

Residential Mentors can help with all welfare issues, help you get to know your neighbours and visit your kitchen each week. Talk to a Residential Mentor if you need help and advice.

Call Security on **01248 382795** if you need to speak to a Residential Mentor. You do not need to give Security any reason – they will call a Residential Mentor for you.



I would like to see a Senior Warden.

Call either Halls' Office during office hours – **01248 382667** – to make an appointment. Email: **wardens@bangor.ac.uk**

Day to Day Life

There's a lot to think about at university, be it staying on top financially or making sure you have the right insurance.

Below are some common concerns and suggestions as to where to get help.

Loans, Payments and Fines



My loan has not come through and / or I need help with financial matters.

Contact the Money advisor in Student Support Services in Neuadd Rathbone – **01248 383637**



I want to talk about making a payment or paying a fine.

Call, email or visit either Halls Offices.

Email: **halls@bangor.ac.uk** or call: **01248 382667**



Insurance & Proof of Address



I need proof of my address to open a bank account / get a mobile phone contract.

Go online at **www.bangor.ac.uk/ar/main/** who can provide you with evidence of your address. The Halls' Office is not able to provide this service.



I want to know what my insurance cover is / I need to make a claim on the contents insurance for my room.

The block insurance policy is provided by Endsleigh. You should go to their website **www.endsleigh.co.uk** for further information and a claim form.

ID's & Permits



I've lost my University ID card.

You can purchase a replacement at the Deiniol Library opposite Academi (the student cafe/nightclub).



I need a car parking permit.

Go to page 33. This will tell you about what you need to do to get a permit and the rules and regulations attached.

**I don't know where my school/the Students' Union/
my bank/Student Records Office/the library is?**

Just ask at the Security Lodges or the Halls' Offices, we are always happy to help out.

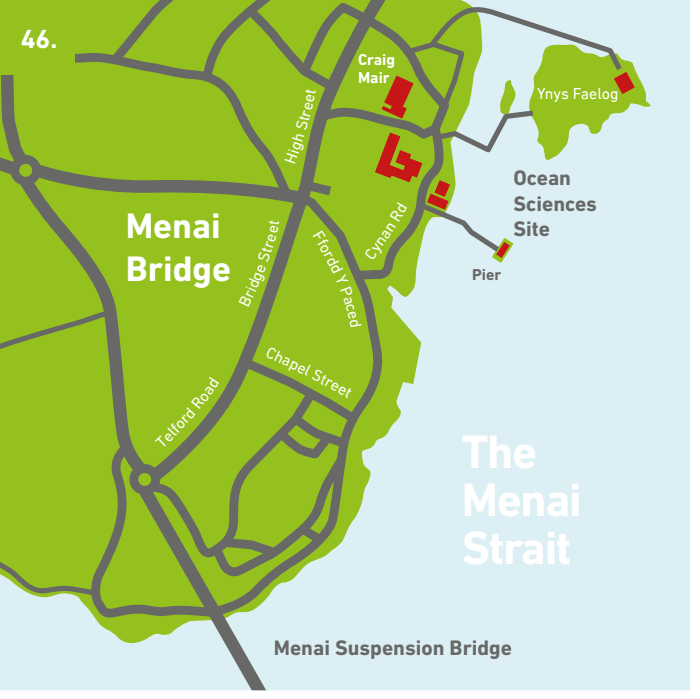
Where you live and how to get around

Once you've settled in to your new room and made some friends, it's time to take a look at the city.

There are two official Bangor University student villages, Friddoedd Village located in "upper" Bangor and St Mary's Village located in "lower" Bangor. Both of these villages have a bar, shop, gym and exercise facilities, as well as their own Halls' Office, security staff and mail room. Upper Bangor is home to the Main Arts building while lower Bangor has Pontio, the Students' Union and the official student nightclub Academi.





