

# General Regulations

## 2019-2020

**This handbook includes important information about your obligations if you are living in UCL Accommodation.**

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## UCL Accommodation Service Promise

UCL Accommodation strives to offer welcoming, comfortable and secure accommodation. We are committed to providing a supportive and friendly environment for all students, staff and visitors who use our services. Living in University accommodation is a community experience that the vast majority of students enjoy. Regulations are necessary to ensure the smooth operation of UCL accommodation. In essence, the *General Regulations and Guidance Handbook* is built around a few general principles:

- Behave in a manner that shows respect for your fellow residents, staff and visitors; being particularly mindful of safety, security and peace of mind.
- Respect the building you live in and its furnishings so that future generations of students can enjoy it.
- Be aware of the regulations governing the terms of your occupancy and the payment of fees.
- Be aware of UCL's Code of Conduct for Students <http://www.ucl.ac.uk/srs/academic-manual/c1/code-of-conduct>
- Be aware of UCL's Student Disciplinary Code and Procedure <http://www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code>

### We promise to:

1. Be friendly, courteous and helpful whenever we speak to you
2. Regularly review our standards against your feedback, to improve our service
3. Ensure staff listen and resolve accommodation enquiries or direct you to an appropriate contact
4. Endeavour to acknowledge written comments/complaints within 3 working days and respond fully within 7 days
5. Agree a timescale with you for keeping you informed of the progress, if the matter is complex
6. Promote equality and diversity by treating all individuals with dignity, respect and sensitivity

Before your admission to UCL Accommodation, you are required to accept and abide by these regulations and such other rules applicable to the accommodation that UCL may make from time to time.

### Important terms in your Licence Agreement and important instructions in this Handbook

The terms on which you are entitled to occupy your accommodation are set out in your Licence Agreement. You are advised to read the Licence Agreement and this guidance carefully before accepting an offer of accommodation.

Your **Licence Agreement** contains several important terms, including:

- The obligation to pay rent (point 5, page 6).
- The duration of your tenancy (point 2, page 4).
- The grounds on which UCL may terminate your tenancy early, for example if you breach the standards of behaviour required by UCL regulations (point 3, page 5).
- The circumstances in which UCL might require you to move rooms or relocate to other accommodation (point 2 page 4, and see also pages 9 and 18 of the Handbook)
- Your liability to pay additional fees if you are late in paying rent, or if you lose your keys, fob or swipe card (points 5 (b) and 5 (c) page 7).

- Your liability to pay additional charges if your accommodation or any communal areas, furniture or facilities are damaged or left in an unacceptable state (point 5(e), page 8) and see also page 18 of the Handbook).
- A room inventory is provided on arrival and indicates the condition of your room at the start of your accommodation contract. Unless you indicate otherwise, in writing to the site office at your accommodation, within 7 days of moving into your room, the original inventory will be used at the end of your contract to determine any damages charges attributed to you (point 5(e), page 8).
- The requirement to comply with relevant UCL regulations, breach of which can lead to early termination of your tenancy and/or termination of your studies (point 1, page 4). Less serious breaches can lead to fines or other disciplinary sanctions, as explained in the examples given in the Handbook.
- Restrictions on UCL's liability for matters such as theft or damage to your property and we recommend that you obtain appropriate insurance for your belongings (point 6.1(d), page 9 and point 6.2, page 10 and pages 20-21 of the Handbook).
- Circumstances in which UCL might pay compensation for example if there is a major disaster that closes your building, or in certain circumstances where services to your accommodation fail and the time limits for notifying such claims (points 6.1(e)-(f), page 9 and pages 20-21 of the Handbook).
- The requirement to pay a deposit and the circumstances in which UCL may retain all or part of the deposit at the end of your licence (point 5 (a), page 6).

This handbook also contains important information, including:

- Safety and emergency evacuation procedures (page 12).
- The procedure and time limits for submitting complaints (page 20).
- The requirement to register at a local NHS GP practice (page 25).

## **UCL Accommodation Licence Agreement (“Agreement”)**

### **1 PRELIMINARY**

**University College London (“UCL”) hereby allows you to occupy a study bedroom on the understanding that such occupancy is as a Licensee, which gives you a contractual right to occupy the study bedroom, and not as a Tenant. As a Licensee, you have no legal interest in the property. This Licence Agreement is legally binding.**

**You must comply with all the regulations mentioned in this Handbook, in UCL’s Code of Conduct for Students and the UCL Student Disciplinary Code and Procedure.**

### **2 DURATION OF YOUR TENANCY, PROHIBITION ON SUBLETTING AND UCL’S RIGHT TO MOVE YOU TO OTHER ACCOMMODATION**

This Licence Agreement applies to the period commencing **21 September 2019** up to, and including, **20 June 2020 (16 September 2020 for a 51.57 week contract)\***.

Your room is allocated on the basis of your sole occupancy, unless the room has been designated as a twin room by UCL, or with your partner/family in the case of couple/family accommodation. You must not allow any other person to occupy or share your room. It is a disciplinary offence to sublet your room or flat and you may be subject to a fine. UCL reserve the right to relocate you to the equivalent standard accommodation, if your room becomes uninhabitable or for welfare issues. This Licence Agreement is personal to you and is not transferable.

At the end of the contract period you will be required to vacate your room or flat and remove your belongings by 10:00 am on **20 June 2020\* (16 September 2020 for a 51.57 week contract)**. Any belongings left in rooms after this date will be deemed to be unwanted and may be disposed of after a period of 7 days. Notice of this will be given to you if UCL does not have a forwarding address for you.

\* **2 January 2020** for students holding a 1<sup>st</sup> Term only Licence Agreement.

### **3 TERMINATION OF LICENCE AGREEMENT BY UCL**

The licence granted by Clause 2 of this Agreement may be terminated by UCL giving at least 14 days written notice if you are in breach of any of your obligations under this Agreement or the latest UCL Accommodation General Regulations and Guidance Handbook or the latest University's Regulations (including, but not limited to, the UCL Code of Conduct for Students and the UCL Student Disciplinary Code and Procedure) e.g.:

- You cause damage to your accommodation or the furniture in your room such that it is not reasonably usable for residential purposes
- You commit an act of gross misconduct or engage in illegal activity, including but not limited to, sexual harassment or sexual violence, vandalism and drug use (including substances defined under the Psychoactive Substances Act 2016),
- Misuse of Fire Safety equipment, etc., including maliciously triggering the fire alarm or covering or damaging smoke detectors
- Repeated anti-social behaviour
- Suspension from UCL in advance of a disciplinary hearing
- You sub-licence your room or flat or otherwise part or allow any third party into possession

This Licence Agreement may also be terminated, upon giving you at least 14 days' notice in writing, if you cease to be a student at UCL. Similarly, if you withdraw or intermit from your studies at UCL, you are required to leave your room within fourteen days of the date of your withdrawal or intermission from UCL. If you leave UCL you will continue to be held liable for Accommodation Fees until the later of:

- (i) the date you leave your accommodation and return your keys and
- (ii) the date that official confirmation is received from Student Records that you have withdrawn or intermitted from UCL.

UCL shall also have the right to relocate you to other accommodation pursuant to UCL's policies, procedures and regulations including, without limitation, the UCL Disciplinary Code and Procedure in Respect of Students.

### **4 WHEN CAN YOU TERMINATE THIS LICENCE AGREEMENT?**

Except under the following circumstances you shall not be entitled to terminate this Licence Agreement which shall in any event terminate on **20 June 2020 (16 September 2020 for a 51.57 week contract)\*** and you undertake to remain in occupation of the premises throughout the said academic year and make all payments required.

