

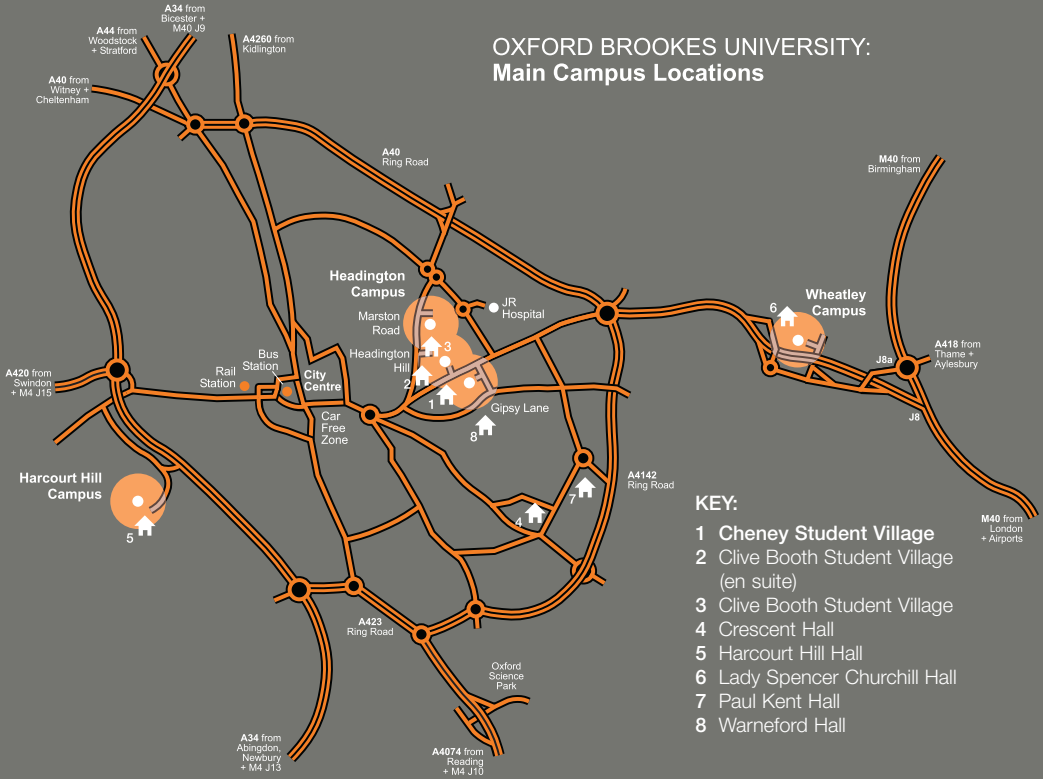
CHENEY STUDENT VILLAGE 2011/12

Hall of residence information



WHERE YOU'LL LIVE

OXFORD BROOKES UNIVERSITY: Main Campus Locations



KEY:

- 1 Cheney Student Village
- 2 Clive Booth Student Village (en suite)
- 3 Clive Booth Student Village
- 4 Crescent Hall
- 5 Harcourt Hill Hall
- 6 Lady Spencer Churchill Hall
- 7 Paul Kent Hall
- 8 Warneford Hall

Blocks A to K
Cheney Student Village
Cheney Lane
Headington
Oxford
OX3 0BD

Blocks L to U
Cheney Student Village
Cheney Lane
Headington
Oxford
OX3 0BF

Telephone: 01865 325380
Email: oxford.helpdesk@upp-ltd.com



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WE DO, YOU DO

We want you to enjoy your time in hall; and to maximise the experience for everybody we need you to be aware that halls are a community within which everybody must accept responsibility.

We endeavour to keep rules to a minimum – we feel that as long as everybody recognises and respects the needs of others, then there should be no need for a long list of dos and don'ts.

In this booklet you will find information and procedures, and we ask you to read it to understand the community you will be moving into. However, we have also distilled this into a simple 'we do, you do': we recognise our responsibility in providing you with a study environment, but we need you to play your part as well.

Before you arrive

WHAT YOU CAN EXPECT FROM US:

- to provide a student handbook online introducing you to the university, the facilities and its regulations
- clear and accurate information
- an offer letter with details of your accommodation and hall handbook
- your enquiry being dealt with by professional and courteous staff
- clear guidelines on what to do next.

WHAT WE EXPECT FROM YOU:

- all necessary paperwork to be returned by the deadline stated
- to contact us directly if your circumstances change
- to read before you arrive and to be aware of the terms of the Student Conduct and Hall Regulations
- to be polite and courteous to members of staff at all times.

After you arrive

WHAT YOU CAN EXPECT FROM US:

- to be proactive and prompt when dealing with issues of concern/complaints/queries received from you in the village
- to provide accommodation that is safe, secure, comfortable and conducive to study and rest
- to provide the best recycling facilities we can, taking into account local council restrictions, and to follow recycling procedures within the village
- to provide mechanisms and facilities encouraging residential students to contribute constructive feedback, helping to promote and improve the 'student experience' in the village.

WHAT WE EXPECT FROM YOU:

- to agree to abide by and uphold the university Conduct and Hall Regulations in their entirety and to behave in a manner that is respectful to the facilities, the staff, the university and the wider community
- to keep the allocated accommodation to an acceptable standard in relation to:
 - personal/general security and safety
 - standard of hygiene and cleaning
 - reporting maintenance issues to the reception
- to support the village/university in its obligation and ambitions relating to environmental sustainability and recycling
- be respectful, considerate and mindful of others so that everyone can have a positive experience whilst living and working in the village
- to be aware of the health and safety regulations and behave at all times in a way that does not pose a threat to safety.

UUK/Guild HE Code of Practice for the management of student housing

Oxford Brookes University halls of residence and accommodation services comply with the Code of Practice, and every hall office holds a compliance folder which is available for you to look at if you wish.

