UNIVERSITY CENTRE SPARSHOLT

HIGHER EDUCATION RESIDENTIAL HANDBOOK

For Sparsholt Students living at the University of Winchester

Welcome!

Welcome to all Sparsholt College Students living in the accommodation located at the University of Winchester. We hope you will soon feel at home and discover your way around. The Student Housing Services team at the University along with the Residential Support team at Sparsholt are here to help you settle in and sort out any Housing queries you may have.

Within this handbook there is useful information about things to do before you arrive and once you are a resident. Please take the time to go through this to make sure you understand the obligations and responsibilities that come with moving away from home and into University accommodation.

Just so you know we also send out 'Welcome to our Accommodation' information to every resident after your arrival to provide some practical information on living in our accommodation.

We hope that the information in here will help with your transition to student life and have included a list of contacts that you might wish to use for advice and support whilst living with us.

Your Residential Halls Agreement

Along with this Handbook is the Halls Agreement which inform the contract that you will make with the College when you accept your offer of accommodation. The Halls Agreement is a legal contract between you and the College and lays out the obligations the College and University has to you, and those you have to the College and University as the Licence holder in the accommodation (for e.g. agreeing to pay for your accommodation for the duration of the letting period).

Please do read through this handbook and Halls Agreement to give you the best possible start, and to know how to have a good time that is respectful of other residents, staff and the accommodation.

This is a legally binding contract. In signing the Halls Agreement, you agree to abide fully by these Regulations which includes paying for the full Period of Letting.

If there is anything you do not understand or wish to discuss regarding the contract, please contact the Sparsholt Accommodation Team before signing the Agreement.

The University of Winchester is signed up to The Universities UK Code of Practice for the management of student housing. The code assists those managing student accommodation by setting out the main elements of good management practice. It covers health and safety, maintenance and repair, and relationships between managers and student tenants and is also designed to assist students in understanding both the standards and procedures applying to their accommodation and their obligations as tenants or licensees.

http://www.thesac.org.uk

Have an enjoyable and productive year!

Sparsholt Residential Support & University of Winchester Student Housing Services

Some Useful Contacts

University of Winchester Student Housing Services
01962 827533
housing@winchester.ac.uk
Opening times: Mon – Thurs 09:00 – 17:00, Friday 09:00 – 16:30
Location: St Swithuns Lodge, Room 1

University of Winchester IT Services:
01962 827654
Helpdesk (in person) Opening times: 08:30 – 17:00
Location of Helpdesk: Martial Rose Library Top Floor
You can also log IT issues by emailing servicedesk@winchester.ac.uk at any time and they will be attended to during the above opening hours, more information is later in this handbook

University of Winchester Security Services and Site Stewards:
King Alfred Quarter: 01962 827666
West Downs Quarter: 01962 827667
For non-urgent security matters: Security@winchester.ac.uk
Opening times: 24/7
Locations: Offices on both quarters one in the West Downs Centre and one in St Swithuns Lodge

University of Winchester Maintenance:
Opening times: Mon – Thurs 08:00 – 17:00, Fri – 08:00 – 16:00
Maintenance reports are by emailing servicedesk@winchester.ac.uk at any time of the day; non-emergency issues will be attended to during the above working hours. Emergency cover during both working hours and outside of working hours can be engaged by calling the Site Stewards on the above numbers, more information is later in this handbook

Sparsholt College Student Services
wellbeingsparsholt@sparsholt.ac.uk
Opening times during term time: Mon – Fri 08:30 – 16:30
Location: Mitchell Wing

Sparsholt College Accommodation Team
01962 797486
accommodation@sparsholt.ac.uk
Opening times during term time: Mon – Fri 08:30 – 16:30
Location: Student Services, Mitchell Wing

NHS Direct:
111

The Residential Management team:

The Residential Management Team is here to support students living on campus. There is the Student Housing Services staff team working office hours and also a team of staff and student staff who provide out-of-hours pastoral care in the residences so there is always someone on hand. Then there are all the other departments that manage things like cleaning and maintenance managing the day to day needs in the accommodation.

Student Housing Services:

The Student Housing Services Manager and Housing Manager (on campus) at the University coordinate the day to day operations on campus and work to promote a positive atmosphere for residents. They are supported by two Housing Advisors, an Allocations and Systems officer, a Housing Support Assistant and Resident Assistants.