#### **(a) During the first term**

If you would like to leave your UCL accommodation after your arrival during the first term you can give notice at any time by submitting a **Notice to Quit** request online at <https://www.ucl.ac.uk/accommodation/fees-guidance-and-payment>. If a replacement student is found you will remain liable for your accommodation fees until the replacement

student takes over your room. A replacement student is a UCL student who is not currently in UCL Accommodation. If no replacement is found you remain liable for your accommodation fees until the end of the first invoicing period which is **4 January 2020\***.

**(b) At the end of the first term**

If you would like to leave your UCL accommodation at the end of the first term you are required to give at least 28 days written notice prior to **4 January 2020** i.e. you must complete and submit a **Notice to Quit** request online at <https://www.ucl.ac.uk/accommodation/fees-guidance-and-payment> no later than **6 December 2019**. If you submit the notice after **6 December 2019** you will remain liable for your accommodation fees until a replacement student is found to take over your room. A replacement student is a UCL student who is not currently in UCL Accommodation. However, if no replacement is found you remain liable for your accommodation fees until the end of the third term for invoicing purposes, which is **20 June 2020 (16 September 2020 for a 51.57 week contract)\***.

**(c) During the remaining terms**

If you would like to leave your UCL accommodation during the remaining terms you must submit a **Notice to Quit** request online at <https://www.ucl.ac.uk/accommodation/fees-guidance-and-payment>. If a replacement student is found, you will remain liable for your accommodation fees until the replacement student is found to take over your room. A replacement student is a UCL student who is not currently in UCL Accommodation. If no replacement is found you remain liable for your accommodation fees until the end of the contract date which is **20 June 2020 (16 September 2020 for a 51.57 week contract)**.

**Please note:** if you give notice at any time but do not move out or return keys/swipe cards/fobs to the Hall Management, this Licence Agreement and your liability for accommodation fees (and all other terms under this Licence Agreement) will continue as if the notice was not given.

\* **2 January 2020** for students holding a 1<sup>st</sup> Term only Licence Agreement.

The UCL Accommodation Office maintains a list of students who are seeking University allocated accommodation. If you wish to leave University allocated accommodation, they may be able to assist in finding another student to take your place. All enquiries of this nature should be made to the UCL Accommodation Office [accommodation@ucl.ac.uk](mailto:accommodation@ucl.ac.uk)

## **5 FEES**

**(a) Accommodation Fees**

Accommodation fees are payable each term on demand. You can view the weekly fees for UCL Accommodation at <https://www.ucl.ac.uk/accommodation/fees-guidance-and-payment>. You will be notified via your UCL email account when your invoices are available on your Portico account. The payment due date will be indicated on your invoice. Your accommodation fees will not be reduced to take account of any periods when you did not occupy the accommodation allocated to you.

Accommodation fees may be paid by the following methods:

**All major credit cards** *except* Diner's Club, American Express, Discovery and JCB.

**To pay online** visit <http://www.ucl.ac.uk/payonline>. You will need your **UCL Student Number** which is quoted on all communications UCL sends you.

**To pay by telephone** call the Cashier on +44 (0)20 7679 6333

**Cheque in sterling** (made payable to University College London) drawn on a bank within the UK. You must write your name and UCL Student Number on the back of the cheque. Post your cheque to UCL Accommodation Office, 117 Gower Street, London, WC1E 6AP.

### **Bank draft in sterling**

**Bank transfer** to the UCL Residences Account, account number 70116009, Barclays Bank Plc, 6-17 Tottenham Court Road, London, W1T 1BH, sort code 20-10-79. IBAN number: GB77 BARC 20 10 79 70 11 60 09. SWIFT number: BARC GB 22. Quote your name and UCL Student Number and send proof of transfer to UCL Accommodation Office, 117 Gower Street, London, WC1E 6AP. Bank transfers are subject to variable bank charges by both the sending and receiving bank. These charges must be paid by you.

As part of the offer accept process to secure your place, you are required to pay a deposit of £250. Any deposit paid by you can be used to cover any payments due from you under the terms of this Licence Agreement or to remedy any breach by you of the terms of this Licence Agreement. Any balance remaining at the end of this Licence Agreement will be credited to your student account against the final payments due from you under this Licence Agreement.

### **(b) Late Payment Fee**

A £25.00 late payment fee will be added to the account for each term that payment is not made by the due date. If you are unable to pay you **MUST** inform the site office of your accommodation of your circumstances and to see if a payment plan is appropriate (but without any obligation to agree any such plan). If you present a cheque which is subsequently returned 'dishonoured' after the due date (for example due to lack of funds) you will also be subject to a late payment fee of £25.

If your accommodation fees remain unpaid by the due date and if you have made no formal repayment arrangement, UCL will pass all outstanding and future debts to an external debt collection agency, which may result in legal action through the Courts and a County Court Judgment made against you. In addition the University reserves the right to issue a 28 day 'Notice to Quit' to expire at the end of the invoice period, at which point you will be required to leave your room.

### **(c) Keys**

On arrival a set of room keys will be issued to you by the site office of your accommodation. These keys form part of a security suite and cannot be duplicated except by the site office at your accommodation. The safekeeping of your keys is important and is your responsibility. If you lose your keys, you must immediately advise the site office at your accommodation, where you will be asked to present proof of identity.

You will be charged:

- £40 charge to replace a set of room keys (includes fob, room keys, post key)
- £20 charge to replace a fob/swipe or access card/single key (front door, post box, bicycle shed etc.)
- £5 charge for a replacement meal card
- £30 charge for a lock change (plus additional charge for room keys)

It is your responsibility to return your keys to the site office of your accommodation when you leave your room at the end of your occupation under this Agreement.

#### **(d) Room Checks**

UCL reserves the rights to access your accommodation on reasonable notice (at least 24 hours' notice in writing, but sooner access may be required in an emergency) and all areas of the building (including student rooms/flats) are checked every term by UCL staff or their representatives, and communal areas are checked weekly against the following criteria:

- Acceptable cleanliness
- Damage to the fabric of the building
- Damage to furniture, fittings
- Introduction of prohibited items, e.g. un-fused/cubed adaptors, candles, use of cooking equipment in bedrooms, etc.
- Damage, misuse or loss of fire detection and firefighting equipment

#### **(e) Your responsibility to pay for damage, loss of UCL property and cleaning costs**

If:

- (i) damage is caused to your room and the furniture, equipment, fixtures and fittings and to any other property; and/or
- (ii) you fail to keep your accommodation in an acceptably clean state as required by the General Regulations and Guidance Handbook; and/or
- (iii) if you choose to vacate your accommodation before the end of your Licence Agreement
- (iv) any UCL property is taken from your accommodation

You will be responsible for the reasonable cost of repair or replacement (whichever is cheaper) which you have caused, by your negligence or wilful acts, or where this is due to the negligence or wilful acts of anyone you have invited into the accommodation, including the common areas.

UCL may invoice you for the reasonable cost of repair or replacement and you must pay the invoice within 28 days, or UCL may choose to deduct the relevant amount from your deposit.

Failure to pay an invoice may result in action being taken by UCL to recover those sums.

It is essential that you report any damage to the site office at your accommodation immediately.

A room inventory is provided on arrival and indicates the condition of your room at the start of your accommodation contract. Unless you indicate otherwise, in writing to the site office at your accommodation, within 7 days of moving into your room, the original inventory will be used at the end of your contract to determine any damages charges attributed to you.

You are not however required to pay for disrepair caused by fair wear and tear.

In instances where, after reasonable investigations, responsibility for damage caused cannot be attributed to any individual or individuals, the reasonable cost will be divided equally among the students within the affected area.