Further information on the Code can be found at: www.universitiesuk.ac.uk/PolicyAndResearch/Guidance/AccommodationCodeofPractice/Pages/default.aspx.

Hospitality Services are committed to providing a professional and friendly service that values you as an individual.



WELCOME FROM THE VILLAGE MANAGER



Welcome to Oxford Brookes University and Cheney Student Village on behalf of the hall staff and UPP Oxford Brookes Limited, who manage this hall of residence.

We are here for you and aim to make your experience of study and social life an enjoyable one.

My name is Dave Tanner, and as Manager at Cheney Student Village I am responsible for the day-to-day operation of the site. The halls are an exciting place where students create a vibrant community and friendships are made and maintained for a lifetime. Communal living is a new experience for many, and most students manage the change extremely well, but there are always cases where problems arise. This booklet is designed to help you settle into your new community and inform you of the support available to address any issues that may arise.

We are here to help and support you and aim to make your experience of study and social life an enjoyable one, so if you feel we are not meeting your expectations then please tell us about it.

Constructive feedback, compliments, comments and criticism that residents make assist us in providing the services students require, so get involved – this is your community.

We strive to provide secure, safe and comfortable accommodation that is conducive to study and rest for residents living in halls and to offer support and information that will be of use to you throughout your university career. Our staff are always willing to provide advice or support, especially to those who are living away from home for the first time, and we aim to make your stay with us an enjoyable academic and social experience.

I look forward to welcoming you to Cheney Student Village.

Dave Tanner
Village Manager

VILLAGE FACILITIES

Cheney Student Village provides mixed en suite accommodation and is home to 750 students. Generally, there are six study bedrooms per flat. There are two laundry rooms on site open 24 hours a day. In the common room there is a TV and vending machines selling confectionery and cold drinks. It is open 24 hours a day.

Your bedroom

Your bedroom has a bed-base and mattress, mattress protector, desk and desk chair, desk light, wardrobe and curtains. Vacuum cleaners are provided and it's up to you to keep your room clean and tidy. There are pin-boards for posters, so please don't pin or stick items to the walls. Remember you are responsible for your room and you should check that your room is consistent with the inventory, which should be returned to the hall office within 48 hours of you receiving your keys.

Note: you must bring your own bed linen. For those of you who arrive without any we have a very small stock of bedding sets that you can buy (duvet, pillow, duvet cover, sheet and pillow case), subject to availability.

Fridges and freezers

Kitchens are normally equipped with two standard fridge freezers shared by six people. If you are planning to shop for groceries before you arrive, please remember that storage for chilled/frozen food is limited.

Local information

The university provides a number of facilities close to Cheney Student Village on the main Headington Campus. These include a number of eateries, cash machines and the University shop. There are also a number of various Students' Union facilities in

addition to local shops in Headington. The student village is also a short bus ride from the city centre. The reception is a good source of local information and help and it is where the offices are located for the hall staff and management. Oxford has sports facilities, a library service and religious centres. There are many websites with information about Oxford, including www.oxfordcity.co.uk

Possessions insurance

Basic block insurance is provided through Endsleigh as part of your accommodation contract. You may also wish to consider additional insurance for high-value items.

If you wish to find further information as to what is included please refer to their website: www.endsleigh.co.uk/Student/Pages/halls-insurance.aspx.

Smoking policy

In line with UK legislation regarding smoking, all communal areas in hall and entrances to all buildings are designated as NO SMOKING areas. If you wish to smoke, the only permitted space is within your own room. If you smoke in your room please be considerate to others and keep your door shut and open a window. The university is legally required and is committed to providing a non-smoking environment for its staff. If it is necessary for a member of staff to enter your room, please do not smoke while they are present.

PEOPLE YOU WILL MEET AT CHENEY STUDENT VILLAGE

There are many people at the village who are available to help make your stay as pleasant as possible.

The Village Manager is responsible for the operational management of the halls of residence. There is a small team of support staff who are here to help with certain aspects of running the village.

The Administrator manages the main reception area and assists with resident enquiries at reception.

Maintenance staff are employed to assist with any day-to-day issues that may occur and you should report these to the village office. Remember, if you don't tell us, we may not know about them, and therefore they will not be resolved.

Domestic Assistants are employed to support you in keeping communal areas clean and to a standard satisfactory to the university.

Village Wardens are on duty in the village between 6.00pm and 8.00am Monday to Friday and at weekends. The team of six wardens is here to help and support with any problems you may have. The wardens are also responsible for discipline during their time on duty; their rota is available from reception.

Residence Officers are employed between 5.00pm and 8.00am. Please help them keep order by being considerate when it comes to noise. Remember other students may be trying to study or sleep when you are having fun, so keep the noise to a minimum level.

To contact the Residence Officers, telephone extension 76004 or 01865 851700.

Reception is open 24 hours a day, seven days a week and is available for general enquiries, maintenance or security issues. Contact a member of staff on extension 76001.

Office hours are 8.00am until 5.00pm, Monday to Friday.

OCCUPYING YOUR ACCOMMODATION

Period of occupancy

Your place in accommodation has been offered on the understanding that you will occupy your room for the dates stated on your Licence to Occupy. By accepting the offer you are agreeing to pay accommodation fees for the full period stated. If at any time you seek alternative accommodation, your agreement to pay fees will stand until your accommodation has been re-let.

Please be aware that this agreement does not give you the right to any particular room. The university reserves the right to move you to another room or hall if circumstances dictate, for example the requirement for emergency repairs, refurbishment, or for the good order of the hall.

Arriving at hall

The hall opens on Saturday 17 September from 9am. Staff will be available for registration and collection of keys on both Saturday and Sunday, from 09.00am until 6.00pm. If you will be arriving outside of these times, please confirm your arrangements in advance by contacting reception, giving us your expected time of arrival. During the arrival weekend, many new residents arrive with their parents and cars full of belongings. There is only a small car park on site, so parking is limited.

