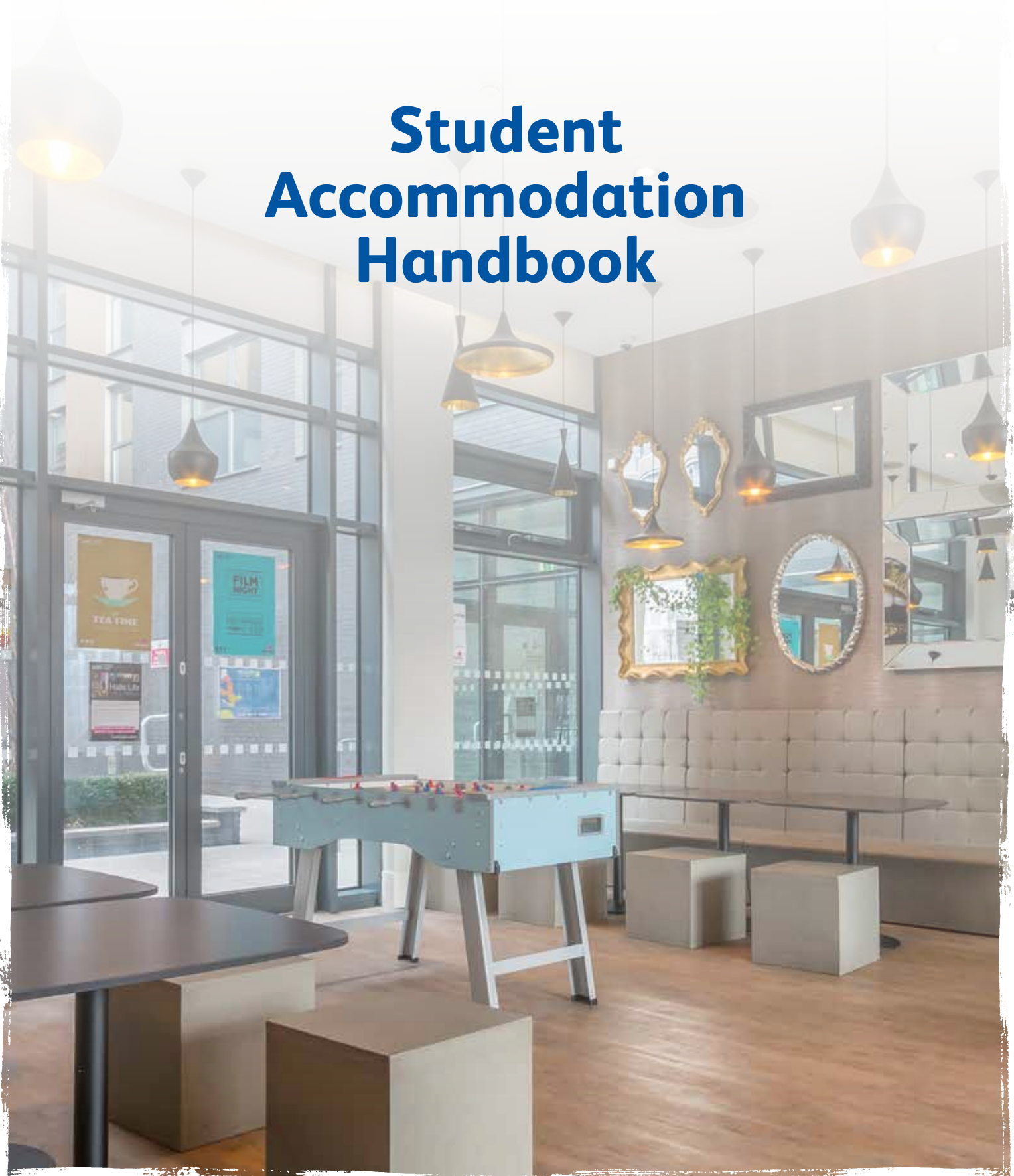




UNIVERSITY OF  
**WEST LONDON**  
The *Career* University

# Student Accommodation Handbook



# Contents

<b>Accommodation Types</b>	<b>3</b>	<b>Health, Safety, and Welfare</b>	<b>8</b>
Student halls overview	3	Risk assessments	8
What is and is not included	3	Health and safety at your accommodation	8
		Fire safety at your accommodation	8
<b>Checking in and Moving out of your Accommodation</b>	<b>4</b>	Fire prevention, detection, and fighting installations	8
Checking in	4	Electrical and gas installations	8
Moving out	4	General fire safety principles	9
Moving out in special circumstances	4	Emergency procedures	9
Voluntarily leaving early	4	First aid	9
Leaving on medical grounds	4	Right to enter buildings and accommodation	9
Licence/rental termination	4	Reasons to enter	10
Room moves	4	General principles	10
Reasonable adjustments for disabled students	4	Maintenance and repairs	10
Lost key charges	4	Safeguarding	10
		Insurance	10
		Covid-19 and general hygiene	10
		Food hygiene	11
<b>Settling into the Local Area</b>	<b>5</b>	<b>Finance and your Accommodation</b>	<b>11</b>
Medical and dental services	5	Rent payments	11
Gp appointments and hospital visits	5	Rent arrears	11
Dentists	5	Additional payments	11
Pharmacies	5		
Registering to vote	6	<b>Codes of Conduct</b>	<b>12</b>
The local areas	6	General student code of conduct	12
Help and support outside of the university	6	Accommodation code of conduct	12
<b>University Sites and Facilities</b>	<b>7</b>	<b>Other Useful Information</b>	<b>12</b>
Our campus	7	Allergies	12
Getting around	7	Bed bugs	12
Shuttle bus service	7	Bicycles	13
Other transport to and from the sites	7	Council tax	13
Library services	7	Equality and diversity	13
Student union facilities and activities	7	Laws on drugs, alcohol, and tobacco	13
Sports centre and clubs	7	Laws on sexual activity	13
Community-based activities	7	Parties	13
On-campus support	7	Post	14
		Sustainability	14
		Under 18's and visiting children	14
		<b>Complaints Policy</b>	<b>14</b>
		<b>Your Information and Data</b>	<b>15</b>
		<b>Useful Contacts</b>	<b>15</b>