## **6 WHAT UCL ACCEPTS LIABILITY FOR AND LIMITS ON UCL'S LIABILITY TO YOU**



## 6.1 UCL will be liable:

- (a) For death or personal injury arising from its own negligence, or from its own acts or omissions that it is responsible for; or
- (b) For fraud or fraudulent misrepresentation that it is responsible for; or
- (c) In respect of any other rights or liabilities it has that may not be lawfully excluded or restricted (for example under the Consumer Rights Act 2015 or the Equality Act 2010).
- (d) For theft of, or damage to any of your property in your UCL accommodation where such theft or damage is caused by the negligence or wilful actions of UCL up to a maximum of £2,000 in total for one academic year.
- (e) For compensation where services to your accommodation temporarily fail as a result of action or inaction by UCL. Such compensation will only be payable where UCL has been unable to arrange an adequate alternative provision within 36 hours of UCL having been notified of the failure. Such compensation will not be payable where the failure in services is caused by vandalism by you or your invitees or other residents. Compensation payable under this sub-paragraph will be calculated on the basis of 1/4 of the accommodation fees for the duration of the failure in service provision after 36 hours.
- (f) Where there is a catastrophic failure of services or the destruction/inoperability of part of your building necessitating closure, UCL will take all reasonable steps to re-house affected students. Accommodation fees for your original accommodation will only be payable up to the date of closure. If you accept an offer of re-housing you will bear the cost of your new accommodation. UCL's liability to you in such circumstances will be limited to one week's accommodation fees.

Claims for compensation under paragraphs 6.1(e) or (f) must be made in writing to the Residences Manager at the appropriate site within 21 days of you becoming aware of the event causing the claim. UCL will respond to the claim within 21 days unless there are good reasons for extending the time limit (for example where UCL systems are affected by the catastrophic failure).

## 6.2 Subject to paragraph 6.1 above, UCL is not liable for:

- (a) theft of, or damage to any of your property or the property of your invitees to your UCL accommodation where such theft or damage is not caused by the negligence or wilful actions of UCL (for example where a third party steals or damages your property), or to the extent it exceeds the limitation under paragraph 6.1(d) above; or
- (b) any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by you or your invitees to your UCL accommodation in the exercise or purported exercise of the rights granted by this Licence Agreement to the extent that such matters are caused or contributed to by you or your invitees acting negligently, wilfully or recklessly in disregard of the terms of this Licence Agreement.
- (c) Compensation for noise caused by building works or maintenance works.

6.3 A person who is not a party to this Licence Agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this Licence Agreement.

## **Office Hours and Emergencies**

Office opening hours are displayed at each site. General administrative, housekeeping and maintenance duties are carried out during office hours. During office hours contact the Residence Management for assistance with urgent problems. At night, and over the weekend when the office is closed, contact the “on-call” team, for emergencies only. The contact number for “on-call” staff is displayed in the reception area of your residence. Persistent call outs for non-emergency reasons at unreasonable hours (after 23:00 and before 08:00) is considered a disciplinary offence, therefore please consider the time and whether or not your call is an emergency before calling the “on-call” team.

## **Luggage**

If luggage is being shipped from abroad, it should be timed to arrive on or after the contract start date. If you require luggage and items to be stored prior to your arrival please contact <https://lovespace.co.uk/> who can arrange collection and storage of your items. UCL will not store any item of luggage that arrives before your arrival.

## **Study Bedroom**

The room allocated to you should be the one that you occupy for the duration of your accommodation agreement. UCL Accommodation does however reserve the right to change your room allocation if there are any problems or to ensure best use of space. Please do not remove furniture from your bedroom; the Halls do not have room to store it. Do not put furniture (or any other personal items) out in the corridors, which will compromise a fire exit route. Do not put furniture in other areas of the accommodation or students’ rooms. Soft furnishings (for example soft chairs and sofas) are not permitted in the kitchens, except where they have been provided by UCL Accommodation. If you bring any furniture with you, it must comply with the Furniture and Furnishings (Fire safety) Regulations 1988 (as amended in 1989, 1993 and 2010), and be labelled appropriately. Curtains, light shades and shower curtains should not be removed or replaced with your own. Please note that the cost of any repairs or maintenance required as a result of ignoring this request will be charged to you. Rooms and kitchens will be inspected once a term; you will be informed in advance.

## **Inventory**

You are required to complete an inventory within seven days of arrival. You are under an obligation to return the premises in a condition equivalent to that found on taking up residency. Any damage will be the financial responsibility of the resident. You must leave furniture, furnishings and other contents of the premises in the same room as shown on the Hall inventory. Fixtures and fittings should not be unscrewed from the wall and moved. Carpets and other flooring should not be pulled up. Please note that the cost of any repairs or maintenance required as a result of ignoring this request will be charged to you.

## **Occupants of Twin Rooms**

It is not unusual for one of the occupants of a twin room to move out during the year. In the event of vacancies occurring in twin rooms, the University reserves the right to require twin room residents to move rooms, so as to obtain the maximum use of the accommodation. Further, where a vacancy exists for more than four weeks, the remaining occupant (in one half) will have a choice of (a) paying the single room rate and enjoying a single occupancy or (b) accepting that we may fill the vacant half. If the remaining student accepts a single occupancy, the outgoing student ceases to be liable from the date the single occupancy is created from. If the remaining student declines single occupancy, the outgoing student remains liable for Accommodation Fees under the original contract.

## **Smoking Policy**

Smoking, including E-Cigarettes, is not permitted anywhere in UCL Accommodation. Smoking is also prohibited immediately outside the entrances or open windows of UCL Accommodation. Smoking in prohibited areas is a disciplinary offence. Covering smoke detectors is a criminal offence and you may be subject UCL’s Disciplinary Code and Procedure and/or termination of your licence. In the interests

of fire safety hookahs, shishas, and similar smoking devices are not permitted in UCL Accommodation. It is a disciplinary offence to have these items in your room.

### **Meal Cards**

A meal card will be issued for students in Ifor Evans Hall and Ramsay Hall on arrival. Cards must be shown at each meal time. Meal tickets for guests can be purchased from the site offices, for which you will be invoiced on your Portico account. It is a disciplinary offence to fraudulently obtain a meal for a non-resident by any means.

Breakfast and evening meals are provided Monday to Friday and weekend brunches for students in Ifor Evans Hall and Ramsay Hall. You must make your own arrangements for meals at the weekends, on Bank Holidays, College closure days, the Christmas vacation (three weeks) and one week during the Easter vacation, as no meals are served at these times.

### **I.T. Provision**

All rooms have Wi-Fi provision. The cost of connection is included in your Accommodation Fees. Any damage to the network socket or equipment installed within rooms will be subject to a reasonable repair cost of up to £100. For further information about the service, go to <https://www.ucl.ac.uk/isd/services/get-connected/halls-residence-network-connections> Some UCL Accommodation have computer cluster rooms for residents' use. Facilities in the computer cluster rooms are provided and maintained by UCL Information Systems but issues can be reported to the Hall Management team.

### **Cleaning**

You are responsible for the cleanliness of your own room (and bathroom if your room is en-suite and kitchen if you occupy a studio or flat). You are also responsible for cleaning shared or communal facilities after you have used them; this includes showers, toilets and kitchen facilities. A housekeeping service is provided for communal areas. Vacuum cleaners are available in all UCL Halls. You are responsible for the removal of rubbish to the place specified by the Hall Management. You are also responsible for recycling items including paper, glass, plastic, bottles and cans. Rooms and/or flats will be inspected from time to time and if areas fall below an acceptable standard for health, safety and fire regulations, then they will be closed off, brought back up to standard and a charge may be levied against resident(s) for cleaning.