Bangor is not a large city but there is lot going on and a lot to see... **Enjoy!**





The Menai Strait



-  Student Villages
-  Sports & Leisure buildings
-  Official student shops, bars and clubs
-  Bangor University Buildings



Lower Bangor

Ffriddoedd Village

- 1 Reichel
- 2 Enlli
- 3 Peris
- 4 Alaw
- 5 Borth
- 6 Elidir
- 7 Glyder
- 8 Cefn y Coed
- 9 JMJ - Bryn Dinas
- 10 Tegfan
- 11 Glaslyn
- 12 Llanddwwyn
- 13 Adda
- 14 Idwal
- 15 Braint
- 16 Ffraw
- 17 Crafnant
- 18 Gwynant

St Mary's Village

- 19 Bryn Eithin
- 20 St Mary's Quad
- 21 Penmon
- 22 Cemlyn
- 23 Cybi
- 24 Ffordd Tudno



North

Rules of Conduct for Halls of Residence

Please make yourself familiar with the rules of conduct that govern your stay with Bangor University Halls of Residence

A. Introduction

1. The University seeks to provide students residing in its Halls with environments where individuals may study and develop in a congenial atmosphere, and express themselves to the fullest extent that is compatible with the interests of others. Implicit in this is the requirement for all student residents to conduct themselves at all times in a responsible and proper manner towards other residents.
2. As part of their duties, the Residential Support Team and Halls staff are expected to ensure the maintenance of good order in their Halls. In this connection, there exist powers which may need to be exercised from time to time in the interests of the well-being of the community.

B. Powers available to Senior Wardens

1. The Senior Wardens of Halls of Residence are formally designated as Disciplinary Officers of the University and, as such, are empowered by the Ordinance on Student Discipline to impose the following penalties:
 - » **A reprimand such as a verbal or written warning.**
 - » **A fine not exceeding £100.**
 - » **A suspension of privileges for a period not exceeding twenty eight days. Such suspension may include exclusion from certain activities, buildings or the University residential campus.**
 - » **A requirement to pay the costs of any damage caused.**
 - » **Or any or all of these.**

Senior Wardens may impose such penalties summarily or following a formal hearing at which the student would have been required to attend by notification of a letter giving at least 5 days' notice.

2. A student may request a review of the finding reached or the penalty imposed by a Senior Wardens, by writing to the Registrar within 7 days of the receipt of a letter from the Senior Wardens indicating the outcome of his/her investigation. The letter should explain fully the reason for requesting a review, and appropriate documentary evidence may be submitted. (Fuller details of disciplinary procedures and of the Review process are contained in the Ordinance, which may be obtained from the Registrar's Office or may be read at the Halls' Office by arrangement.)

C. Residential Mentors

1. Each Residential Mentor has the authority to issue a warning to a student, whose behaviour in Halls is considered detrimental to the well-being of the community, that the misconduct, or a repetition, will lead to the referral of the student to the Senior Wardens.
2. In the event of referral being made, the Residential Mentor concerned may recommend to the Senior Warden that any or all of the penalties specified in B.(1) above be imposed, but subsequent endorsement or enforcement of a Residential Mentor's recommendation shall be entirely subject to the discretion of the Senior Wardens.

Target Response Times

This table outlines the target times for attending to reported maintenance. In the case of an 'emergency' the immediate response may be a temporary fix, with the fault permanently repaired as soon as possible.

External Providers

The University will always do its best to ensure that services meet student requirements. However occasionally external providers may be responsible for the lack of such services – e.g. power cuts or failure in the water supply – and in such circumstances the University can not be held responsible. In addition Bangor University will not be responsible for any delay in or failure of the ResNet or eduroam system due to any occurrence beyond the University's control.