# Student Accommodation Handbook

## Accommodation Types

### Student halls overview

Living in residential halls provides extra convenience in comparison to living in a house or a flat. All of our Purpose-Built Student Accommodation (PBSAs) providers have on-site teams who deal with parcel management, maintenance, and any other day-to-day enquires. Some of the PBSAs also have on-site facilities such as cinema rooms, gyms, and social areas.

Unless you have booked a studio, you will be in a shared flat with between 3-8 other students. The kitchen area of this flat will be accessible to all residents, so it is important that communal areas are kept clean for everyone's use. It is also important to be open and communicate well with your fellow residents to ensure everyone is happy with the condition of the communal areas.

While we don't ask UWL students to pay a deposit, you will be asked by the landlord to complete an inventory on arrival. It is important to do this as soon as you move in, noting any defects with your room and the communal areas. At the end of your license, if the spaces are not returned in the condition stated within the inventory, then additional charges for repairs and cleaning will be added to your final invoice.

### What is and is not included

All accommodations are fully furnished with beds, storage, and seating and installed with white goods (Electrical home appliances such as dishwashers, fridge, freezers and microwaves).

Bedding and small electrical appliances are not included; however, bedding may be provided on request at a charge which is determined depending on the nature of the request.

Laundry facilities depend on the accommodation type and will be detailed in your Welcome Pack.

Wi-Fi is included in your accommodation fees; however, TV Licences are not.

# Checking in and Moving out of your Accommodation

## Checking in

Check-in at the start of the term is on a set date, depending on your chosen residence. More information about check-in procedures will be sent to you directly a few weeks before check-in. For students who join us later than normal or mid-tenancy, we will contact you directly to arrange to check-in.

When you do check-in, it is important to familiarise yourself with your accommodation, send back your signed inventory report and update your address on MyRegistry. The Accommodation Team are on standby to help with this.

## Moving out

When moving out, it is important to confirm the procedure with your residence and hand back your keys.

Your room will be inspected against the inventory report when you moved in, and any damages or cleaning charges may be added to your rental payment as per the charge list with your license. Therefore, it is strongly encouraged that you ensure your room is handed back in the best possible conditions, including being thoroughly cleaned to avoid any charges.

## Moving out in special circumstances

### Voluntarily leaving early

If leaving your accommodation early, you will require to complete a Notice of Intention to Vacate by getting in touch with the accommodation team and advise the UWL of your intentions to leave the accommodation. You will remain liable for the rental fees until the end of your Licence/ Rental Agreement. You will need to find someone to take over your lease and will be liable to pay any rent up until a replacement tenant has signed a new agreement with us and taken responsibility for the room.

### Leaving on medical grounds

If you have a medical condition in relation to which you need to return home for dedicated care or medical treatment and must take time off your studies to recover, please contact the Accommodation Team as you may be eligible for a reduction in your accommodation fees for the period that you are not residing in Student Accommodation.

## Licence/rental termination

UWL may terminate the Licence/Rental Agreement under certain circumstances in accordance with the Licence/Rental Agreement. More details are provided in your license agreement.

## Room moves

Please refer to the Student Handbook for details of the procedure for Changeovers, but subject to clause 4.3 no more than two Changeovers are permitted per room.

General Principles:

- A maximum of two room moves are permitted per student.
- You may submit a request to move room from week four of the Licence/Rental Period, but no moves are permitted in the final twelve weeks of the Licence/Rental Period.
- UWL, in exceptional circumstances, may require students to move rooms.

## Reasonable adjustments for disabled students

Should any student wishing to take up UWL accommodation have a disability which requires any reasonable adjustments in the form of adapted accommodation or specialist equipment, they should contact the Accommodation Team in advance of signing any Licence/Rental Agreement. The Accommodation Team will work with Student Services regarding disabilities as well as the student and, as appropriate, their family/guardians to determine which accommodation type, if available, would be most suitable and what UWL is able to provide as reasonable adjustments.

## Lost key charges

If you lose the Room/Building key, you may incur a charge for the replacement of such key(s) or lock(s) where a lock change is deemed necessary for security purposes.

# Settling into the Local Area

## Medical and dental services

Students studying at UWL who are living away from home can register with a local GP and Dentist within the local area.

### GP appointments and hospital visits

To find your local GP, visit the following NHS website and search using your postcode: [www.nhs.uk/service-search/find-a-gp](http://www.nhs.uk/service-search/find-a-gp)

The hospitals local to university accommodation with Accident and Emergency units are:

- **Ealing Hospital:** Uxbridge Road, Southall UB1 3HW (has an Accident and Emergency Department)
- **Central Middlesex Hospital:** Acton Lane, London NW10 7NS
- **Wembley Central Health Centre:** 116 Chaplin Road, Wembley HA0 4UZ
- **Royal Berkshire Hospital:** 21 Craven Road, Reading RG1 5LE (has an Accident and Emergency Department)
- **West Middlesex University Hospital:** Twickenham Road, Isleworth, Middlesex, TW7 6AF

Medical care from a GP is free for people classed as ordinarily resident in the UK. To be considered ordinarily resident, you must be living in the UK on a 'lawful and properly settled basis for the time being'.