Once you have collected your room key, unload your car as quickly as possible and then park off-site to allow other people with cars to unload. Please do not leave cars parked on site as this is frustrating for others who have travelled long distances and need to unload.

Please ensure you are able to produce the following:

- Licence to occupy
- Passport-size photograph
- Arrival form/check in sheet
- Any form of photo ID

What to bring

Photographs: Please ensure that you bring along a passport-size photo (in addition to your online submission) as you will need it for collecting your accommodation keys and the hall office will keep it on file for identification purposes. Please write your name and room number on the reverse and hand it in on arrival.

Money: For all residents it is recommended that you bring a limited amount of money with you as it may be a few days before you are able to either open a student bank account, collect your student loan or have access to other income. If you are an international student then you should consider bringing cash and travellers cheques. The hall does not have secure storage for students' money so you are advised not to bring large sums of cash.

Items to bring:

- Bedding – pillowcases, sheets, duvet with cover
- Towels
- Coat hangers
- Stereo including ear phones
- Passport photos
- Crockery and cutlery, saucepans and kitchen utensils
- Air-tight containers for food
- TVs are allowed but you will need to buy a TV licence. These are currently available online at www.tvlicensing.co.uk

Please note: Some halls do not have TV aerial points and some halls have a weak signal, so it is advisable that you bring your own suitable indoor aerial.

It is not possible to have Sky, Virgin Media or other TV provider installed.

Items NOT to bring:

- Car (see Transport section)
- Expensive bike (unless adequately insured)
- motorised scooters
- Candles, joss sticks, incense of any kind, hubble pipes, any form of naked flame burner, barbeques, etc.
- Guns (including toy or replicas), knives, swords (including ceremonial) or any other offensive weapons (see Hall Regulations)
- Pets of any type (see Hall Regulations)
- Furniture including inflatable furniture or beanbags
- Curtains
- Training weights
- Kayaks
- Beer brewing kits
- Electrical equipment:
 - heating appliances (heaters, electric blankets, etc)
 - cooking equipment such as grills, deep fat fryers, barbeques or microwaves
 - refrigerators or freezers
 - cubed adaptors
 - DJ mixing decks, guitar amplifiers or a drum kit
 - fairy lights
 - plug-in air freshener

Please note: Small electrical kitchen appliances may only be used and stored in the kitchen and must not be used in your bedroom or any other area. NO flammable liquids are to be stored anywhere in the village.

Mail

If your mail is properly addressed it will be delivered to a post box that is for your flat only. Appointed carriers will deliver parcels to your flat. Please note that we cannot sign for parcels or registered mail at the hall office.

The address for your hall is printed inside the front cover of this booklet and should be preceded by your name, flat number and room letter.

Data and phone lines

There is a network point in your room and, subject to the relevant rules and regulations, you can connect to the university network. Once you have enrolled on your course and have been issued with a student number then you will be able to access this facility. This service is included in the rent.

Information on the hall network can be found at: www.brookes.ac.uk/services/cs/gettingonline/hallnet.html

You can receive incoming calls on the room phone from either outside the university or other extensions internally. You can also use this phone to call other internal extensions.

Guests

You are welcome to have a friend or family member stay overnight after the first two weeks, but for safety reasons we must know. A guest must be registered, in advance, by filling in the guest register available in reception. The university regulations limit the number of nights any one guest may stay to three nights in any seven-day period. You will be required to adhere to this.

If you have a guest during the day and they have a car they will not be permitted to park on the hall site.

Overnight absence

You may come and go as you please, but for safety purposes we must know if you are going to be absent from your room overnight. There is an absence register in reception which must be completed in advance.

Vacation arrangements

Your room is available to you for the duration of your licence, including vacations. If you do not wish to remain in halls you can leave all your possessions in your room. During the times you will be absent, you will need to inform us for security and safety purposes by completing the absence register in reception.

Students are not allowed to rent out their rooms directly to another student. This is called subletting and is illegal and in breach of student hall regulations. Any swaps need to be done through the Accommodation Office.

What to do when you leave

At the end of your licence to occupy you will be required to vacate your room by 9.00am and return your room keys to reception. Please contact reception staff to make arrangements if you are leaving before this time.

Each resident will be expected to leave their room and communal areas clean and tidy. All furniture and items must be arranged in the same place as when you arrived. Items missing or damaged are charged to you for replacement. Ensure that you hand in your room key to reception on departure.

At the end of your tenancy, any belongings which are left in your room will be stored for two weeks and we will try to contact you. If after two weeks we have not had any contact from you then we will send the items to a charity shop or they will be disposed of. If you have contacted us and cannot collect your belongings within two weeks, there will be a storage charge until you collect them. However, we cannot store your items longer than four weeks and after this time they will be disposed of as outlined above.

COMMUNAL LIVING

You have chosen to move into a student village. For most of you, this will be a new experience, living among many people. It can also be a really great time, as long as you follow some simple steps.

Each resident will have differing tolerance levels and different ways of living. In order that everyone can live to an acceptable standard, the rules and regulations are laid down as a guideline of what is expected of each resident choosing to live here.

Like any 'club' there are house rules that members agree to abide by when joining. There are levels of acceptable behaviour and then there is behaviour that is not. You will be expected to respect the other residents and their need for a study environment. You will also be expected to respect neighbours local to the village and their right to quiet enjoyment of their property.

It is important you read this booklet and your licence carefully and if you feel you cannot happily accept and abide by these conditions, you are advised to consider applying for another type of accommodation.

You are required to play your part in communal living. You have a responsibility to:



Respect

- **Show consideration for other residents and local neighbours**, whether in your flat or around the village.
- **Respect the employees working in the village**, they will be trying to keep it up to the standard you wish to live in and need your co-operation.
- **Respect the village**, it is your new home. Repairs are expensive, and in the end result in charges for damage to you, or in higher costs for future residents.