	Emergency repair work	Urgent repair work	Permanent repair work	General repair work
Building fabric	4 hours	24 hours	5 Days	4 weeks
Drainage	24 hours	48 hours	5 Days	4 weeks
Fixtures and fittings	4-6 hours	48 hours	5 Days	4 weeks
Floors and floor coverings	2-6 hours	48 hours	7 Days	1 week
Decorative finishes	n/a	n/a	7 Days	4 weeks
Heating, water system and sanitary fittings	4 hours	24 hours	7 Days	1 week
Electrical installations	4 hours	24 hours	5 Days	4 weeks
Fire and smoke alarms	4 hours	24 hours	5 Days	4 weeks
Fire extinguishers	Replaced within 24 hours			
Essential equipment (e.g total failure of locks, cooker, fridge,bed)	n/a	48 hours	n/a	1 week
Other equipment	Replaced within 7 days			
Roads, paths, etc.	6 hours	1 day	5 Days	4 weeks
External works	4 hours	6 hours	7 Days	4 weeks
Passenger lifts	2 hours	24 hours	n/a	28 Days

Emergency repair work

Repairs that require immediate temporary repair to prevent serious health and safety risks and major consequential damage to the premises.

Urgent repair work

Repair to rectify health and safety risks and secure/prevent minor consequential damage to the premises.

General repair work

Repairs which are neither emergency nor urgent repairs.

Damage Charges

This table outlines the associated cost with damage to fixtures and furnishings in your Halls of Residence.

Damage	Cost	
Additional cleaning	£10.00	●
Angle poise Lamp	£75.00	●
Bed Base	£120.00	●
Bedside Cabinet	£80.00	
Blinds	£35.00	●
Book Shelves	£65.00	●
Carpet and flooring replacement	£150.00	●
Clean Bedroom at end of tenancy if not left up to standard	£30.00	
Clean ensuite at end of tenancy if not left up to standard	£30.00	
Computer Chair	£60.00	●
Cooker including connection and removal	£185.00	●
Curtain Replacement	£100.00	●
Data Socket	£30.00	
Desk Chair	£60.00	●
Desk Lamp	£10.00	●
Desk	£100.00	●
Dining Chair	£15.00	●
Dining Table top (only)	£75.00	
Dining Table	£165.00	
Disposal of large items (eg TV/computer)	£25.00	●
Door Frame Repair	£75.00	●
Door Lock	£100.00	●
Door noticeboard	£15.00	
Fire blanket	£10.00	●
Fire extinguisher (new)	£75.00	
Fire extinguisher (refill)	£35.00	●

Damage	Cost	
Fridge or Freezer	£125.00	●
Hand basin	£223.00	
Hole in wall or ceiling (per sq. metre)	£35.00	●
Ironing board	£15.00	
Kettle	£10.00	
Kitchen Bin replacement	£80.00	●
Mattress	£78.00	●
Microwave	£50.00	●
Minor wall damage (scratch/stain) per 5cm diameter	£10.00	●
Mirror	£12.00	●
Room noticeboard	£28.00	●
Shower curtain replacement	£12.00	
Shower Door replacement	£200.00	
Sofa	£200.00	●
Technician call-out fee for negligent use of equipment	£80.00	●
Toaster	£20.00	●
Toilet	£151.00	●
Toilet seat	£15.00	●
Vacuum cleaner	£105.00	●
Wall repainting	£54.00	●
Wardrobe	£192.00	
Wardrobe door	£30.00	●
Window re-glaze	£175.00	●

● = Minimum charge

Labour may also be charged in some instances at a minimum of £15.00.

Please note – this list is not exclusive and charges may vary according to circumstances.

The Student Accommodation Code

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

Not all university and college residences are covered by The Code – to find out which buildings are covered, please visit **www.TheSAC.org.uk**

The Code protects your rights to:

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

The Student Accommodation Code protects your rights to safe, good quality university and further education college accommodation. To find out more visit **www.TheSAC.org.uk**

A healthy, safe environment

The Code makes sure that your accommodation is signed up to all necessary health and safety standards.