Students in the UK on a course lasting six months or longer can get treatment from the National Health Service (NHS) from the beginning of their stay but may have to pay the Immigration Health Surcharge as part of their visa application. Please refer to the Student Handbook for further information on charges related to students from overseas or visit the following NHS website: [www.gov.uk/guidance/nhs-entitlements-migrant-health-guide](http://www.gov.uk/guidance/nhs-entitlements-migrant-health-guide)

We work closely with the local Florence Road surgery in Ealing, and all enrolled students living in Ealing and Brentford can register with them. They offer an online appointment session via 'AskMyGP', where patients are often contacted on the day of their online enquiry. You can submit your enquiry between 6.30 am and 18.30 pm, Monday to Friday.

To register with the Florence Road surgery or your preferred practice, you will need your Student ID card and a Student Status letter (You can request this letter by emailing [Studentletters@uwl.ac.uk](mailto:Studentletters@uwl.ac.uk)). You will need to complete a registration form and a simple health questionnaire and return it in person to the surgery. You may also be asked to provide details of your previous GP and your NHS number.

The Florence Road surgery team has doctors and nurses, and they offer a range of services:

- **Florence Road Surgery:** 26 Florence Road, Ealing W5 3TX
- Telephone: **020 8567 2111**



If relevant, you can sign a temporary switch of GP over the Christmas and summer period if you intend on staying with your parents/guardians in a different part of the country during this period.

Certain GP services are not covered by the NHS and you will have to pay for them, for example, private fit notes, prescription charges (where applicable without an exemption), charges for non-prescription medications, certain non-mandatory vaccinations, and elective surgeries. Please refer to your local GP for further information on additional charges.

### Dentists

To find your local dentist, visit the following NHS website and search using your postcode: [www.nhs.uk/service-search/find-a-dentist](http://www.nhs.uk/service-search/find-a-dentist)

We recommend that you remain registered with your home dentist if this is possible, as there can be long waiting lists for NHS dentists.

For urgent dental treatment, a local dentist can be utilised even if you are still registered with your home dentist; however, depending on the route of access and terms and conditions of the dentist practice, this may be charged at NHS or private rates. To access emergency dental treatment, please visit the following NHS website: [www.nhs.uk/nhs-services/dentists/how-can-i-access-an-nhs-dentist-in-an-emergency-or-out-of-hours](http://www.nhs.uk/nhs-services/dentists/how-can-i-access-an-nhs-dentist-in-an-emergency-or-out-of-hours)

### Pharmacies

Although many non-regulated medicines are available from the shelves of convenience stores and supermarkets, other medicines, such as 'over the counter' drugs and prescription drugs can only be obtained from a pharmacy.

Pharmacists can also help with the management of mild conditions such as colds, flu, and head lice and can provide covid and flu vaccines.

To find your local pharmacy, please visit the following NHS website and enter your postcode: [www.nhs.uk/service-search/pharmacy/find-a-pharmacy](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy)

## Registering to vote

It is important that you register to vote if you are eligible, as this will give you many benefits, including improving your credit rating and making it easier for new employers to check your details. Not to mention giving you a chance to make your voice and opinions heard!

If you are living in student accommodation, you can register to vote in both your home address constituency and your term-time address constituency (as long as they are different). This means you can vote in local elections in both constituencies; however, keep in mind you can only vote in each national poll once, so you will need to choose which one to vote in for things like the general election. To register to vote, you must be aged 16 or over (or 14 or over in Scotland and Wales).

To vote in general elections, you must also be one of the following:

- be 18 or over on the day of the election ('polling day')
- be a British, Irish, or qualifying Commonwealth citizen
- be resident at an address in the UK (or a British citizen living abroad who has been registered to vote in the UK in the last 15 years)
- not be legally excluded from voting

To vote in local elections (the ones you can vote at home and University), you must be all of the following:

- be 18 or over on the day of the election ('polling day') (16 or over in Scotland)
- be registered at an address in the area you want to vote in
- not be legally excluded from voting

You must also be one of the following:

- a British citizen
- an Irish or EU citizen
- a Commonwealth citizen who has permission to enter or stay in the UK or who does not need immigration permission
- a citizen of another country living in Scotland or Wales who has permission to enter or stay in the UK or who does not need permission

You can register to vote by visiting [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)

## The local areas

Getting out and about to explore the local areas need not be daunting, as there are plenty of guides to help you find your feet and plan how to make the most of your spare time. Below are some great informative guides on what's on:

- Timeout: [www.timeout.com](http://www.timeout.com)
- Tripadvisor: [www.tripadvisor.co.uk](http://www.tripadvisor.co.uk)
- Visit London: [www.visitlondon.com](http://www.visitlondon.com)
- What's on West London: [www.whatsoninwestlondon.com](http://www.whatsoninwestlondon.com)

Our friendly Students Union and Student Services can also offer advice on the local areas, so feel free to pop in if you have any questions, or you can find lots of useful information on our website here: [www.uwl.ac.uk/student-life/exploring-area](http://www.uwl.ac.uk/student-life/exploring-area)

## Help and support outside of the university

As well as accessing help and support within UWL, there are a wide array of services both within the West London area and nationally, which you can engage with if you need help and advice.