Late at night

We understand that at times you may wish to go out and party until the early hours, but please remember that there may be just one resident who has to stay in to finish a piece of coursework, have a deadline, or an examination.

When you return home please observe the following, remembering there will be occasions when it is you trying to study...



Ssh!

- Be respectful and considerate and return to your room quietly.
- If you stop and chat in the corridor, this could wake someone up who is asleep, as can letting doors slam shut.
- Play music quietly, using headphones; people around you are asleep!

Dealing with problems in your flat

There are times when issues may occur, from noisy neighbours to food pilfering. These can be very annoying for anyone on the receiving end. Here are some guidelines to help you deal with problems that might arise.

When something bothers you, it is easy to forget that the other person may not have an awareness that they are causing you a problem. Problems not dealt with may escalate and affect you more adversely.



Communication

- **Step 1... let them know**
This can be a polite brief chat or a note left under the door. We advise that you talk to the person about the behaviour that is the cause of the problem.
- **Step 2... let us know**
If the same problem keeps occurring then you can have a chat with the warden or village manager. This can be a formal or informal discussion about ways of dealing with the problem and action to take.
- **Step 3... resolution**
Finally, if the problem is causing you an annoyance or nuisance and nothing has been resolved, the third step would be to make a formal complaint indicating the problem.

For any resident who receives a complaint, please take the initial issue seriously and show consideration to other flatmates. This will then prevent the unpleasantness that disciplinary proceedings invariably involve. Each resident is responsible for their behaviour and the behaviour of any guests they invite into the property.

CLEANING

When residents first move in, they are unsure of what to expect or what is expected of them. Does someone wash up all our dirty dishes? Clean our rooms? Tidy up our flat?

The reality is you are responsible for any mess that you make and you will be required to play your part in keeping your flat clean and tidy.

The domestic assistant will visit your flat to assist you. You are responsible for clearing up after yourselves to allow them to clean the areas. We ask that you co-operate in this arrangement as the staff will be trying to do a good job of keeping the flats up to a high standard for you and future residents.

If the flat is found to be unacceptable, the residents will be required to clear up the same day. We reserve the right to remove the cleaning support provision until the area has been cleared and tidied. Continued problems may lead to disciplinary procedures being taken.

You will be expected to:

- keep your dirty dishes to a minimum
- wipe up spillages or burnt food
- sweep up spillages on the floor
- tie off the refuse sack ready for collection and replace it with a new one
- keep the fridge clean, wiping up spillages and removing out-of-date food stuffs
- keep personal items to a minimum in the kitchen area
- clean out the fridge to remove any out-of-date food at the end of each semester
- remove recyclable items to appropriate areas.

Bedrooms

This is your area to keep tidy. Health and safety room checks are carried out on rooms periodically to make sure that you are keeping them clean and safe.

A vacuum cleaner will be provided for you to vacuum the carpets. You have a room bin that you can empty into the kitchen bin. However, large items or amounts of rubbish will need to be disposed of in the refuse area on site. If you are going to be away for long periods, such as vacations, please make sure you clean your room before leaving and empty the bin.

A mattress protector has been put over your mattress to prevent any damage. Please use your own bed linen on the bed.

Please be aware that you will be expected to leave your room clean when you vacate. Please clean all the surfaces, empty the bin and vacuum the floor.

En suite bathrooms

You are responsible for keeping your en suite bathroom clean. Domestic assistants do not clean them for you.

Pest control

Pests are a fact of life but you can do a lot to ensure they are not encouraged on to the site or into accommodation. Once vermin enter the buildings they can become difficult to eradicate and also pose a serious health risk to residents.

It is important that you report any pests or vermin on site to prevent their spread. Professional pest control measures will be taken to deal with any pest problems once the village office has investigated.

Although this will be treated as soon as possible, it is expensive and some sensible precautions can reduce the chances of pests becoming a problem:

- do not throw food stuffs out of the windows
- keep food in secure containers
- put all food-related rubbish into clear bags as soon as possible
- tie off rubbish bags as soon as they are full and do not over fill bags
- do not leave food out
- clear up after cooking/eating a meal
- wash out containers for recycling before placing in the recycling bags.



ENVIRONMENTAL IMPACT AND RECYCLING

There is evidence in the press and on television of the global environmental impact of human activities. The university would like all residents and staff to play their part in reducing this impact.

Heating

The university is bound by legislation and approved codes of practice which determine the temperature levels within its buildings. The heating for the halls is controlled centrally within the Buildings and Estates Department. You should be aware that once a building has reached the required temperature, the thermostat will then switch off the radiators. So if you have no heating, consider if the flat has reached the required temperature.

The heating and hot water is on from 7.00am – 12.00 midnight. The heating season runs from 1 October to 31 May each year.

What you can do to help

The main areas of concern are wasted electricity, gas, water and recycling. You can do your bit to help by:

- switching off lights in rooms when not in use, such as your bathroom light, lamp, room light
- turn down radiators – you can probably cope with a few degrees difference
- whilst brushing teeth, turn the tap off
- use a plug or bowl in the sink, do not let hot water pour away
- for a single cup of tea, don't boil a whole kettle
- put a jumper on or wear warm clothes
- don't leave electrical items on standby, such as the TV or mobile phone chargers, as they use the same amount of energy as if they were on.

As far as possible, use cleaning chemicals which are environmentally friendly.

Recycling

This is an important initiative with Oxford City Council, supported by Oxford Brookes Students'

Union. We want it to be a success, so please help us succeed in this endeavour by segregating your waste as specified by the information provided in your kitchen.

Most of your waste can be recycled at Cheney Student Village. Please recycle using the facilities in your kitchen (blue bag).

Clear Sacks: general waste like food and non-recyclable plastics.

Blue sacks: recyclable plastics, paper, card, glass, etc.