### **Pest Control**

From time to time unwanted vermin and insects may be detected within buildings. We have pest control operatives contracted to UCL Accommodation to carry out preventative and reactive pest control. Pests thrive in areas where food remnants are present, therefore you should ensure that all food is sealed before storing, food spillages are cleaned up immediately and cooking items and plates are cleaned after use. Should you detect any unwanted pests please inform the site office of your Hall as soon as possible. Any such reports will be passed on to the relevant contractor on the same day or on the first working day after the report if it is made out of hours. The contractor will respond within 48 hours.

### **Window Restrictors**

For safety and security reasons, windows are fitted with restrictors and you are not permitted to tamper with, or remove window restrictors in your Hall. It is a disciplinary offence to tamper with, or remove window restrictors.

### **Hall Exteriors and Prohibited Areas**

You must not throw or drop items from windows or doors in your Hall. All roof areas, balconies, parapets and ledges are out of bounds. There are several different types of potentially hazardous areas into which entry is prohibited. You are not permitted to enter boiler rooms, electrical intake/riser cupboards, lift motor rooms or commercial kitchens (Ifor Evans Hall and Ramsay Hall). Prohibited areas have

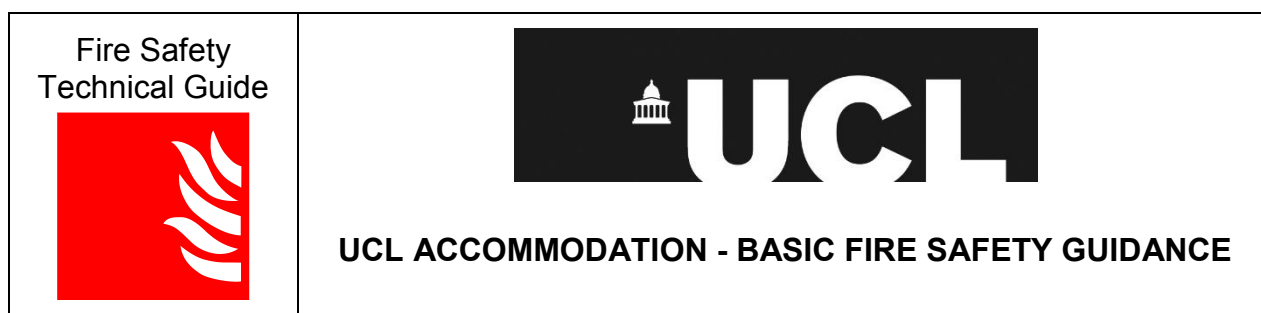
notices on access doors stating that there is a hazard within. It is a disciplinary offence to enter into any prohibited area.

### Prohibited Items

Kettles and toasters are provided in each kitchen for the use of residents; please do not bring your own. Cooking equipment may be stored but not used in your room; it can only be used in kitchens due to Fire Regulations. It is considered a disciplinary offence to use cooking equipment, humidifiers and irons in your room. Any such equipment found plugged in in your room will be assumed to be in use. Cooking equipment includes, but is not limited to, toasters, kettles, microwaves, rice cookers, hotplates, steamers and sandwich makers etc. Refrigerators are not permitted in bedrooms unless a specific medical condition requires you to have one. If you would like to request permission to have a refrigerator in your room on medical grounds you must contact the UCL Student Disability Services prior to your arrival. The use of portable heating equipment is strictly forbidden in your room. In addition, the following items/activities must not be brought into, or used in, either your room or communal areas in your accommodation: candles, incense sticks, oil lamps, fragrance burners, hookah and shisha pipes, Nitrous Oxide (laughing gas), fairy lights, BBQs, fireworks, dartboards, non-fused and cubed adaptors, ball games, smoking (including E-Cigarettes), portable heating equipment, humidifiers and weapons. It is considered a disciplinary offence to have these items in your accommodation. Prohibited items found will be removed and held until you move out.

UCL Fire Technical Note No: 087

### Fire Regulations



#### 1.0. FIRE ACTION NOTICES:

- 1.1. You should be familiar with action to take both on discovering a fire and on hearing the fire alarm sound. This information is provided on **Fire Action Notices** displayed in corridors and in rooms. Please read the instructions carefully and make yourself familiar with the local fire exit routes and the location of the fire alarm call point locations.
- 1.2. On discovery or being made aware of a fire, (**if not already activated**) immediately raise the alarm by operating the nearest fire alarm call point. Dial **999** and call the fire brigade. Your address is provided on the fire action notices.
- 1.3. When the fire alarm sounds, **you must leave the building immediately**. On leaving the building, you should proceed to the designated **Fire Assembly Point**.

**Warning** - beware of the road traffic as you leave the premises, your safety and that of others during the evacuation.

#### 1.4. On hearing the fire alarm:

- **By Night** - quickly put on warm and suitable clothing. **Do not** stop to dress fully. Ensure that any others in your room are awake. Go immediately to the designated Fire Assembly Point for the Hall, shutting all doors behind you.
- **By Day** - go immediately to the designated Fire Assembly Point for the Hall, shutting all doors behind you.

- **At all times:**
  - Act quickly and calmly
  - Do not stop to collect your personal belongings
  - Do not run

## 2.0. MEANS OF ESCAPE:

2.1. Corridors, landings, stairs & exits from a building are major escape routes in case of fire. **Please do not** obstruct these areas by storing or placing bicycles, personal belongings or rubbish on these routes.

## 3.0. FIRE DOORS:

3.1. Fire Doors are provided for all accommodation rooms, corridors, kitchen, storerooms and stair enclosures, other than accommodation doors they should be clearly labelled 'Fire Door Keep Shut' and fitted with self-closing devices. They are essential in preventing the rapid spread of fire and smoke. You must not obstruct or wedge the doors, or remove the self-closing device. If the door is damaged or not fully closing, then you must report the fact to the Residence Manager for immediate repair works to be undertaken. Fire doors are critical Life Safety Equipment and to stop the travel of dangerous smoke & hot gases into escape routes.

**DO NOT WEDGE OR HOLD KITCHEN FIRE DOORS OPEN UNDER ANY CIRCUMSTANCES -  
KEEP FIRE DOORS CLOSED TO PREVENT UNWANTED FIRE ALARMS**

## 4.0. FIRE ALARMS:

4.1. Fire Alarms are provided to give warning in case of fire, as smoke and fire can spread very quickly. Always leave the building on hearing the alarm immediately by the nearest available exit (you should be familiar with your escape routes and Fire Assembly Point). To prevent accidental activation of smoke detectors:

- **Do not** cook (including toast) in bedrooms and only use designated kitchens, keeping the fire doors closed at all times.
- **Do not** use any spray under or near the smoke detector.
- Do not use a hairdryer or hair straighteners under or near the smoke detector.
- Please ensure that hair straighteners are unplugged when not in use.
- Be careful with the positioning of combustible materials near electric points.
- **Smoking, including E-Cigarettes, is not permitted** in your accommodation.
- **Candles and aromatherapy burners are not permitted** - please do not use for your safety and that of others in your accommodation.
- **Humidifiers are not permitted** in your accommodation.

## 5.0. FIRE EXTINGUISHERS:

5.1. Fire extinguishing equipment has been provided throughout your accommodation, **do not** interfere with pins, tags or maliciously set off the fire extinguishers. These extinguishers are **life safety equipment** and for use in the event of a fire.

## 6.0. FIRE EVACUATION DRILLS:

- 6.1. Fire drills will be held at each of the Halls early in the first term. Further fire drills may take place without notice at any time.