Here are some useful contact details for such charities and community organisations which can either provide first-line advice and support or signpost you to the most relevant organisation:

- ACAS suggests using **Student Space** for online advice and information about getting support on a number of issues as a higher education student: <https://studentspace.org.uk>
- **Money Helper** is a UK Government approved online advice service providing impartial advice on money and debt: [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)
- **Student Minds** is a charity aiming to empower students and members of the university community to develop the knowledge, confidence, and skills to look after their own mental health, support others and create change: [www.studentminds.org.uk](http://www.studentminds.org.uk)
- **Mind** offers specific advice and support for the student community: [www.mind.org.uk/information-support/tips-for-everyday-living/student-life/support-and-treatment](http://www.mind.org.uk/information-support/tips-for-everyday-living/student-life/support-and-treatment)
- **Citizens Advice** provides guidance, support, and signposting on everything from how to access legal aid to apply for citizenship, and some fantastic information regarding your rights on consumer purchases, employment, civil matters, and discrimination in the UK: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



# University Sites and Facilities

## Our campus

Our **Ealing** site has superb facilities, including the Paul Hamlyn Library, a refurbished Students Union, music studios, a variety of restaurants and cafes, a gym, and the Westmont Enterprise Hub.

Our **Brentford** site is located 1.5 miles south of Ealing and hosts our Human and Social Sciences, Nursing and Midwifery, Business School, and nursing simulation centre.

Based in Reading, our **Berkshire Institute for Health** is a purpose-built specialist education centre focused on delivering nursing and education programmes in partnership with the NHS.

## Getting around

### Shuttle bus service

Our Shuttle Bus operates between Ealing Broadway and our Brentford site.

Staff and students can view the UWL Shuttle Bus service timetable by downloading the 'UWL Travel' app on the Apple App Store or on Google Play or visiting the following webpage: [www.uwl.ac.uk/student-life/our-campus-and-sites/uwl-shuttle-bus-service](http://www.uwl.ac.uk/student-life/our-campus-and-sites/uwl-shuttle-bus-service)

### Other Transport to and from the Sites

To get to and from our Ealing site, visit: [www.uwl.ac.uk/student-life/our-campus-and-sites/studying-ealing](http://www.uwl.ac.uk/student-life/our-campus-and-sites/studying-ealing)

To get to and from our Brentford site, visit: [www.uwl.ac.uk/student-life/our-campus-and-sites/studying-brentford](http://www.uwl.ac.uk/student-life/our-campus-and-sites/studying-brentford)

To get to and from the Berkshire Institute for Health and Foundation House, visit: [www.uwl.ac.uk/student-life/our-campus-and-sites/studying-berkshire-institute-health](http://www.uwl.ac.uk/student-life/our-campus-and-sites/studying-berkshire-institute-health)

## Library services

UWL has two libraries:

- Paul Hamlyn Library is located in the Peter John building at the Ealing site and is open 24/7 during term time.
- The Reading site library is on the 9th Floor of Fountain House in Reading, providing support to the College of Nursing, Midwifery and Healthcare, open 8:30 am to 6:30 pm Monday to Friday.
- Paragon Library is located on the second floor. In person support from the Library is available on Monday to Friday afternoons from 2.30 – 4.30pm. If you need help outside of these times please email [library@uwl.ac.uk](mailto:library@uwl.ac.uk) or use our Library Chat Service.

As a student at UWL, you automatically belong to our libraries at Ealing and Reading.

## Student union facilities and activities

### Sports centre and clubs

Our Students' Union provides a range of sports clubs and engagement activities in addition to running a state-of-the-art sports centre, which is based at our Ealing site.

Throughout the year, Mind Yourself and Get Involved programme gives you the opportunity to take part in sports and physical activity without committing to joining a team or club. Student Union will be running some one-off taster sessions and a program of weekly events, such as 5- a-side football, studio classes or pitch-up-and-play badminton.

They also run and support a wide range of clubs, committees, and societies. To get yourself involved, please visit the 'Your Opportunities' webpage here: [www.uwlsu.com/opportunities](http://www.uwlsu.com/opportunities)

### Community-based activities

Our Students' Union collaborates with students and academics to deliver community-based activities that add value to your student experiences, such as trips and guest speakers. If you have an idea, let us know or talk to your course leader, and be sure to check out our events here: [www.uwlsu.com/events](http://www.uwlsu.com/events)

## On-campus support

Our **Disability and Mental Health Team** can offer flexible and tailored advice to meet your individual needs and can be contacted on **020 8231 2739** or email [wellbeing@uwl.ac.uk](mailto:wellbeing@uwl.ac.uk)

The UWL **Welfare Team** offers a safe and welcoming service to all students who are worried, anxious, or suffering from personal problems and can provide impartial advice, support, and information if you are concerned about issues such as relationships, stress, conflict, sexual violence, homelessness, or abuse. Register and book an appointment at <https://studenthub.uwl.ac.uk> or call us on **020 8231 2313** or email [studentwelfare@uwl.ac.uk](mailto:studentwelfare@uwl.ac.uk)

To help you build and develop your study skills and enhance your academic writing, **we offer Study Skills Support, English Language Support, Maths and IT Support, and a Peer Mentoring Scheme.**

You can email us at [study.support@uwl.ac.uk](mailto:study.support@uwl.ac.uk) or book an appointment or workshop via the Student Hub: [uwlacademicsupport.targetconnect.net](http://uwlacademicsupport.targetconnect.net)