Please read notices located above the bins to ensure that you only put the correct materials into the recycling containers. Rubbish such as banana skins could contaminate the whole load and therefore the contents would be sent to landfill.

Porters/Handymen will collect your landfill waste (clear bags) throughout the week. Residents are required to take blue bags and glass boxes to the recycling stations at least three times a week.

Please be aware that failure to co-operate will result in charges being incurred by residents of a flat.

Recycling reward schemes are currently under consideration by the hall.

You can make a difference – please make your contribution to help protect the environment. Cheney Student Village operates a re-use scheme, whereby students on departure from halls can donate items for students re-use or to charities; please contact the hall office for more information.

IMPORTANT: We all have a responsible role to play in addressing the environmental issue of recycling waste.

More information can be found on:
www.brookes.ac.uk/environment

TRANSPORT

Buses and bus passes

The Brookes Bus service links all of the main Oxford Brookes sites with the halls of residence and the city centre. You will receive a 'Brookes Key', a smart card travel pass, entitling you to travel on Brookes Buses.

You should apply for your Brookes Key before you arrive at Brookes by completing the online application form at www.brookesbus.org, which will be live from 1 August 2011. You will need to attach a digital photograph in jpeg format. If you apply before you arrive, you will be able to collect your Brookes Key from your Hall Office a few days after you arrive.

If you have not managed to apply online before you arrive you will need to go to the Transport Help Desk in the Gibbs Foyer to apply, once you have enrolled and have your Student ID. You will need a passport-sized photo, and your licence to occupy, and you will then need to collect your Brookes Key a few days later.

The Transport Help Desk (for Brookes Key applications and general transport information) will be open at the following times:

Saturday 17 September 1200-1600

Sunday 18 September 1100-1700

Monday 19 – Friday 23 September inclusive:
1000-1600

After this, Brookes Keys can be collected from the John Payne Building on the Headington Campus.

On arrival, you will receive a Temporary Bus Pass to use on Brookes Buses until you have taken ownership of your Brookes Key.

Brookes Bus route and timetable information can be found at www.brookesbus.org. Our internal website for travel is www.brookes.ac.uk/travel.

Remember, Oxford is a compact city and it is easy to travel by foot or by bike to get around the city and to and from Oxford Brookes. The bus service is excellent too.

Cars

We appreciate that some of you may wish to bring a car to Oxford. However, it is a condition of your residency within halls that you are not permitted to do so, even if you park off university premises. This is because of local planning authority restrictions. If you are identified in breach of this hall regulation you will be subject to a fixed penalty and/or disciplinary procedures and fines.

In addition, the areas surrounding many of the halls have controlled parking in place and as a resident of Cheney Student Village you will not be eligible for a permit. Local authority enforcement officers patrol these areas regularly.

Allowances are made to enable you to bring a car to Cheney Student Village on the day you arrive and on the day you depart to drop off and collect your belongings. Advanced permission must be obtained from the village manager if you wish to bring a car to the village on any other occasion.

If you consider it to be imperative that you have a car in Oxford, please contact the accommodation office who may be able to assist with an alternative to hall accommodation where these restrictions do not apply.

The only exception to this rule is for students with disabilities who have an agreement from the Disabled Student Advisor, in which case the car must be registered with the hall office upon arrival and must display a valid permit.

Guests and cars

Due to the restricted amount of parking at Cheney Student Village it is not possible to allow guests to park on the hall site unless agreed by prior arrangement with the Village Manager. Any cars parked on site without agreement and a valid parking permit will be subject to Cheney Student Village parking management practices.



Bicycles

All halls have bike racks on site. It is advisable not to bring an expensive bike and to always lock your bike up. If you do bring a bicycle you are advised to ensure that your insurance covers the cost of replacement. Bicycles must be kept in the stands provided and never taken into hall buildings. Any bicycles found in buildings will be removed by staff for fire safety reasons. Upon vacating your accommodation, please ensure you also remove your bicycle. Failure to do so will result in your bicycle being disposed of after a four week period following the end of your tenancy.

The bike doctor is a mobile service provided by Oxford Cycle Workshop that offers while-you-wait repairs, basic spare parts and a free bike health check! It operates on Tuesdays at Oxford Brookes University, Gipsy Lane, 1000 – 1600. Labour charges are free for staff and students.

Motorcycles

Motorcycles must be registered at the village office on arrival and must be kept in the designated area at all times when not in use. In order to maintain the safety of all site users, motorcyclists must comply with the following:

- Helmets must be worn by motorcycle riders and passengers whenever riding the vehicle on site
- The grassed areas are out of bounds for all motorcycles and bicycles
- Campus roads and paths must not be used for racing, rallying, testing or similar activities
- Residents are responsible for ensuring that their guests comply with the above.

Maintenance on transportation

Under no circumstances can maintenance be carried out on any motor vehicle on university property. Any maintenance on bicycles must be done in or next to the bike racks or bike store.

SECURITY AND SAFETY

It is important that the hall remains as secure as possible. Theft is unfortunately a reality. A residence officer is on site each evening.

Initially it is difficult to recognise who does and who does not live in hall. This problem will soon pass and you will begin to recognise residents and non-residents. If you see strangers entering your block, ask them politely what they are doing – they may be looking for things to steal.

If you are concerned about a possible intruder, contact reception, a warden or a residence officer immediately.

- Be vigilant.
- Make sure all ground floor windows and doors are secure.
- Keep valuables out of sight, particularly when you are not in your room.
- Consider taking out additional insurance for your personal belongings, including any high-value items.
- Use a strong lock on your cycle, and insure it for theft or loss.
- All room keys are security keys and should only be held by the resident. Passing keys to others causes a security risk to flatmates.

Consider security marking your portable possessions or logging them with the local police. This will help the police return your property to you should it be stolen. Information on how to do this can be found at www.immobilise.com

Door opening policy

Please be aware if you leave your room unlocked and a member of staff needs to enter for purposes of maintenance or fire alarm testing, your room will be locked.