## 7.0. GENERAL FIRE PRECAUTIONS

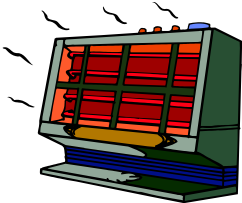
- 7.1. Any person found interfering in any way whatsoever with fire-fighting equipment or alarms, other than for proper use, will be fined and may be required to leave the Hall permanently. In addition, all such persons will be referred to the Warden or Residence Manager, as appropriate, who will take disciplinary action against the student but such action will not preclude an independent action by the Fire Authority under appropriate statutes. Frivolous discharge of fire extinguishers will be charged to the individual or to all residents of the Hall if the culprit is not known.

- **Smoking, including E-Cigarettes, is NOT permitted in UCL Accommodation (or any UCL premises).**
- The **use of candles, incense, fireworks, hookah and shisha pipes, Nitrous Oxide (laughing gas) are NOT permitted** in any UCL accommodation.
- **Always**, switch off all electric appliances and lights when you leave your room and at night.
- **Do not** use paper light shades or paper masking on any light fitting.
- **Do not** use plastic or wicker waste paper bins and empty waste paper bins every day.
- **Never**, hang washing on or near heaters and do not obstruct in any way the airflow around all types of heaters.
- **Never**, leave the kitchen when you are cooking food and be especially careful with hot fat and oil. Any resident who leaves deep-frying or other cooking unattended may be suspended from Halls. **Do not cook in your bedrooms** and BBQ's are not permitted.
- The use of portable heating and cooking equipment in your room is **strictly forbidden**.
- **Do not** bring hazardous substances into your room even from laboratories or other UCL premises.

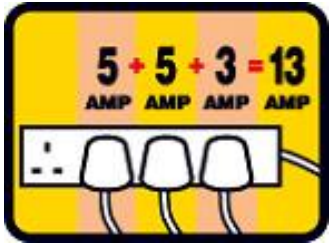
## 8.0. ELECTRICAL SAFETY:

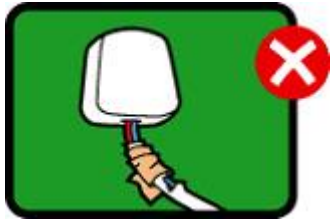
- 8.1. **UK Electrical Supply** - You are reminded that the UK electrical supply is 230 Volts (**not 115 volts**) and only electrical equipment purchased in the UK should be used. However, if you need to use 115-volt equipment then you must have an approved voltage, plug/pin converter, and ensure that you ask for advice and assistance (from the shop/supplier) on the voltage/pin compatibility and specific voltage requirements you require.

- **ONLY USE 230v equipment with an appropriate and correctly designed plug or adaptor.**
- **Do not** use adapters on pendant light fittings.
- **Do not** allow flexes to trail across floors.
- **If you are unsure on how to use the cooker or other equipment in the kitchen then please seek advice from the Residence Manager or one of the Wardens.**



<ul style="list-style-type: none"> <li>• <b>Do not use open electrical bar fires</b></li> </ul>		<p style="text-align: center;">✘</p>
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<ul style="list-style-type: none"> <li>• <b>Do not use cubed or un-fused adapters</b></li> </ul>		<p style="text-align: center;">✘</p>
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<ul style="list-style-type: none"> <li>• Only use fused power boards with a length of flex are accepted, with an extension cable and fused are acceptable. Maximum load for any one socket should not exceed 13 amps.</li> </ul>		<p style="text-align: center;">✔</p>
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<ul style="list-style-type: none"> <li>• Check electrical leads and plugs for wear and tear and faulty wiring</li> <li>• Throw away and replace damaged cables. <b>Never</b> use tape to mend or join cable</li> <li>• Frayed leads or exposed internal wires are fire risks</li> </ul>		<p style="text-align: center;">✘</p>
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**Always use the correct fuse in fused plugs - Plugs in the UK are generally fitted with a 3A or 13A fuse.**

<ul style="list-style-type: none"> <li>• For appliances <b>up to 700w</b> you need to use a 3A fuse (i.e. Desk Lamp, Mobile Phone Charger Television, DVD, Computer, Printers, Refrigerator,</li> </ul>		<p style="text-align: center;">✔</p>
<ul style="list-style-type: none"> <li>• For appliances <b>over 700w</b> you need to use a 13A fuse (i.e. Washing Machine, Microwave, Kettle, Toaster, Iron, Hair Dryer / Curlers, Fan (Portable), Coffee Maker &amp; Rice Cookers</li> </ul>		<p style="text-align: center;">✔</p>

Date Last Amended: **Feb 14**

Issued by the - Fire Officer, UCL Estates, Gower Street, London, WC1E 6BT - This guide is to be regarded as a general statement of requirements and is in addition to relevant British Standards or any other instructions received from the Local Fire or Building Control Authorities

## **Electrical Equipment and Plugs**

Electrical equipment and plugs must not be tampered with under any circumstances. Do not overload the sockets. You are advised to use appropriately fused, UK bought adaptors (13 AMP). If you have electrical appliances that are not compatible with fused adaptors, you should buy UK appliances with a fused plug. One adapter per room is provided by UCL; two adapters are provided in twin rooms. All cubed style adaptors are banned from UCL Accommodation; please use trailing style multi-socket adaptors (13AMP). You must not interfere with light shades or light fittings. All personal equipment must be in a good state of repair, checked for safety (casing, wire and plug) before it is brought into the building, and comply with the UK voltage supply. All students are reminded that some countries (especially those outside of the EU) have electrical equipment that may not be suitable for use in UCL Accommodation. In particular, where foreign supply networks allow the use of lower voltage equipment (110v), this equipment when used in the UK is liable to catch fire and is therefore not suitable, even though it may be possible to connect the equipment to the electrical supply with a UK electrical adaptor. You should take the time to ensure that personal electrical equipment is suitable for UK voltage (230v) and is suitably fused. With inexpensive electrical items e.g. hair dryers it is preferable to buy a new UK model. If you are in any doubt please ask the Hall Management for advice.

## **Pets**

Pets are not permitted. It is a disciplinary offence to have a pet in your accommodation.

## **Noise**

Please be considerate to your fellow residents at all times. Other residents may want to study or sleep at different times than you do, so respect your fellow residents need for quiet time. This is particularly important in twin rooms. If you bring a stereo, DAB radio, iPod, MP3 player, iPad, game consoles etc. you should also bring headphones so that your enjoyment and the peace of others is not disturbed. Noise must not be audible between 23:00 and 08:00 and during UCL exam periods. Excessive noise is a disciplinary offence. You are responsible for the behaviour of your guest(s) and should see that they leave quietly. Except in an emergency, incoming telephone calls should not be arranged between 23:00 and 08:00.

## **Visitors**

UCL reserves the right through its staff to refuse any non-resident admission to the accommodation at any time or to require them to leave the premises. Never lend your room key/swipe card/fob to anyone else. You are personally responsible for the conduct of your guest(s) at all times and may not allow them to live in your room. There are no guest rooms in any of the accommodation. If you wish to have a guest to stay overnight, you can accommodate them on your bedroom floor, for a maximum of three nights in a rolling month. Occupants of twin rooms must agree in advance if they wish to have a guest to stay overnight. All guests must be notified in advance to the Hall Management. Failure to comply with this requirement may result in the suspension of the privilege and disciplinary action being taken against the resident. Other visitors should normally leave by midnight.

## **Role and Authority of Wardens and Student Residence Advisers**

The role of the Warden and their teams of Student Residence Advisers within the accommodation is to promote a collegiate environment and to provide a caring and supportive atmosphere for all residents. Whilst the role of the Warden teams encompasses the discipline and welfare concerns of residents, it is important that residents realise that the aims of any disciplinary action should be to empower the individual concerned in such a way that he or she feels able to address the issue of concern; in extreme situations this may be in an alternative environment.