Our **Student Advice Team** includes specialist Immigration Advisers who are there to help international students with any queries regarding their visa, dependants, post-study visa etc. Student Funding Advisors and Money Advisors are also available who can support students with questions about their Student Loans, as well as for available funding and financial support options both within and outside the university. All appointments can be booked via the Student Hub at <https://studenthub.uwl.ac.uk>, email [studentadvice@uwl.ac.uk](mailto:studentadvice@uwl.ac.uk) or you can call us on **020 8231 2591**

We recognise that faith is an important part of life for many students and staff, and we want to support you during your time with us. Should you need to talk to someone about anything going on with your life in the context of your faith, you can get in touch with our **Interfaith Advisor** by email [faith@uwl.ac.uk](mailto:faith@uwl.ac.uk)

To contact us about any health and safety matters, please get in touch with the **Health and Safety Team** on **020 8231 2745** or email [health.safety@uwl.ac.uk](mailto:health.safety@uwl.ac.uk)

To contact the **UWL Student Union** for support or information please call on **020 8231 2276**, email [uwl.su@uwl.ac.uk](mailto:uwl.su@uwl.ac.uk) or visit us on campus.

## Health, Safety, and Welfare

For further information on how UWL manages health and safety, please feel free to view our policies here:

- [www.uwl.ac.uk/about-us/policies-and-regulations/occupational-health-safety-and-welfare-policy](http://www.uwl.ac.uk/about-us/policies-and-regulations/occupational-health-safety-and-welfare-policy)
- [www.uwl.ac.uk/sites/uwl/files/2021-09/Health%20Wellbeing%20Framework%20accessible%20JUNE%202021.pdf?\\_ga=2.9466492.891444976.1630399647-508010993.1622108818](http://www.uwl.ac.uk/sites/uwl/files/2021-09/Health%20Wellbeing%20Framework%20accessible%20JUNE%202021.pdf?_ga=2.9466492.891444976.1630399647-508010993.1622108818)

### Risk assessments

It is the responsibility of the accommodation provider to ensure that their sites are adequately risk assessed in relation to health and fire safety and that appropriate control measures are put into place to eliminate or minimise risk as much as reasonably possible.

A general health and safety inspection is also completed pre and post tenancy to ensure that the dwelling is in a good state or repair and meets the required standards.



### Health and safety at your accommodation

Whilst it is the responsibility of the accommodation providers to ensure that student accommodation is safe, it is the responsibility of every student to act in a way which will not put their own safety or the safety of others at risk.

Information on health and safety will be provided to students within their Welcome Pack sent from the accommodation provider.

**It is the responsibility of every student to familiarise themselves with the health and safety information and procedures at their chosen accommodation.**

Students are automatically added to the daily/weekly announcement communications by the Student Halls Accommodation Team or UWL Accommodation Team as appropriate.

### Fire safety at your accommodation

#### Fire prevention, detection, and fighting installations

Fire alarms, emergency lighting, fire detection and prevention installations, and firefighting equipment are maintained by the accommodation provider.

#### Electrical and gas installations

All accommodation providers will also be responsible for ensuring that the following are installed, inspected, and serviced as per the UK statutory minimum:

- Electrical Installations
- Gas Installations.



## General fire safety principles

Students must:

- Keep their accommodation clean and tidy and ensure that fire exits and the paths to them are clear.
- Remove fuel sources such as litter and waste bins regularly.
- Not leave sources of fuel near points of ignition or heat sources.
- Switch off electrical items when not in use.
- Not leave cooking unattended.
- Keep kitchen equipment with heat sources clean.
- Not use non-UK-approved electrical appliances.
- Not smoke in the accommodation buildings.
- Not tamper with fire alarms under any circumstances.
- Not bring into or close to the accommodation any fireworks or other items of a similar standing which are considered to be dangerous fire hazards.
- Not keep or use candles or any open flame, lighting, fan heaters or heating equipment anywhere in the Room, Building and Development.
- Obey the management company rules as set out in the relevant accommodation procedures.
- Not call the fire brigade or sound the fire alarm maliciously (this is a criminal offence, and the offender may face a fine and prosecution).

## Emergency procedures

**It is the responsibility of every student to familiarise themselves with the emergency evacuation procedures at their chosen accommodation.**

In line with statutory regulations, every accommodation has information about the emergency evacuation procedures and a detailed map showing the emergency exits and muster point(s).

Students noticing a fire must immediately sound the alarm by pressing the nearest sounder (usually a red wall-mounted box).

When evacuating a site, students and visitors must:

- Evacuate immediately
- Not stay to gather any belongings
- Close, but do not lock all doors behind them to prevent the spread of fire
- Report to the nearest muster point (assembly point)
- Not return to the building until told that it is safe to do so by a fire marshal.

The accommodation provider will:

- Test the fire alarm regularly.
- Conduct periodic test fire evacuations; and
- Ensure that the fire alarm is monitored and connected to the fire service to automatically send for assistance should the alarm be activated.

**If at risk call 999.**

## First aid

As part of our duty of care, the accommodation provider provides adequate numbers of trained first aiders and first aid kits at the Student Halls.

**If you or anyone else is in need of emergency first aid and you are on campus, contact the 24-hour Security Team on 020 8231 2001 from a non-university phone** or the Accommodation Team (within normal working hours) and let them know that you need a first aider, what the issue is, and the location at which the first aid is needed. The Security phoneline is manned 24 hours a day.

**In any emergency such as a collapse, or where someone is unresponsive, struggling to breathe, is not breathing, or has a severe cut or wound call 999 and ask for an ambulance before calling for a first aider.**

## Right to enter buildings and accommodation

The right of the accommodation management to enter your accommodation is set out in your Licence/Rental Agreement.