If you fail to produce a passport-size photograph on your arrival and you lose your key or are locked out, you will not be able to gain entry to your room if you are unable to provide alternative photo identification.

Guests are not authorised to enter someone's room. If you require someone to enter your room while you are not here, please make sure you come to the hall office to complete and sign a statement form, or send an email from your student account authorising access.

Staff WILL NOT allow access to residential buildings to any unauthorised person.

Personal safety information

Oxford is a relatively safe city, but like all big cities you need to be aware of your surroundings, even if you are used to living in a heavily populated area. You will now be living in a new city that may be different to your usual surroundings and will need to follow basic safety advice.

- Avoid coming back to hall after dark alone.
- The university student union runs a free safety bus service whereby you can call anywhere within the ring road after dark. You will be asked to make a small donation to keep the service going.
- Look out for each other – if your fellow flatmate has not been seen, report this information to a member of staff.
- Keep expensive mobile phones/mp3 players/laptops out of sight.

General safety

Residents are responsible for familiarising themselves with emergency procedures and means of escape in an emergency. Statutory safety notices are fixed to the fire doors and emergency exits. Fire fighting equipment, fire alarms and fire alarm call points are positioned around the village.

- Contact reception immediately if you hear or see anything suspicious.
- All fire exits MUST be kept clear at all times.

Fire procedure

Make sure you familiarise yourselves with the fire evacuation and assembly procedures. Instructions on what to do in the event of a fire are provided in every study bedroom and should be read on arrival. There are fire drills on occasion.

Each block has its own fire fighting equipment, which should only be used in an emergency. Any student (or guest of a student) who recklessly interferes with fire notices, fire alarms, smoke/heat detectors or fire fighting equipment has committed a criminal offence and will be in breach of hall regulations and therefore liable for disciplinary action.

Fire alarm bells

These are regularly tested every Wednesday between 1400 and 1630. The alarm will sound for a short period.

- No fires or heaters, candles, incense sticks or cones or hubble/hookah pipes with charcoal of any kind are permitted in village.
- No flammable liquids may be taken into the village buildings, including spray paint. This applies to all containers of such liquid whether or not the container is part of a motor vehicle.
- No smoking is permitted in communal areas or near entrances to buildings.

Electrical equipment

You are responsible for your own electrical equipment, including leads and plugs.

- The electric supply voltage in the UK is 240 volts.
- UK cube adaptors and un-fused international adaptors are not permitted and if found will be removed and returned at the end of the academic year. Likewise any personal electric equipment that in the opinion of the university is unsafe will be removed.
- You are strongly advised to bring a four-way gang plug – this is by far the safest way of connecting numerous mains devices to one socket.
- The village's electrical fittings must not be tampered with in any way.

Cooking

When cooking food, please be responsible and do not leave it unattended for any reason. A fire could jeopardise the safety of many people. Do not wedge open kitchen doors.

HEALTH MATTERS

Registering with a doctor

When you enrol at the beginning of semester, you will be advised to register with the university doctor. It is always advisable to register with a doctor as it is difficult to see one without being registered.

Drugs and alcohol

Drugs: Possession and/or use of controlled drugs is illegal and is a serious disciplinary offence. Possession on village premises or allowing them to be used in your room may lead to immediate expulsion from the village.

Drugs, solvents and intoxicating substances are injurious to health. Residents concerned about their own health, or the health of others, should seek advice from one of the many health and support services available.

Alcohol: Many students will consider drinking alcohol to be part of the social life whilst at university. If you choose to drink you should ensure that you are aware of the social and health risks associated and take sensible precautions to ensure you are safe. The university and students' union are able to provide you with sensible advice.

www.brookes.ac.uk/student/services/health/alcohol.html

If you are unsure of how to contact the support services, please speak to the village manager or warden for advice.

Counselling service

This is available to all students at the Helena Kennedy Centre on Headington Campus.

If you need to talk to someone, sort out any problems, or get advice of any kind, in confidence, then contact one of our counsellors – they are there to help.

Chaplaincy service

The chaplaincy offers friendship and spiritual care to all members of the university. Students from all faith backgrounds (or none at all) are welcome to call in to the chaplaincy room in the Helena Kennedy Student Centre where there is a daily programme of worship and study, as well as information, advice and support. You can drop in without an appointment.

MAINTENANCE

General maintenance

During your time at Cheney Student Village your bedroom may require maintenance work to be carried out. To report general maintenance, please do so in one of the following ways:

- by reporting directly to reception
- by calling 76001 from any internal telephone during office hours.

When reporting the fault please give as much information as you can, including location and description of fault. This will ensure the request is carried out as soon as possible.

Damages

The repair or replacement of damaged items in a flat is charged to the individual or flat members. You should also be aware that you are responsible for the actions of your guests. Fixtures, fittings and equipment supplied in communal areas in each block are the responsibility of the block as a whole, and where non-accidental damage is not attributed to individuals, the block as a whole is required to take financial responsibility. Please contact the hall office for details. If your course requires any modelling or craft work, please use the studio space provided on campus. Any damage caused by this activity in your flat will be charged to you.

Disruption to services

The university will make every endeavour to ensure there are no disruptions to the services to your accommodation. However, we cannot guarantee that all services will be available at all times. The village is occupied throughout the year and some maintenance is essential to ensure continued safety. There are also times when service providers will disrupt supplies to conduct their own maintenance. Where the works are under the control of the university, as much notice as is practical will be given, and works will be planned to cause the least disruption.

Emergency maintenance

Should you have an emergency situation, such as flood, electricity or heating failure, please phone the village office/reception as normal. While every attempt will be made to complete maintenance requests as soon as possible, external factors out of the control of the university may result in delays occurring. You can check on the progress of any repairs at the village office.