Resident Assistants (RAs):

Resident Assistants are student members of staff who act as a first point of contact for queries and concerns. They are on duty during the weekday evenings and will visit accommodation areas regularly checking on residents and passing on necessary information on behalf of the Housing team.
As well as providing advice and assistance with queries, they will also carry out regular checks on Health and Safety, Fire safety and other matters. You would be able to contact a Residential Assistant if you have a question or concern using the mobile numbers on the Housing Wall Planners in all kitchens. They will also report serious concerns back to the Site Stewards and the Housing Manager (on campus) as well as the Residential Support Manager at Sparsholt College.

Wardens

Wardens are staff members who live on and off campus to ensure the wellbeing and safety of all students living in University accommodation. Wardens will undertake shifts in the evening and be available out of hours to act as a first responder in an emergency, someone to contact for advice on University life and pastoral care in those first few weeks and throughout the remainder of the year. Wardens work closely with Housing, Security and RA's providing guidance and signposting to appropriate support systems and enabling residents to manage their physical and mental wellbeing.

Security and the Site Stewards:

Site Stewards are the University Security officers and are based at West Downs and on the King Alfred Quarter and are contactable 24 hours a day. They are primarily here to ensure the Security of the University however they help with unwanted visitors, noise and give security advice and out of hours pastoral advice. They are authorised staff able to request your student identify at any time.

All Site Stewards are first aid trained (first aid boxes are in every kitchen) and are on hand to deal with any emergencies and can facilitate access to our buildings by the emergency services.

You can contact the Site Stewards on 7667 (West Downs) or 7666 (King Alfred) from the internal phones in hallways or kitchens (emergency contact sheets are posted next to these phones or on kitchen pin boards so you don't have to remember these numbers right now!).

Information pages on our Intranet can be found here: https://intranet.winchester.ac.uk/information-bank/security/SitePages/Home.aspx

Maintenance:

The University Maintenance team is here to sort out any maintenance issues that may arise in either your room or the communal areas of the accommodation.
At the beginning of the new academic year the Maintenance team are particularly busy and non-urgent repairs will be acted on in order of priority so please be patient at this busy time.
Staff undertake an annual maintenance room check during the summer term, the dates for these are indicated on the Housing Wall Planners in all Kitchens.

Please note that Maintenance do not deal with IT related problems. Please see the 'IT Services' section below.

Information pages on our Intranet can be found here: https://intranet.winchester.ac.uk/information-bank/maintenance/SitePages/Home.aspx

Campus Management - the Cleaning and Portering staff:

It is in everyone's interests to maintain a clean, hygienic and safe environment. The University's domestic staff is part of the Campus Management team and will clean all communal areas on a regular basis, including the shared shower and toilet facilities at West Downs and in our Catered Halls.

To break this down further they won't clean rooms or en-suites in rooms and will clean the surfaces and floors in the kitchens. They will also hoover corridors. They are not responsible for dirty dishes and if the sink in a kitchen is full of dishes will report this to the Domestic Supervisor as they might not be able to get water to do their jobs. It is the resident's responsibility to move all general waste, recycling and food waste from the flat to the external bins.

Warnings can be applied if a room or communal area is not kept to an acceptable standard (see the Halls Agreement), but we try to get you to work together before we turn to the regulations for action.

Domestic Supervisors and Housing staff undertake communal cleanliness checks regularly and room cleanliness checks once a term and the dates for the room checks are on Housing Wall Planners in all kitchens. Please make sure you are familiar with the dates - they will take place! If, after a room inspection the Domestic supervisors or Housing staff feel that a bedroom is in an unacceptable condition, a warning may be applied (see the Halls Agreement).

The Portering team are also part of Campus Management and are the team that could, for e.g., replace an old mattress or broken furniture in a room or kitchen.

Catering Services:

The Catering team run the University Food hall and several café style learning environments on both our campuses. Any student can use their Student Campus card to buy food or drinks by having an electronic purse that they can load money into whenever needed.

There are a variety of vending machines located at various points around the University campus that vend hot and cold drinks, cold snacks and confectionery. A map of the various locations around campus is available on Catering's 'Food on Campus' intranet webpages and most machines take Debit Cards.