In general terms, as an organisation with a duty of care to their tenants; landlords, building management, and their agents (workmen) are required to and permitted to gain access to the building and rooms contained within that building to:

- carry out and deliver the Services as detailed in the Licence/Rental Agreement with all reasonable skill and care; and
- within a certain period of the Licence/Rental Period to show the room to prospective new occupiers; and
- examine the state and condition of the Building, the Room, the Shared Items and the Room Items; and
- carry out any repairs to the room, the Building or the Development that are reasonably necessary pursuant to the Owner's and Management Company's responsibilities under the Licence/Rental Agreement or by statute and for any other reasonable purpose in connection with the management of the Development.

## Reasons to enter

The following are non-exhaustive examples of legitimate reasons to enter your building or room with or without notice:

- To complete an investigation into a complaint relating to a crime or safeguarding concern.
- To provide pest control and other statutory services.
- To provide general maintenance services such as testing for legionella, completing water flushes, and repairing fixtures, fittings, and equipment.
- To complete health and fire safety risk assessments.
- To monitor compliance with our code of conduct and Licence/Rental Agreements.

## General principles

- Where practicable and in line with your Licence/Rental Agreement, you will be given at least 24 hours' notice of the need to enter, except in the case of an emergency.
- UWL reserves the right to enter your room and/or shared facilities with reasonable notice. In an emergency situation or serious breach of your Licence, UWL reserves the right to enter without notice.
- In exceptional circumstances, you may be required to vacate the Room and Building at any time if repairs cannot be carried out whilst you are in the room. In this instance, UWL will make every endeavour to find alternative accommodation until such time as your room is made available for occupation.

## Maintenance and repairs

The accommodation provider will provide general maintenance and repair services to student accommodation.

Maintenance or repairs should be logged by contacting the accommodation provider on the numbers in your welcome pack.

If in doubt as to who is responsible for any maintenance or repairs, please contact the Accommodation Team.

## Safeguarding

For information on safeguarding, please refer to our Safeguarding Children Policy:

[www.uwl.ac.uk/about-us/policies-and-regulations/safeguarding-children-policy](http://www.uwl.ac.uk/about-us/policies-and-regulations/safeguarding-children-policy)

## Insurance

Building insurance is held by the owner of the accommodation. UWL offers free contents insurance to all our students subject to conditions, exclusions, limitations, and excesses of policy. Our provider is Endsleigh Insurance, and its details can be found here: <https://my.endsleigh.co.uk/registration>

Students are advised not to bring high-value items or large amounts of cash to their accommodations without purchasing their own suitable insurance to cover such items.

## Covid-19 and general hygiene

All students are required to:

- Supply their own cleaning materials.
- Keep their accommodation and shared spaces clean and tidy. Students occupying shared accommodation are responsible for cleaning the building whole, including the outside areas, during and at the end of their Licence/Rental Period.
- Ensure that their accommodation is in the same clean state and condition as it was at the beginning of the Licence/Rental Period.
- Pay a reasonable charge to recover the costs incurred for cleaning required during their occupation and departure.
- Follow UWL, local, and national guidance on outbreaks, epidemics, and pandemics.
- Vacate their accommodation if required as set out in the terms of their Licence/Rental Agreement.

UWL will:

- Keep up to date on local and national epidemic and pandemic guidance and implement the necessary controls as required.
- Ensure compliance with our rules on cleanliness through spot checks and audits.
- Ensure that accommodation is deep cleaned between rentals.
- Provide personal protective equipment (PPE) to students during a pandemic where government advice makes such PPE mandatory.

Student Halls Accommodation Providers will:

- Keep clean the hallways and access routes to the building.
- Ensure that accommodation is deep cleaned between rentals.

For UWL Coronavirus information please visit: [www.uwl.ac.uk/current-students/coronavirus-information](http://www.uwl.ac.uk/current-students/coronavirus-information)

## Food hygiene

When sharing food storage and cooking spaces with others it is important to learn how to safely navigate the basics of food hygiene so that you, and all who share the space can avoid food borne illnesses and poisoning.

The Food Standards Agency have a great guide which is aimed at students and will enable you to get to grips with the important storing and cooking principles. Visit [www.food.gov.uk/safety-hygiene/student-guide-to-food-safety-and-hygiene](http://www.food.gov.uk/safety-hygiene/student-guide-to-food-safety-and-hygiene)

## Finance and your Accommodation

### Rent payments

Rent payments are due termly, normally in October, January, and April. If you wish to change to a payment plan, you can contact the UWL Finance Team on **020 8231 0283** or [financehelp@uwl.ac.uk](mailto:financehelp@uwl.ac.uk) to make alternative arrangements.

Unless otherwise stated in the Licence/Rental Agreement, all payments under the Licence/Rental Agreement shall be paid in GBP Sterling on the day that they are due, and payment will be made to the bank account of UWL which will be provided at the commencement of the Licence/Rental Agreement.

### Rent arrears

Any rent payment overdue by more than 7 days is considered arrears. If you are having financial problems, please contact the UWL Finance Team on **020 8231 0283** or [financehelp@uwl.ac.uk](mailto:financehelp@uwl.ac.uk) to discuss your options.

Where payment is delayed without providing reasons which are accepted by UWL, a late payment charge of £50 will be levied on all Accommodation Fee invoices which are overdue for fourteen (14) days following the due date for payment.

If rent is not paid, it may lead to a Notice to Quit being served and any outstanding rental payments being passed onto a debt collection agency. You are at risk of losing your accommodation if you fail to pay your rent.