Access to flats/bedrooms

To carry out routine and emergency maintenance, our staff will require access to your accommodation. You do not have to be present as they have keys. Where possible we will try to give you notice, but please note this is not always possible. We operate a door policy, whereby your door will be knocked on and the staff member will announce themselves before entering the room. Throughout the year, routine health and safety checks are carried out. These include emergency lighting testing, fire detector and water testing. Where possible you will be given 24 hours' notice. Health and safety room checks are carried out in bedrooms during the vacation periods.

Health and Safety

Oxford Brookes takes health and safety very seriously and we have a regime of inspections and protocols, both internal and external.

If you have any questions or concerns about the attached please do not hesitate to contact the hall manager.

Legionella control

Many residents will have heard of Legionella disease but are unaware of what it is. This is a disease caused by bacteria that can be found in natural water sources like water systems in offices, academic buildings, residential accommodation and houses. The route of infection is inhalation of the bacterium in aerosol form. Oxford Brookes University has policies and procedures in place to manage risk from contamination in accordance with the current legislation and good practice. Site risk assessments have been completed and an approved specialist water treatment company has been appointed to undertake the necessary monitoring and maintenance activities. For students in halls of residence, this means that periodically access will be required to your room or flat to monitor the quality of the water. We will always give you notice of when this will happen and as far as possible we will avoid exam periods.

STUDENT CONDUCT IN HALLS

Living in a university hall of residence is not the same as living at home, with friends, or in a hotel.

The university is primarily an academic institution and, consequently, the maintenance of an environment that is conducive to learning and study takes precedence over all other priorities. The university is also both a community in its own right and a significant part of the local community in Oxford, and all students are expected to behave accordingly.

The university has drawn up a set of regulations that are intended to define and maintain acceptable standards of behaviour by the student members of the university community, the primary ones being the Student Conduct Regulations and Disciplinary Procedure. These regulations 'are intended to encourage individuals to accept their obligations to both the university community and the wider community, to maintain an environment which enables and encourages participation in the educational activities of the university, to ensure the security of the university's and other peoples' property, to enable the university to meet its statutory, legal and contractual obligations, and to help maintain the university's good name and standing'.

The Conduct Regulations are complemented by a number of other regulations relating to specific areas of the university and specific university services. Of particular importance to students living in halls of residence are the Hall Regulations. Both the Conduct Regulations and the Hall Regulations are supplemented by a number of guidance notes. Set out below are the Hall Regulations. The Conduct Regulations and their guidance notes can be found in full on the university website and a hard copy is enclosed with your licence to occupy. Hall guidance notes are available on the accommodation web pages. You are strongly advised to read all these documents.

If you have any queries relating to any of these regulations or your obligations under them, you should talk to a hall warden, a hall manager or the Students' Union Advice Centre (which is located in the Helena Kennedy Student Centre and is available at suadvice@brookes.ac.uk or on +44 (0) 1865 484770).

HALL REGULATIONS 2011/12

The Hall Regulations complement the Student Conduct Regulations and Disciplinary Procedures (SCR&DP), and any breach of them will be treated as a breach of the Conduct Regulations. They are specific to those who reside in or are visiting halls accommodation and are designed to preserve a 'study environment'.

The hall managers, hall wardens and 24-hour support are responsible for ensuring that all the regulations are upheld. They (or any other member of the university community) may at any time initiate disciplinary proceedings if residents or visitors breach any regulations.

Students are advised that in order to understand the full extent of what is expected of them, they should read the SCR&DP.

[A] Conduct

- 1 Residents and their guests will behave and conduct themselves in a manner that is in compliance with SCR&DP Section 2 (See guidance notes 10, 11 and 12).
- 2 Musical instruments, audio equipment, televisions, computers, etc must be inaudible outside of study bedrooms at all times. Use of headphones is compulsory after 11.30pm. Where there are persistent or recurring problems arising from noise disturbance, hall staff have authority to require that residents use headphones at all times.
- 3 Ball games or other such recreational pursuits are not permitted in residential areas (guidance note 1).
- 4 Residents shall not carry out any activity within hall premises which may be construed as 'a business'; this includes such activities as acting as agent for clubs in Oxford (guidance note 2).

[B] Safety

- 1 Residents will evacuate the building when fire alarms activate without exception.
- 2 Residents shall not store in any area of the hall items, materials or substances which are considered by the university to constitute a threat to the safety of residents (guidance note 3).
- 3 Residents must keep their own electrical equipment safe to the satisfaction of the university safety officer (guidance note 4).

[C] Overnight absence

Absence forms must be completed if residents are away from the hall overnight or longer (including weekends and vacations). This information is needed to meet the requirements of the fire safety officer.

[D] Parties

Social gatherings in halls of residence are only permitted if the procedures set out in guidance note 5 are fully complied with to the satisfaction of the relevant hall manager.

[E] Overnight guests

Guests may be accommodated in your room in accordance with the provisions of guidance note 6. Guests will be the responsibility of the resident they are visiting. Guests must abide by the Hall Regulations, and if they fail to do so, the resident will be held accountable and guests may be required to leave the hall site immediately. The hall manager must be informed if a guest has any disability or special needs in case of an emergency.

[F] Care of fabric and fittings

- 1 Residents shall keep the premises in a clean and tidy condition to the satisfaction of hall staff. Residents shall pay the cost of any additional cleaning that is required (at the discretion of the hall manager) which is attributable to them, plus any administrative costs incurred in this process.
- 2 Residents shall preserve the furniture and effects from being destroyed or damaged and will not remove any of them from their original location. Residents shall pay the cost of replacing, repairing or making good (at the discretion of the hall manager) any damage which is attributable to them, plus any administrative costs incurred in this process.