Students with a self-catering package are welcome to use the catering facilities and can either pay in cash or, to take advantage of the discounts and benefits available from your Campus Card, go to the Catering webpages and follow instructions to set up an account. Please note preferential discounts are available when using your campus card to pay for food and drink and cards can only be used by the person it belongs to.
https://intranet.winchester.ac.uk/information-bank/food-on-campus/SitePages/Home.aspx

Food on Campus Semester Opening Times

KING ALFRED QUARTER

King Alfred's Food Hall - Level 3 King Alfred Centre
Monday - Friday: 08:00 - 14:30 / 16:30 - 18:30
Saturday - Sunday: Closed

Learning Cafe - Level 4 King Alfred Centre
Monday - Friday: 07:30 - 16:00
Saturday - Sunday: Closed

KKB Cafe - Kenneth Kettle Building
Monday - Friday: 08:00 - 17:00
Saturday - Sunday: 10:00 - 16:00

WEST DOWNS QUARTER

West Downs Centre
Monday - Friday: 08:00 - 17:00
Saturday - Sunday: Closed

Information pages on our Intranet can be found here: https://intranet.winchester.ac.uk/information-bank/food-on-campus/SitePages/Home.aspx

IT Services (KDS):

Student Residents will be able to connect to the Internet via the visitor connection.

Wellbeing – Sparsholt Campus:

We hope that you are looking forward to this new chapter of your life with great enthusiasm but appreciate that some students can feel a little apprehensive also. It is normal to take a while to settle into a new experience but if you find that you are not settling in as well as you thought or you feel very homesick, or worried, you can find someone to talk to in Wellbeing. Homesickness is common in the first few weeks but can really occur at any time. The student support team in Wellbeing are available if you would like to talk anything personal through.

As a general note Wellbeing covers the following areas:

- Support and advice for personal issues which are affecting study
- Struggles with workload and University life in general
- Information on student finance
- Health
- Study Skills
- Money Matters and sources of funding
- Counselling
- Specialist help for students with disabilities and learning differences
- Support for mental health and wellbeing
- Support for Care Leavers

For contact details, please see the front of this handbook

The University also has a Chaplaincy Service which is for everyone in the University, regardless of faith or lack of it. They won't try and make you religious, but can listen and talk in confidence about all matters great and small. The Chaplaincy also runs a range of activities which can provide a great way to meet people

You can email the Chaplaincy team at: chaplaincy@winchester.ac.uk or access their intranet pages at: https://intranet.winchester.ac.uk/informationbank/chaplaincy/SitePages/Home.aspx

Before you arrive

Your offer of accommodation

First things first are to accept your offer of accommodation. To do this you need to read and sign your Halls Agreement and return to us by post prior to your arrival.

Please note;
If you choose to decline this offer and then change your mind, it is very unlikely we will be able to offer you another room. Keys to housing will not be issued until we have received your signed Halls Agreement.

Your offer of accommodation will detail what accommodation you have been offered as well as the licence length and dates of let.

Self-Catered Agreements

Sparsholt College students sign up for a let in self-catered halls for 42 weeks, which includes the Christmas and Easter vacations. This means you don't have to move out during these vacation periods.

Where is your accommodation and key collection?

Key Collection

All accommodation keys will be issued in September, please refer to your email from the Accommodation Team at University Centre Sparsholt regarding collection point. After this, arrivals will report to either the University Main Reception or the Housing office.