The Warden also has disciplinary powers delegated by the Registrar\* of UCL as follows:



(a) The Warden may take disciplinary action where it is deemed appropriate against any resident in order to maintain harmonious relations within the Hall and this includes the right to fine students to a maximum of £100 through the Registrar for a breach of UCL's Student Disciplinary Code (<https://www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code/UCL-Student-Disciplinary-Code-and-Procedure-in-Respec-of-Students.pdf>).

Standard fines may be administered by the Warden for commonplace misdemeanours, without recourse to the Registrar. These fines are listed as follows:

<b>Type of disciplinary matter</b>	<b>Fine</b>
Triggering the fire alarm: (a) burnt cooking/kitchen door open (b) aerosol spray (c) shower steam	£25
Triggering the fire alarm: (a) smoking, including E-Cigarettes and E-Cigarette Chargers, Nitrous Oxide (laughing gas) (b) candles/incense/fireworks/hookah pipes (c) cooking equipment in room (d) humidifiers (e) portable heaters	£50
Non-evacuation during a fire alarm	£10
Maliciously triggering the fire alarm via break glasses.	£100
Covering or damaging smoke detectors (plus reasonable cost of engineer if applicable).	£100
Removal of door closer or window restrictor	£30
Use of cooking equipment in room (includes any plugged in equipment)	£50
Misuse of fire extinguishers	£50
Misuse of meal cards (catered halls)	£20
Excessive noise (a) warning (b) fine	£25
Offensive/abusive language/behaviour to staff/students/visitors	£25
Prohibited item(s) in room/flat (e.g. candles, incense, humidifiers, portable heaters, pets) (a) warning (b) fine	£25
Entering prohibited areas (e.g. roof)	£25
Call outs for non-emergency reasons at unreasonable hours (after 11pm and before 8am) at discretion of Duty Staff member	£10
Smoking in prohibited area fine	£20
Distributing flyers in UCL Accommodation promoting events in non UCL or Students' Union UCL	£25
Subletting room or flat	£200

\*The Registrar may delegate this responsibility to appropriate members of Student and Registry Services. All references to the Registrar in this General Regulations and Guidance Handbook should be understood to include such nominees.

Fines may be appealed, with appropriate supporting documentation, to the Registrar in accordance with the UCL Student Disciplinary Code. Fines are payable online at <http://www.ucl.ac.uk/payonline>. Non-payment of a fine will result in a formal warning for misconduct being recorded on a student's record.

(b) All formal warnings must be given in writing and a copy kept by the Warden or Student Residence Adviser issuing the warning. Unless specifically indicated therein such warnings shall not form part of a student's academic record. However, students should note that any formal warnings may count against them if they apply for UCL or Intercollegiate Hall accommodation in subsequent years.

(c) In appropriate cases the Warden may refer the matter to the Registrar for consideration under the Student Disciplinary Code. This may include a recommendation that the student be excluded from the accommodation; that the alleged misconduct be referred to the Discipline

Committee; or that UCL evict the student. UCL's Student Disciplinary Code sets out the range of penalties and procedure to be followed, including the grounds on which a student may appeal to the Registrar.

## Drugs

The use of illegal drugs is not tolerated on the premises and anyone found using or distributing drugs will be reported to the Police. This includes legal highs or new psychoactive substances as defined under the Psychoactive Substances Act 2016. UCL has a policy on alcohol and drug misuse which can be obtained here <https://www.ucl.ac.uk/students/policies/health-and-wellbeing>. Anyone found using or in possession of illegal substances will be referred under UCL's Student Disciplinary Code and Procedure. UCL also reserves the right to terminate your licence.

## Sexual Harassment and Sexual Violence

UCL will not tolerate sexual harassment or sexual violence and is committed to supporting UCL Union's policy of zero tolerance. If a complaint of sexual harassment or sexual violence is made against you UCL reserves the right to relocate you to other accommodation pursuant to UCL's policies, procedures and regulations (including, without limitation, the UCL Disciplinary Code and Procedure in Respect of Students) or terminate your Licence Agreement.

## Leaving your Hall

Your key(s), swipe/access card, electronic key fob must be returned to the site office of your accommodation by 10:00 am on your day of departure. **If you do not return your keys to the site office of your Hall you will be charged for the reasonable cost of replacing the appropriate keys and/or locks.** Your room (including bathroom if your room is en-suite) and kitchen must be left clean and tidy. This includes removing all rubbish and food, and disposing of it in the appropriate location. Residents of studios/flats/bungalows must leave all areas of their studio/flat/bungalow clean and tidy. The following charges will be made for a room/flat/bungalow left dirty on departure or for vacating your room before the end of your Licence Agreement:

- £25 charge for a standard single room
- £40 charge for a standard twin or double room
- £50 charge for a en-suite single (£25 for the bedroom and £25 for the bathroom)
- £65 charge for en-suite double or twin (£40 for the bedroom and £25 for the bathroom)
- £75 charge for a studio
- £100 charge for a 1 bedroom flat
- £150 charge for a 2 bedroom flat/bungalow
- £25 charge per person for a communal kitchen

There may be additional charges if the bathroom areas are left dirty. Items left in study bedrooms, kitchens or bathrooms after you have left your Hall and returned your keys, will be assumed to be unwanted and will be disposed of. It is not possible to forward post to you after your departure so please ensure that you change your address. Post and deliveries for residents who have left will be refused or returned to sender.

## Deposits (Prepayment of Rent)

The deposit (prepayment) of £250 you pay when accepting a place will be offset against the final instalment of your accommodation fees.

If you have been offered a place in accommodation for the start of the session and have paid a deposit, but you do not arrive within the first week and have not notified the Hall Management or the UCL Accommodation Office that you will be arriving late, the accommodation offer will be withdrawn and your deposit will not be refunded.

## Further Regulations, Guidance and Instructions to Students

UCL may from time to time update its regulations, guidance and instructions to students in UCL operated accommodation to comply with best practice, regulatory and insurance requirements or to otherwise assist the safe and efficient operation of UCL Accommodation.

You are obliged to comply with any such regulations, guidance or instructions which UCL may make from time to time which will be displayed on notice boards in your accommodation. Notice boards are for important messages and approved notices only. You should check the notice boards regularly for notices that might affect you.

### **UUK Code**

Our accommodation is managed in accordance with the Universities Code of Practice for the management of student housing a copy of the Code may be found at <http://www.universitiesuk.ac.uk> and <https://www.universitiesuk.ac.uk/accommodationcodeofpractice>. The UCL Health and Safety Policy can be found at <https://www.ucl.ac.uk/safety-services/governance>

## **Complaints and Escalation Procedure**

### **Our Service**

We strive to provide an excellent service in terms of quality of work, timely delivery, professional behaviour and customer service. We expect consistently high standards from our staff and our contractors. We recognise, however, that there are occasions when the services delivered by UCL Accommodation may fall short of reasonable expectations. This handbook sets out the formal procedure to be followed in the event of a service not being delivered in line with our high standards and user aspirations.

If you are unhappy about a service provided by or through UCL Accommodation, or if we have not done something which we promised to do, the best way for us to make improvements is to hear from you and learn from what you have to say; we value your opinions. Feedback forms are available from Hall reception areas. These may be sent Freepost to the Director of UCL Accommodation.

We also aspire to hold staff accountable for the services that they manage and so request that complaints are not initially escalated to senior leadership within UCL Estates.