It is important to understand that your Licence/Rental Agreement is a contractual agreement separate from your studies.

Rent payments are payable if you decide to leave the residence early.

Occupiers who are existing debtors to UWL are not eligible to take up a place in Rooms. Occupiers who have outstanding debts to UWL as of 1 August prior to the upcoming Academic Year may have their Room offer/allocation for the upcoming Academic Year revoked with immediate effect. The Accommodation Office will contact these Occupiers, informing them that they will not be allowed to take up a place in the Rooms.

### Additional payments

During or at the end of their Licence/Rental Agreement, students may be liable for additional payments for cleaning or damages.

If this happens, the UWL Accommodation Team or Finance Team will send you an invoice with details of the charges. Details of the charges for specific items can be found in the Licence/Rental Agreement.



# Codes of Conduct

## General student code of conduct

All students should familiarise themselves with the Student Code of Conduct, the Student Handbook ([www.uwl.ac.uk/about-us/policies-and-regulations/student-code-of-conduct](http://www.uwl.ac.uk/about-us/policies-and-regulations/student-code-of-conduct)) and specific information provided by the Management Company and the Owner about their accommodation (including the Room and Building) along with other UWL applicable regulations and policies.

Disciplinary procedures may be invoked if it is alleged that the Occupier has committed misconduct, examples (not exhaustive) of which have been set out below:

- abusive, threatening, or unreasonable behaviour or assault and/or behaviour which causes fear or distress to others
- sexual violence, abuse, or harassment
- racist activity or behaviour
- damage to the Room, Building, or Development or the property of any student or member of the Accommodation Office, including the Owner or the Management Company
- any action that is likely to cause injury to any person or impair the safety of the Room, Building or Development, including fighting on accommodation premises or covering/disabling fire alarms
- possession, consumption, or distribution of illegal substances (including Nitrous Oxide)
- conduct which brings UWL into disrepute, or
- breaching any policies and/or code of conduct (including the Student Code of Conduct and Student Handbook) set out by UWL or the Owner or Management Company. Serious breaches of our code may lead to termination of your Licence/ Rental Agreement with immediate effect.

## Accommodation code of conduct

Students will:

- Not sub-let.
- Follow the relevant Guest Policy and not bring guests to their accommodation without the express permission of those sharing the space.
- Not keep pets.
- Respect the individual accommodation rules about alcohol in communal areas.
- Be respectful in terms of noise and other disturbances, especially between 11pm-7am and around exam time.
- Be responsible for their own actions and the actions of their guests.
- Not hang laundry or washing so that it is visible from the outside of the building.
- Not allow baths or sinks to overflow or otherwise cause negligent damage to the property, fixtures, or fittings
- Comply with accommodation providers handbook and code of conduct.

# Other Useful Information

## Allergies

For information on managing a severe allergy at university anaphylaxis UK have provided a comprehensive information guide which you may find useful:

[www.anaphylaxis.org.uk/living-with-serious-allergies/going-to-university](http://www.anaphylaxis.org.uk/living-with-serious-allergies/going-to-university)

## Bed bugs

Bed bugs are parasitic insects that feed exclusively on blood and, preferably, human blood. Parasites have fed on humans for thousands of years. However, in the 1940s, they were mostly eradicated in the developed world.

Despite this, due to the increase in travel abroad, tolerance to pesticides, and the increase in second-hand furniture, bed bugs are on the increase. As a result, they are found in many shared accommodation habitats, such as hostels, blocks of flats, hotels, holiday camps, and, increasingly, student accommodation.

As soon as you suspect there are bed bugs, you must alert the Accommodation Team immediately. Please do not be embarrassed, a combined effort is needed to get rid of them.

We recommend doing the following before you unpack your belongings when moving into your room and whilst residing at the accommodation:

- Inspect your room – check around the bed frame and mattress for any signs of blood spots on the bed line, headboard or on the bottom side of the mattress.
- Using a mattress protector specially designed to inhibit bed bugs is always a good idea for student accommodation.
- Keep your room clean, and don't leave dirty laundry lying around on the floor. Clutter on the floor can be a good nesting area for bed bugs.

Once a bed bug infestation is identified, we will retain specialist pest control experts to resolve the issue and provide advice on how best to prevent re-infestation.

The removal process may require you to vacate your room for a short time, and clean/laundry the soft furnishings inside the room and/or communal areas.

## Bicycles

Students should not bring bicycles into their rooms or leave them in communal areas or hallways.

## Council tax

Full-time students are exempt from Council Tax if they live in a property that is occupied exclusively by students.

You can request a Student Status Letter can by emailing [Studentletters@uwl.ac.uk](mailto:Studentletters@uwl.ac.uk).

## Equality and diversity

UWL is committed to providing and supporting an inclusive environment that promotes equality, diversity, and inclusion. We are proud of our diverse community, where all can reach their full potential and flourish, whatever their background.

UWL takes discrimination and harassment seriously and is committed to tackling this where it occurs. No one should experience less favourable treatment, discrimination, or harassment because of their age; disability; gender identity or reassignment; marital or civil partnership status; being pregnant or recently becoming a parent; race; religion or beliefs, sex, or sexual orientation.

This commitment is extended to promoting access and fair treatment to individuals regardless of social class and will ensure that student outcomes are promoted no matter their background.

We ask that our students encourage others visiting our accommodations to act in a way which upholds our standards, treating everyone at the campus and accommodations with dignity and respect. Visitors who harass, bully, or victimise other UWL stakeholders will be asked to leave the site and may be banned from our premises.