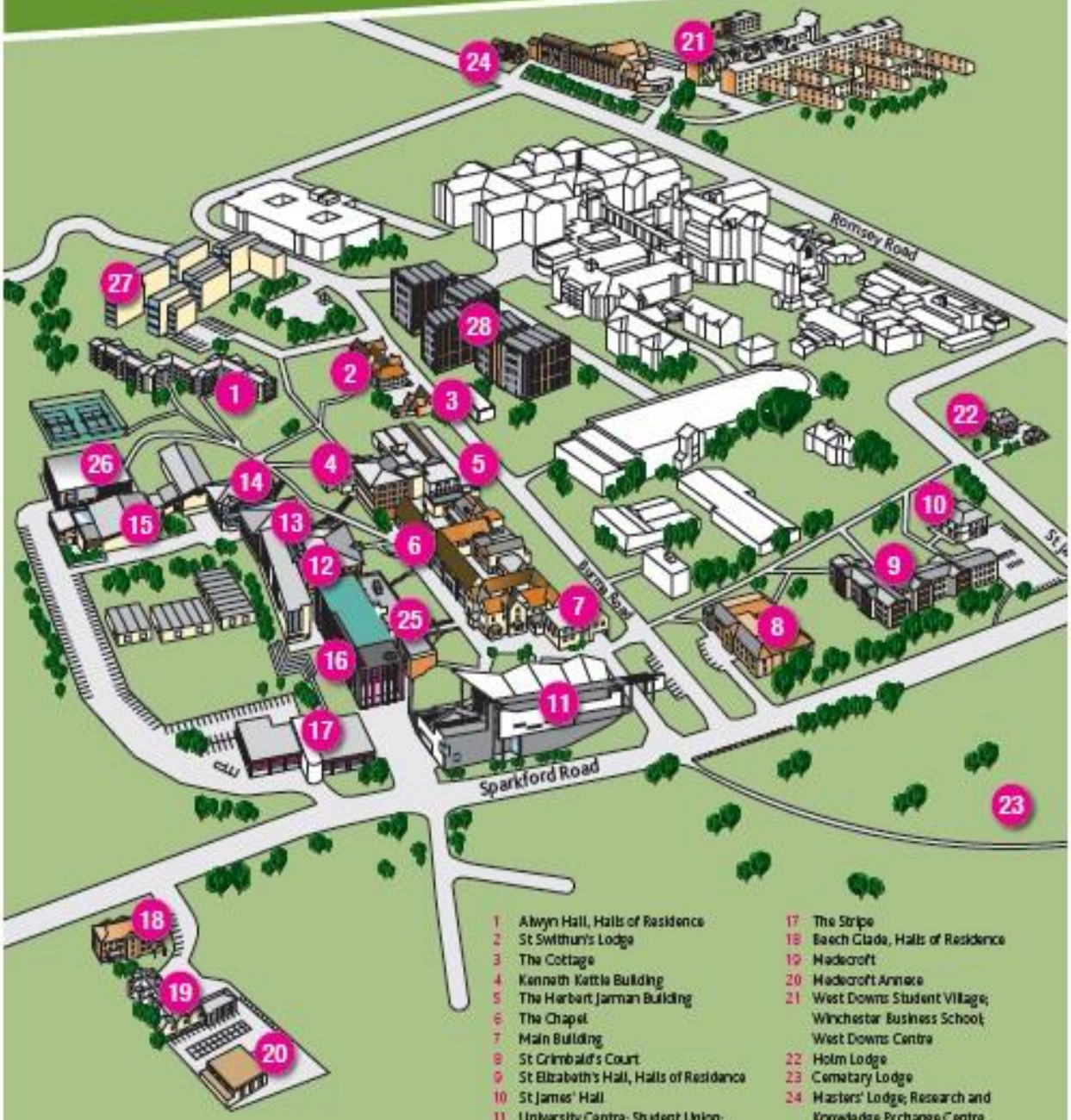
Once you have your key you will be given time to unload the car and then asked to move offsite to park longer term.

Once you have your key it's important to keep it safe, please note that there are charges for replacement keys and in some cases front or bedroom door locks should you lose this as well as if you don't sign them back in at the end of your Agreement. Please see the Halls Agreement for more information.

DON'T GIVE YOUR KEYS TO ANYONE ELSE AT ANY TIME – KEEP THEM SAFE

THE UNIVERSITY OF WINCHESTER

Finding your way around the University of Winchester



1 Alwyn Hall, Halls of Residence
2 St Swithun's Lodge
3 The Cottage
4 Kenneth Kettle Building
5 The Herbert Jarman Building
6 The Chapel
7 Main Building
8 St Crimbald's Court
9 St Elizabeth's Hall, Halls of Residence
10 St James' Hall
11 University Centre; Student Union; Main Reception
12 The Martial Rose Library
13 Tom Atkinson Building
14 Fred Wheeler Building
15 Bowers Building and the Centre for Sport
16 St Alphege Building
17 The Stripe
18 Beech Glade, Halls of Residence
19 Medecroft
20 Medecroft Annexe
21 West Downs Student Village; Winchester Business School; West Downs Centre
22 Holm Lodge
23 Cemetary Lodge
24 Masters' Lodge; Research and Knowledge Exchange Centre
25 St Edburga Building
26 Performing Arts Studios
27 Queen's Road Student Village, Halls of Residence
28 Burma Road Student Village, Halls of Residence

What we provide – what to bring and what not to bring

Study bedrooms:

A single bed, a mattress and protector, wardrobe, draw unit (varied sizes), some shelves (varied amount), desk, desk lamp, desk chair, bin, pin board for posters, curtains and carpets and electrical and internet sockets. In the en-suite study bedrooms there are shower, toilet and sink pods, some shelves (varied) and a mirror (some also have towel rails).