### **Definition of a Complaint**

For the purposes of this procedure a complaint is defined as any serious and formal expression of dissatisfaction that requires action or redress. It includes repetitive failure to resolve or address a reported issue; serious failure of agreed service arrangement; serious breach of service agreement; serious inconvenience caused as a result of UCL Accommodation's actions (or inaction) and inappropriate behaviour by a member of UCL Accommodation staff or contractors.

### **The Process**

If you wish to make a complaint about your experience within UCL Accommodation, you should first try to resolve the matter informally in consultation with either the person who has caused the complaint or the House Manager as appropriate. Where the House Manager is not available a Residence Assistant will act on their behalf. At this stage, complaints logged in writing will be acknowledged within three working days and responded to fully within seven working days. If the complaint cannot be resolved informally you should put the details of the matter in writing to the relevant Area Residences Manager including, if you wish, the form of remedy which may be sought. The relevant Area Manager can be identified from the display on your site notice board; details can also be provided by the House Manager. **In order for a complaint to be considered, these details must be submitted to the Area Residences Manager no later than one calendar month after the date in which the incident has occurred.** If the complaint is received after this time the Area Residences Manager will exercise discretion as to whether or not the matter in question is to be investigated.

The outcome of your complaint will be issued to you in writing within 21 working days. Such notification will include details of UCL's Student Complaints Procedure in the event that you remain dissatisfied with the outcome. The 28 day time limit for lodging a complaint under the UCL Student Complaints Procedure will start from the date you are notified of the outcome of your complaint under the procedure above. At all times during the processing of your complaint informal resolution is encouraged and students may wish to seek the advice of the UCL Student Mediator or the UCL Union's Rights & Advice Service.

## **Compensation Claims**

In any service provision, there are times when problems arise that have an impact on the users of the service. When users experience interruption of service or a change in quality they may have an expectation of some form of compensation. The rules governing compensation payments need definition to achieve fairness. UCL Accommodation is a self-financing business, the income for which comprises student accommodation fees (term time and those who stay in the summer) and fees from commercial visitors in vacations. In order for budgets to balance, compensation payments either result in increased fees or reduced services. Therefore, any payments must be justified and fair.

- **Building works and maintenance**

It is not always possible to schedule building works and maintenance works when buildings are unoccupied. Such works, unless emergencies will be scheduled for working hours (normally 08:30 to 17:30). Residents will be given advanced notice of such works. No compensation will be paid for noise resulting from such works or for changes resulting from such works, in facilities provided.

- **Lack of services resulting from failure of service providers outside UCL**

If a service provider external to UCL is responsible for the provision of a service and it fails UCL will take reasonable steps to inform residents of the duration of the failure, will take reasonable steps to inform residents of any alternative provision, and will take reasonable steps to require the provider to reinstate the service without delay, including where appropriate seeking compensation from the service provider for the failure.

- **Lack of services resulting from a failure of provision by UCL**

Where the service failure arises from action or inaction by UCL, compensation payments will be considered in accordance with the provisions within 6.1(e) and an assessment of the inconvenience caused, taking account of the difference between essential and nonessential amenities. The Area Residences Manager shall be responsible for determining the amount of compensation to be paid. Compensation will not be paid where a satisfactory alternative provision has been provided. Furthermore, compensation will not be paid under these circumstances until a period of 36 hours has elapsed to effect a correction of the fault.

- **Failure to report faults and vandalism**

Compensation will not be paid for a lack of service or amenity where the individual(s) affected are aware of but have failed to report as soon as reasonably possible, in writing, a fault to the Residence Manager. Compensation will not be paid where a fault or interruption of service has been caused by acts of vandalism.

- **Major disaster**

In the event of catastrophic failure of services or the destruction of part of a building necessitating closure, all reasonable steps will be taken to re-house students. Where re-housing is accepted by a student, they will bear the cost of the new housing. Accommodation fees will only be payable up to the point of closure and one week's fees will be returned as compensation.

- **Claims**

A claim for compensation must be made in writing to the Residences Manager at the appropriate site, within 21 days of the event causing the claim. A response to the claim will normally be made within 21 days of receipt of the claim.

- **Appeals**

Appeals against a decision by the Area Residences Manager, should be referred to the Operations Manager. The grounds for such appeal will be:

1. The amount of the compensation offered is unreasonably low.
2. Compensation payment was unreasonably refused.

Appeals must be submitted in writing within 21 days of the date upon which the decision on compensation was communicated to the claimant.

## **Electoral Register**

The onus is on you, the individual to register yourself. The registering process can be done online and is simple and straightforward. You will need to enter your Date of Birth and your National Insurance Number. Please remember to include your room number. Please click the link below and you will be taken to the online portal where you can register <https://www.gov.uk/register-to-vote>.

## **Maintenance**

All maintenance defects must be reported to the Hall Management as soon as possible after discovery of the fault. Do not assume that someone else has reported a fault. The Hall Management, Wardenial/Student Residence Adviser team, cleaning and maintenance staff have the right to enter rooms at any time for necessary maintenance, window cleaning, etc. Advance notice will be given where possible. BluTack is the only permitted adhesive on gloss paintwork and can mark walls in some rooms depending on the paint and surface. Please ask the Hall Management for advice concerning your room. Glue, drawing pins and adhesive tape are not permitted. Rooms and kitchens will be inspected once a term; you will be informed in advance.

## **Snow and Ice**

The Hall Management will arrange for snow and ice to be cleared and paths gritted around the site during office hours; this will include fire exit routes. Residents should remain vigilant during cold weather for snow and ice hazards.

## **TV Licensing**

If you bring a TV you must also bring a licence. You are not covered by the licence in accommodation for common room sets or by a licence held at your home address. You need a licence to use any television receiving equipment such as a TV set, set-top boxes, video or DVD recorders, computers or mobile phones to watch TV programmes as they are being broadcast. For further information, go to <http://www.tvlicensing.co.uk/students>.

## **Parties**

A small number of parties may be permitted during the year but only after the Hall Management have been consulted and given general approval. Normally two weeks' notice is required for any party, and parties will only be allowed on Fridays or Saturdays, by the agreement of all residents of a kitchen group or corridor.

## **Temporary Absence**

If you stay away overnight or at weekends please let the Hall Management know by leaving a note or signing out. It causes concern and sometimes considerable inconvenience when residents go 'missing' without explanation.

## **Mental Wellbeing**

Living in student accommodation may well be the first experience you have of living independently, and whilst this is mostly exciting, it can also be stressful at times. It can be especially difficult for international students who often have limited opportunities to return home during the academic year. If you feel lonely, homesick, depressed, stressed-out, or you have a specific personal problem then you can talk to the Hall Management and Wardenial staff confidentially. Should the problem(s) persist then UCL Student Psychological Services has a range of services and information available to you, from personal development workshops and one-to-one counselling sessions, to self-help guides and a variety of online support at <http://www.ucl.ac.uk/student-psychological-services>. To find out more about the service telephone 020 7679 1487. If you feel that someone you live with is behaving differently, isolating themselves from other people, becoming very emotional, or tearful, then do not ignore it. Try to encourage them to speak to a member of the Hall Management or Wardenial staff, or see their doctor; if the student is not registered with a doctor, or in a crisis, they can attend an Accident and Emergency department. The nearest hospital to the College with a 24-hour A & E department is University College Hospital (UCH), 235 Euston Road, London NW1 2BU. Telephone: 0845 155 5000. If you are diagnosed with a mental health condition the Student Disability Services at UCL is a useful point of contact, and it is worth taking the time to register there when you first arrive, if you have not already done so. You can contact the Student Disability Services by telephone on 020 7679 0100, email [disability@ucl.ac.uk](mailto:disability@ucl.ac.uk) or online at <http://www.ucl.ac.uk/disability>.