- 3 Residents shall pay an appropriate proportion of the cost of replacing, repairing or making good (at the discretion of the hall manager) any damage done to any communal furniture or effects, or of any additional cleaning of a communal area, for which they are partly responsible (eg shared kitchens), unless they can demonstrate to the satisfaction of the university either that it was the sole responsibility of another student or students, or that they were not responsible.
- 4 Residents shall not drop litter, or smoke in unauthorised areas (guidance note 7).
- 5 Residents shall not keep any pets in halls (guidance note 8).

[G] Fees

- 1 In the absence of an individual agreement with the Student Finance Office, residents must pay all fees by the specified due date.
- 2 Where additional charges have to be levied, residents will be required to have paid any outstanding monies by the end of the semester in which they have been levied as a condition of returning to the hall the following semester.
- 3 An administration charge of £20 per cheque will be incurred for any bounced cheque.
- 4 Residents must inform the Student Finance Office in advance if they anticipate any difficulties in being able to honour cheques drawn on their account.

[H] Vehicles

- 1 Residents are admitted to hall and may continue to reside only if they give and abide by an undertaking not to keep or drive a car in Oxford whilst resident in hall (guidance note 9).
- 2 Residents shall not carry out maintenance or repair work on any type of motor vehicle on residential sites without the prior permission of hall staff.

[I] Bicycles

Bicycles may be kept in designated areas only. They should be security marked, insured and locked at all times. Bicycles are not permitted within flats or communal areas in halls under any circumstances.

[J] Contract

- 1 By accepting an offer of a place in halls, residents do so on the firm understanding that they will be responsible for fees for the whole of the licence period from the date of commencement of the agreement until the end of the agreement period, unless alternative arrangements have been formally agreed by the student accommodation manager or a designated housing officer.
- 2 Control over the room will be exercised by the university. Residents must not in any way impede the university or its agents in the exercise of its rights of possession and control of the room.



Penalties for breaches of the Conduct or Hall Regulations

Residents must understand that a breach of one or more of the Conduct or the Hall Regulations may result in exclusion from hall; in particular, they should note that any behaviour which threatens the safety or well-being of staff or residents may lead to exclusion from hall at short notice. Misuse of fire safety equipment will not be tolerated and will not be seen as a 'prank'. Similarly, failure to notify hall staff of the presence of a guest is a breach of safety requirements and will be seen as threatening the safety of that guest in the event of a fire.

The range of penalties for breach of these regulations is set out below; one or more may be imposed for each breach of any one of the regulations:

- written warning
- financial penalty
- full payment of the cost of any damage caused, plus any administrative charges thereby incurred by the hall or university
- confiscation of anything that could be a risk to the health or safety of the resident or others, or anything that has been or could be used to breach the regulations
- community service
- imposition of a Personal Conduct Contract
- exclusion from visiting specific parts of the university, including residences and/or bars
- requirement to move to a different room or hall
- exclusion from residence
- exclusion from the university.

Fixed penalties

Residents should also be aware that the university operates fixed penalties in the halls. These penalties are set charges for the following breaches:

Fire safety

Interfering with health and safety equipment, fire doors or breaches of safety.

First offence	£100
Second offence	£200
Third offence	Disciplinary (£250 or eviction)
Fourth offence	Disciplinary (eviction)

Smoking

It is against UK law to smoke inside the property, except in a designated bedroom that displays a smoking sign on the door issued by the hall office.

First offence	£100
Second offence	£200
Third offence	Disciplinary (£300 or eviction)
Fourth offence	Disciplinary (eviction)

Cars

Bringing a car to Oxford is a breach of your accommodation contract.

First offence	£80
Second offence	£160
Third offence	Disciplinary (£240 or eviction)
Fourth offence	Disciplinary (eviction)

STUDENT FEEDBACK

We are keen to receive feedback from our residents. We have a number of ways you can send us feedback and these are outlined below. We are always looking for ways to enhance and improve our services and therefore it would be helpful if you could take part in these processes.

Questionnaire

We have developed an online questionnaire which covers catering, shops and accommodation; this questionnaire is issued in November shortly after your arrival in halls. The link to the online questionnaire will be emailed out to you using your Brookes email account, and therefore it is important that you check this on a regular basis. It is also advertised around halls and also in the accommodation office, whilst Catering Services establish a number of laptops in the food courts to enable you to complete the questionnaire there.

Verbal feedback

As well as the formal questionnaire we are eager to receive feedback in other forms. The accommodation office uses a database to record verbal feedback and ensure that actions can be taken. The hall managers and other hall staff will be ready to discuss any concerns or issues you might have.

Raising a concern

We hope you will enjoy your time in hall, but we recognise that from time to time you may wish to raise a concern. If you are unhappy with any aspect of life in hall, please raise it with your hall manager, who will investigate and get back to you. If you are unhappy with their response or feel your concern has not been fully investigated, you may also speak to the accommodation office who may be able to offer advice.

If you remain unhappy with the response received, you may wish to raise the issue as a more formal complaint. The process for raising a formal complaint can be found at www.brookes.ac.uk/regulations/complaints/scp_gn00_index.html



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Oxford is a truly beautiful city, with the rare ability to have one foot in the past and the other firmly in the future. If you want to study in a hub of excellence, surrounded by history and fantastic culture, then Oxford Brookes will be a brilliant experience for three years of study.

From 'A student's guide to Oxford Brookes', Times Online

Written by Fiona Doran, studying Communication, Media and Culture

Where external websites have been referenced, these have been provided for information only and Oxford Brookes cannot accept responsibility for their accuracy.

Oxford Brookes halls have signed up to the Universities UK code of practice, www.universitiesuk.ac.uk/acop/

All information correct at time of printing.

Oxford Brookes is committed to the principle of equality. Our policies and practices promote equality of opportunity for all who study, work and visit our community. We seek to make the university an inclusive place to work and study and welcome applications from all sections of the community and from people at all stages of their life. To find out more, see www.brookes.ac.uk/services/hr/eod or contact the HR Team and Business Partnership Manager (Equal Opportunity and Diversity) +44 (0) 1865 485929.



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