The pin boards in each bedroom are for posters / pictures / timetables and must be used instead of the walls. If any items are stuck to the walls you may be charged for redecoration if walls are damaged.

Things you should bring with you are;

- Bed linen
- Duvet
- Pillows
- Towels
- Toilet rolls *(one roll be supplied in all toilets for arrival, after this you must supply your own)*
- Cleaning products to keep your bedroom or en-suites clean!

Things you shouldn't bring with you include but are not limited to (please see the Halls Agreement):

- Candles / incense sticks / tea lights
- Fireworks
- Oil or electric heaters
- Any smoking equipment
- Large fishing equipment
- Firearms (unless they are pre-booked in and taken straight to the College armoury)
- Dartboards
- Any weapon or replica weapon
- Any illegal substances and/or associated paraphernalia
- Any psychoactive substances and/or associated paraphernalia
- Any extra white goods or furniture items (medical fridges can be provided for proven needs)
- Pets of any kind – yes including fish!

Kitchens / Kitchenettes:

In our self-catered accommodation (Burma Road) kitchens come with an electric cooker and hob, fridges and freezers (total number of residents will affect amount of these), cupboard space, microwave, kettle, toaster, sink and drainer, table and chairs and easy chairs, waste and recycling bins, iron and ironing board, hoover, mop and bucket, dust pan and brush, broom, first aid kit and appropriate firefighting equipment (residents are not asked to fight fires but can use common sense and access this equipment if ever needed).

Things you should bring with you are;

- Tea towels / dish sponges or cloths
- Crockery
- Cutlery
- Saucepans
- Some food for the first few days
- Cleaning products to do your dishes and your part with surfaces or fridge spills

Things you shouldn't bring with you include but are not limited to (please see the Halls Agreement):

- All of the study bedroom items noted previously
- Any extra white goods or furniture items
- Chip fryers
- Excessive amount of appliances that could take up fair space in the kitchen

Property Safety and Contents Insurance

Please make sure the doors are windows of the accommodation are kept locked when the property is unoccupied.

The University has arranged for core possessions insurance, through Howdens, for every student living in University managed accommodation (on and off campus). The cost will be included in your accommodation fee. The insurance will cover you for the duration of your agreement and will cover a range of belongings. It is important that you check the cover provided at **https://www.endsleigh.co.uk/personal/home-insurance/check-your-student-cover/**

There are options to customise and extend this cover which can include insuring your mobile phone outside of your room; the cost of which is payable by the Student and **not** the University or College.

All claims will be handled directly by Howdens.

Meningitis and Septicaemia

Older teenagers and University students are identified as potentially being at risk of infection of these due to living and being in close proximity of each other, for example living in University halls.

From August 2015, all 17 and 18-year-olds in school year 13 and first-time university students up to the age of 25 have been offered the Men ACWY vaccine as part of the NHS vaccination programme. The Men ACWY vaccine protects against four different causes of meningitis and septicemia – meningococcal (Men) A, C, W and Y diseases.

This infection can come on suddenly and progress quickly, early symptoms can vary and are not unlike flu (or in some cases hangover) and include:

- A severe headache
- Vomiting
- Stiff neck
- Sensitivity to light
- Drowsiness and difficulty waking up
- Pale, blotchy skin and a distinctive rash

These symptoms can appear in any order and not everyone will get all of them, don't wait for a rash to develop, if you or someone you know is unwell and displays the symptoms of meningitis you should seek immediate medical help as early diagnosis and treatment is vital.