## **Student of Concern**

UCL is committed to the wellbeing and safety of our students. There are many sources of support for students who are having difficulties whether they are academic, emotional, financial or physical, however sometimes it is hard to know how to help a student who appears to be struggling, particularly if you feel they are unwilling or unable to seek the help they need.

### **Concerned about another student?**

If you are concerned about the behaviour of a student and do not want to discuss this with the Warden you can submit the online [UCL Student Cause for Concern Form](#) or email [studentofconcern@ucl.ac.uk](mailto:studentofconcern@ucl.ac.uk). During the working week, within 24 hours of receiving a Student of Concern form, Student and Registry Services will send a request for a meeting with the student. The person who submitted the form will be notified of this action. Student and Registry Services will then work with the student and other services to support the student's physical, mental and emotional wellbeing.

You can also report incidents of harassment and assault by completing the Student Cause for Concern Form and request an appointment with a welfare adviser or the Adviser to Women Students.

## **Personal Problems**

The Hall Management and Wardenial staff will try to assist you with any personal problems and will respect confidentiality. Should you experience personal problems you may also consult:

- your Personal or Departmental Tutor;
- UCL Union Rights and Advice Office  
location: 15 Gordon Street
- telephone: 020 7679 2998 UCL Student Psychological Services  
location: 3 Taviton Street  
telephone: 020 7679 1487

Your doctor can also help with a wide range of health, personal, social and emotional problems. There are also a number of external sources of help, some of which are listed below:

- London Nightline (term time only)

telephone: 020 7631 0101

web: [www.nightline.org.uk](http://www.nightline.org.uk)

- Samaritans Helpline (24 hrs)  
telephone: 08457 90 90 90  
web: [www.samaritans.org.uk](http://www.samaritans.org.uk)
- Mind (mental health charity)  
telephone: 0845 766 0163  
web: [www.mind.org.uk](http://www.mind.org.uk)
- Talk to Frank (drugs helpline)  
telephone: 0800 77 66 00  
web: [www.talktofrank.com](http://www.talktofrank.com)
- Drinkline (alcohol helpline)  
telephone: 0800 917 8282
- London Lesbian & Gay Switchboard  
telephone: 020 7837 7324  
web: [www.llgs.org.uk](http://www.llgs.org.uk)

### **Discrimination and Personal Harassment**

The University continues to affirm its opposition on unfair discrimination in any form and it is in keeping with this policy to prohibit any kind of personal harassment including but not limited to harassment on the grounds of race, sex, disability, sexual orientation, gender identity, age, religion, belief or lack thereof. The harassment of a student, member of staff or visitor as well as any violent, indecent, disorderly, threatening or offensive behaviour or language on UCL premises is wholly unacceptable and will be grounds for disciplinary action, which may include expulsion or dismissal. Any incidents of this nature should be reported to the Hall Management, Warden or the Registrar.

### **Information for International Students**

The UCL International Student Support website ([www.ucl.ac.uk/iss](http://www.ucl.ac.uk/iss)) provides information and guidance to all non-UK students. If you have any queries you can contact the International Student Support Team at [internationalsupport@ucl.ac.uk](mailto:internationalsupport@ucl.ac.uk). The Students' Union UCL Advice Centre can help you with queries relate to visa, immigration and employment (<https://studentsunionucl.org/help-and-advice/advice-service>)

There are a number of external organisations that also offer advice and guidance to international students. The UKCISA website provides a series of guidance notes available for download which will help you prepare for living and studying in the UK <http://www.ukcisa.org.uk/>. The British Council website includes a useful section entitled 'Study in the UK' <http://www.britishcouncil.org/>.

### **Use of your Personal Data by UCL**

How we use your personal data is set out in broad terms the UCL Student Privacy Notice - <https://www.ucl.ac.uk/legal-services/privacy/student-privacy-notice>.

UCL Accommodation will use your personal data to provide accommodation for you during the time you are resident in UCL Accommodation or other UCL-nominated accommodation, e.g. a third-party provider operating under a contract with UCL).

The lawful basis for processing of your personal data is that it is necessary to for the performance of the contract between UCL and you or for taking steps to enter into this contract.

Your personal data will be accessible to UCL Accommodation staff and will be retained in line with UCL's Central Data Retention Schedule.

Where we offer you a place with a third party provider operating under contract with UCL, your personal data will be shared with them for the same purpose.

If you take up a place in UCL provided accommodation we will share your name and duration of stay with the local authority for the purposes of council tax administration. We do not share personal details with the local authority for electoral role purposes if you are resident in UCL provided accommodation.

If you share any special category personal data with us, e.g. information about health or disability, so that suitable accommodation can be provided for you, the lawful basis for using this personal data will be your explicit consent.

It is important that you notify UCL Accommodation of a disability, medical condition, injury or illness which may have an effect on your accommodation needs. . If you are allocated a place in a UoL or other nominated accommodation, details of your disability health conditions will be shared with them so that they can provide suitable accommodation and support.

This information will be shared with the appropriate services within Student Support and Wellbeing (<http://www.ucl.ac.uk/srs/our-services/student-support-and-wellbeing>) in order for them to offer appropriate support during your time at UCL. These services are Student Support and Wellbeing, which includes Student Disability Services and Student Psychological Services. You do not have to take up this support but UCL has a duty of care to its student, especially those living in its accommodation. More information about the use of information relating to a declared disability is available at <http://www.ucl.ac.uk/disability/policy-confidentiality/disclosure>.

UCL may also process information about the commission or alleged commission of criminal offences by you, which UCL may report to the police or other relevant authority. Disclosures of this nature would take place on the basis of being necessary for the administration of justice.

Should you owe money to UCL as a result of a licence agreement we may disclose your personal details to debt collection agencies acting on behalf of UCL for the purposes of recovering the amounts owed. Disclosures of this nature would take place on the basis of UCL's legitimate interests.

## Glossary

<b>Adaptor</b>	A type of plug which makes it possible to connect two or more pieces of equipment to the same electrical supply. A cubed-adaptor is square shaped.
<b>Balcony</b>	An area with a wall or bars around it that is joined to the outside wall of a building on an upper level
<b>BluTack</b>	A reusable adhesive commonly used to attach papers to walls or other surfaces
<b>Deposit</b>	A sum of money required to pay when accepting a place in Halls



<b>Electoral Register</b>	To vote in an election, you must be on the electoral register (also called electoral role). You can vote if you 18, a British citizen, or an Irish, qualifying Commonwealth or European Union citizen who is resident in the UK.  Citizens of the European Union who are not Commonwealth citizens can vote in European and local elections in the UK, but are not able to vote in UK Parliamentary general elections.
<b>En-suite</b>	A bathroom which is directly connected to a bedroom
<b>Electronic Key Fob</b>	A electronic key fob is used for activating keyless entry systems
<b>Fittings</b>	A piece of furniture which is not permanently fixed in
<b>Fixtures</b>	A permanently fixed piece of furniture
<b>Ibuprofen</b>	A medicine used to reduce pain and swelling
<b>Influenza/ Flu</b>	An infectious illness which is like a very bad cold, but which causes a fever.
<b>Inventory</b>	A detailed list of all room contents
<b>Invoice</b>	A request for payment
<b>Parapet</b>	A barrier, similar to a wall, at the edge of a roof, terrace, balcony or other structure.
<b>Pigeon Hole/ Post Boxes</b>	A set of small boxes, open at the front, in which letters and messages are left for residents.
<b>Portico</b>	Student Information System at UCL accessed by user-id and password
<b>Sublet</b>	To allow someone to rent a room or flat which you are renting from someone else
<b>Swipe/ Access Card</b>	A plastic card that you slide through a machine in order to be allowed into a building