Fire and utility rules

Staff at your residence should be fully prepared for emergencies, such as fires and electrical faults, by clearly displaying health and safety information, testing fire alarms and making sure fire exits are clear. Heating, power, lighting and water should all come as standard in your accommodation and drinkable water should be clearly marked.

Fittings, furnishings and facilities

Your room should be fitted with a bed, a mattress, a place to study, a chair, curtains/blinds, clothes storage and a rubbish bin. All kitchen, bedroom and bathroom facilities should be in good working order and there should be enough showers and kitchen facilities for the number of students using them. Your university or college is also obliged to provide you with a place to collect mail.

Security

You want to feel safe in your new home which is why all main entrances, individual rooms and accessible windows must be securable. Someone's bound to lose their keys at some point, so details of procedures for lost keys/access cards should be included in your welcome pack.

Your role in staying safe

As well as ensuring that your accommodation is signed up to all necessary health and safety standards, The Code also outlines a few things that you should do to help stay safe and secure. This includes making sure that you don't leave downstairs windows open for intruders and that you know where your nearest fire exit is.

A living environment free from anti-social behaviour

No one likes anti-social behaviour, and your residence should have procedures in place to help make sure everyone is treated with respect.

Timely repairs and maintenance

Your university or college is responsible for ensuring your accommodation, including outside areas, are in a good state of repair and making sure you know how to report a problem.

Repair and maintenance work should be carried out as quickly and effectively as possible. Urgent work should be carried out within 24 hours, and you should be given seven days notice for planned work. No one wants the added distraction of workmen during revision time, so wherever possible your university or college should arrange for repair and maintenance work to take place outside key exam times.

In the event that you or any of your guests damage your accommodation, you should report the problem and be told the total costs and charges for the repair work as soon as possible.

Access to health and wellbeing services

It can be tough living away from home, so it's good to know that your residence will provide information about the welfare support, financial advice and counselling services available. You should also have access to emergency out of hours support and be encouraged to register with local health services and a GP.

A clean, pleasant living environment

Your accommodation should offer good heating, lighting, hot water and ventilation

– all that goes without saying. In addition, you should also be made aware of:

- » **When regular rubbish collections take place.**
- » **How you can recycle domestic waste (provided your local authority offers this).**
- » **How you can be energy efficient in your building.**
- » **Where you can find car, bicycle and motorcycle parking.**

A formal contractual relationship with your landlord

As a tenant, you should have a formal contract with your university or college, as your landlord. This should outline your landlord's responsibilities to you, as well as your responsibilities as a tenant.

Your right to information

As a tenant you should be able to access information about your accommodation including:

- » **Practical things such as cleaning schedules, laundry services, parking facilities and other services your accommodation offers; how to report a problem and what to do if you lose your keys.**
- » **Financial information such as payment schedules, costs that you could incur, discounts that are available and damage deposits.**
- » **Technical information such as whether the university or college's insurance covers your belongings, the terms of your contract and access rights to your study or bedroom.**

At the beginning and end of your tenancy

When you arrive at your new accommodation you should receive an induction briefing or meeting and contact details for people who can help if you have any problems. On leaving, your university or college should return any deposits held within 28 days of the end of the tenancy.

How to address any issues you have with your accommodation

In all instances issues should be raised with individual housing offices at the university or college. Contact details for accommodation offices can be found on The Student Accommodation Code website www.TheSAC.org.uk

In the event that an issue cannot be resolved locally with the accommodation staff, you should use the individual university or college formal complaints procedure.

Finally, if you have tried both of these routes and are still not happy with the end result, you can get in touch with the OIA which is the independent body set up for student complaints. For more information, go to: www.oiahe.org.uk

For students studying at a further education college, you can contact the national Code administrator for the complaint to be heard by the Governance Board.

**Thank you for
reading and
enjoy your
time in Bangor
University
Halls.**



SWYDDFA
NEUADDAU
HALLS
OFFICE