Please check this situation with your GP's before arriving and do what you can to safeguard yourself, more information can be found on the NHS pages here:
http://www.nhs.uk/conditions/Meningitis/Pages/Introduction.aspx

Moving In

The Halls Agreement is for the academic year and you are expected to remain in your allocated room for that period. If you want to leave the room completely there are two avenues for this. If you leave the College, so stop studying, you can be released from your Agreement but you remain liable for the occupation fees if a replacement cannot be found. If you leave the room but stay studying a replacement would need to found by you to take the room over and you would be liable for the occupation fees if a replacement cannot be found.

Welcome week

Welcome week is designed to help you settle into University and make friends. You will receive lots of information from the University and the Students' Union letting you know what's going on in the first week after arrivals. Information on Freshers' Fair is also provided.

Housing Wall planner

These wall planners are attached to the notice boards in all kitchens in all the accommodation areas, and provide useful quick reference information from contact details of Site Stewards and Residential Assistants to what to do if you lose your accommodation key. They also tell you when room inspections are due so do take note of these planners!

They are put up before arrivals but if you couldn't find one when you move in, or it goes missing during the year, flag this to Housing staff for a replacement.

Inventory

When you collect your key, you will be advised on how to complete an online inventory, and we encourage you to fill this out as soon as possible after move in as its your opportunity to record anything that is missing or damaged. You could even take photos of the damage and send them to Housing@winchester.ac.uk.

If you do not complete the inventory, the assumption will be made that all decoration, furniture, fittings, and other inventory items are in place or in good repair. Inspections of rooms will take place throughout the academic year, and any damage or decoration issues, outside of fair wear and tear, not captured on the inventory could be deducted from your deposit.

The inventory is an important part of your Halls Agreement to ensure that you don't get charged for damage you didn't cause after you move out.

Please note the inventory is a record of the condition of your room, not a maintenance reporting form. Information on how to ask for missing items or report broken things is later in this handbook.

In the self-catered accommodation an inventory of the kitchen area will be left in the kitchen for all residents to complete together, to help you start communicating as a house and appreciate your level of responsibility for the communal areas. All residents must sign these before they are returned to the Housing office and we ask for these within seven days. There can be a turnover of residents in the first few months which is ok, as long as we have the snap shot of the kitchen from the first week of term we will accept this.

The Residential Assistants will be reminding you and helping out with the communal inventories within that first busy week.

TV Licence:

If you are going to watch or record television in your room on any device, you will need to have a TV licence. Devices include laptops, PC's, mobile phones or games consoles. Please check the TV licensing website for more details: http://www.tvlicensing.co.uk/

Please be aware that the TV reception in some accommodation areas can be poor due to external signal locations and the geography of the University's campuses.

Car Parking and Public transport

The University has a very small number of parking spaces that are for staff and students who live outside of Winchester. We strongly advise you not to bring a car to Winchester as most neighbouring roads to campus are covered by resident permit zones.

Winchester is a small city and everywhere is within walking distance of the University and there is a good network of buses that cover the city.

A very limited number of permits (usually 25 per year) are available on a first come, first served basis to Sparsholt students living at Burma Road Student Village. The cost of a permit is £25 and allows the user to park in University car parks between the hours of 4pm and 8am Monday to Thursday nights and from 4pm on Fridays until 8am on Mondays. Permit holders are required to adhere to the University car parking regulations, a copy of which can be found on the University's Travel and Transport page of the Intranet: https://intranet.winchester.ac.uk/information-bank/car-parking-and-travel/SitePages/Home.aspx

To register your interest in a parking permit, complete the form (click here to access) and the team will liaise directly with you when the permit application site opens.

https://forms.office.com/Pages/ResponsePage.aspx?id=fa3wnqvqpUigevu4IDP6A9gY0HVpPVtJjkKUApcpJDBUQUFOWFJZRTBGOUYzNzlHMzA5OUNTRTJTSS4u

Adjusting to your new environment:

Coming to University can be a challenging and exciting venture but many students may find adjusting to a new more independent and communal way of living difficult. We provide accommodation to a diverse range of students from different countries, religions, race and for students with additional needs or disabilities and we expect all to be tolerant, understanding and flexible with flat mates that you may meet for the first time ever on move in day. We try to set out the expectations of you for being responsible for your room and communal living in this handbook, the Halls Agreement, in our welcome information and daily in the way we manage day to day situations. Within the Halls Agreement are details of how the University and College will deal with any breaches of the Agreement. Student Housing Services can be your first port of call for all housing issues and we will do our best to advise you. This may include signposting you to Student Services at Sparsholt who provide advice and support for personal issues that may be affecting study or University life in general.