For further information on our Equality and Diversity Policy and Annual Reports, please visit: [www.uwl.ac.uk/about-us/equality-diversity-and-safeguarding](http://www.uwl.ac.uk/about-us/equality-diversity-and-safeguarding)

## Laws on drugs, alcohol, and tobacco

It is against the law for someone to sell alcohol to anyone under the age of 18, and it is illegal for those under 18 to buy or try to buy alcohol.

The sale of tobacco products to persons under the age of 18 is prohibited by law.

It is illegal to possess, supply and produce controlled drugs. It is also illegal to import or export drugs or to allow your premises to be used for drug production. Controlled drugs fall into three different categories, Class A, B or C, according to their danger or how harmful they are.

UWL has clear expectations that students will abide by the law.

## Laws on sexual activity

**The age of consent in England is 16.** This is the age when young people of any sex, gender or sexual orientation can legally consent to take part in sexual activity.

This means that sexual activity between two or more people is always unlawful if at least one of the people is under the age of 16.

Students are at risk of prosecution if engaging in sexual activity with anyone under the age of 16 and of expulsion from UWL.

## Parties

UWL recognises that social events such as parties are all part of making university life fun; however, what can start as a friendly gathering can quickly spiral out of control.

Students should be mindful that where their actions or the actions of guests attending their party can lead to unpleasant repercussions not limited to:

- Being charged for damage to property.
- Being disciplined and/or given notice to quit for breaching the Licence/ Rental Agreement and/or code of conduct.
- Being prosecuted civilly or criminally.

Security Officers have full authorisation to shut down any party or gathering where the health and safety of any party is at risk, the law is being broken, or the event is considered a nuisance to either UWL or our neighbours.

## Post

UWL is under no legal obligation to sign for, accept, store, or pay customs fees for any student mail and does not accept any liability for loss or damage of mail sent to UWL or its various accommodations.

Where possible, we recommend that students arrange for larger items that will not fit through a letter box to be dropped off in a 'drop box' unit or at a local store which holds deliveries.

## Sustainability

UWL has the overarching objective of being 'environmentally sustainable' and is committed to implementing processes, policies, and strategies to achieve this goal.

As a student, it is crucial that you help us. This need not be difficult, and every individual can make a meaningful impact by:

- Recycling wherever possible.
- Where practicable, choose eco-friendly products and avoid single-use items.
- Saving energy and water wherever possible by turning off electrical items and lights when not in use, not running taps where there is no need, and reporting water leaks.
- Not printing unless absolutely necessary.
- Following any other sustainability recommendations made by UWL.

For more information on the UWL Sustainability Strategy, please visit: [www.uwl.ac.uk/about-us/policies-and-regulations/environmental-sustainability-strategy](http://www.uwl.ac.uk/about-us/policies-and-regulations/environmental-sustainability-strategy)

## Under 18's and visiting children

UWL cannot, under law, act as a guardian or take legal responsibility for any under 18's on-site or at our accommodations.

All minors visiting must be accompanied by an adult at all times, who will take responsibility for their actions.



## Complaints Policy

At UWL, it is our aim to ensure complete student satisfaction in our provision of education, services, and accommodation.

We hope that there will be no need to complain; however, should you feel it necessary to report any concern or complain about any UWL accommodation, please submit your complaint via our standard complaints policy, which can be found at: [www.uwl.ac.uk/about-us/policies-and-regulations/complaints-procedure-policy-students](http://www.uwl.ac.uk/about-us/policies-and-regulations/complaints-procedure-policy-students)

Once your complaint has been received it will be passed onto the Accommodation Team, who will respond as quickly as possible to discuss the matter. The timeframe of the response will depend on a number of factors, however, we will conduct a thorough investigation if required and ensure that serious issues regarding health, safety, and wellbeing are prioritised.

For complaints forms, please visit: [www.uwl.ac.uk/about-us/policies-and-regulations](http://www.uwl.ac.uk/about-us/policies-and-regulations)

If you require support or assistance to submit your complaint, please contact Student Services.

UWL is committed to treating all complaints seriously and will work to resolve any genuine issues in a timely manner with due regard for the rights of all involved.

## Your Information and Data

UWL is required to collect and process certain types of data in relation to its activities as a landlord and provider of accommodation, whether or not it be through a third party. We are, therefore, a data controller and processor. All data is processed in accordance with the UK General Data Protection Regulation (2018) and the Data Protection Act 2018, which together form the Data Protection Legislation.

Any requests for data access, erasure, etc., must be submitted in writing to the UWL Data Protection Officer. When a student is concerned that their data has been breached, they should contact the Data Protection Officer immediately.

At UWL, the Data Protection Officer is the Chief Information Officer.

For further information, please refer to our Privacy and Data Protection Policy: [www.uwl.ac.uk/privacy-and-data-protection](http://www.uwl.ac.uk/privacy-and-data-protection)

For further information on how we process data collected from CCTV cameras, please visit: [www.uwl.ac.uk/about-us/policies-and-regulations/cctv-policy](http://www.uwl.ac.uk/about-us/policies-and-regulations/cctv-policy)

## Useful Contacts

### UWL Accommodation Team

**020 8280 0238**

**020 8280 0237**

**020 8280 2465**

**07881 832 866**

### UWL Accommodation Desk

Our accommodation information and help desk can be found on the ground floor of our Ealing campus at St Mary's Road.

### Emergency Police/Fire/Ambulance

**999**

### Non-Emergency Police

**101**

### Non-Emergency NHS

**111**

### Non-Emergency Fire Services

**020 8555 1200**





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