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LIVING IN THE ACCOMMODATION:

Living communally means living with other people and for the majority of residents that means sharing facilities. Therefore, learning to collectively organise certain tasks is encouraged and we strongly advise that you all make the effort to meet and sit with all your housemates in the first few weeks to talk about ground rules regarding cleaning, noise and use of others belongings as examples. We don't want anyone to feel uncomfortable about where they live and so if you do need further assistance in dealing with an issue, speak with Student Housing, the Residential Assistants, Wardens, Site Stewards or the Wellbeing Team at Sparsholt for further advice.

We try to set out the expectations of you being responsible for your room and communal areas in this handbook, the halls agreement in welcome information and daily in the way we manage day to day situations. Within the halls agreement are details of how we will deal with any breaches of the halls agreement along with a summary of costs for damages that could be applied.

Access to the Accommodation by staff

In order to ensure that all standards are being met, including Health and Safety for example, the University reserves the right for its authorised Staff (for example Cleaners, Maintenance, Security, Housing, Recruitment Marketing and Student Services staff) to enter the Accommodation at any time where reasonable and necessary. Reasonable notice will be given whenever possible and practical.

Reasons for access may include (but are not limited to): maintenance, inspections, welfare or disciplinary concerns, viewings. A list of authorised staff will be available on the Student Housing section of the Intranet.

More information on this can be found in the Halls Agreement.

Causes of friction

Living in student accommodation has its advantages when it comes to meeting to new people and making new friends, however where you will live amongst a group of people and either above or below another flat there are a lot of people around who could be affected negatively by your behaviour which can lead to tensions and problems. Some common conflict causes include:

- Playing music, T.V or gaming too loudly at any time but especially after 10:30pm.
- Having a group of friends in a room late at night, especially if they are noisy!
- Having visitors outside of the premised days (see visitors section later)
- Clattering around in rooms, corridors or kitchens and banging doors.
- Leaving dirty dishes, food, rubbish or left overs from a few drinks before going out or pizza on coming home!
- Playing pranks on each other

We ask that you are considerate and respectful towards your housemates at all times as it will help you live together and even make friends for life. If you are negatively affected by anyone's behaviour you can always visit the Housing office for advice.

Please be advised that we do not excessively patrol our accommodation as we wish for you to be independent and as such rely on residents coming to us to be able to help - if we don't know about something we can't offer advice or assistance with it.

Noise:

We don't tolerate excessive noise at any time in any of our accommodation, and the Site Stewards can be called at any time of day if you felt you were being disturbed by excessive noise. They would attend and deal with this which may include reporting resident(s) to Housing for us to take action under the Halls Agreement. Noise really is one the biggest sources of friction both internally and externally in the wider community, residents can be asked to leave the accommodation in serious cases of this.

As already advised excessive noise is not permitted at any time but especially between the hours of 10:30pm – 8am.

SSHH!

The Student Union and University work in partnership to educate students about living responsibly in our local community and the Student Union run the SSHH campaign as part of this.

The **Silent Students Happy Homes** campaign asks you to respect your community and your neighbours, and appreciate that they may lead a different lifestyle to you! So when you're heading out for the evening, your neighbours may be getting ready to go to sleep, or putting children to bed! SSHH asks you to always try to remember this, whether you are walking into town or to The Vault or going home after a night out, please keep the noise down!

The Student's Union venue, The Vault, is very close to local residents and staff patrol around the venue at night to ensure noise is kept to a minimum; if they ask you to keep the noise down please do respect their request.

Live it up, keep it down!

The Student's Union takes excessive noise outside their venue very seriously and those students who make excessive noise may face disciplinary action, or face a ban from our venue. So remember Silent Students Happy Homes!

Your Safety and Security

You and your housemates all have a level of responsibility in respect to safety and security in your accommodation and are asked to adhere to the Universities Health and Safety and Fire Safety policies, any other related policies and information issued to you within this handbook, the Halls Agreement and in any correspondence on this matter.

Health and Safety

Examples of this are:

- Not obstruct exits, stairways, corridors, kitchen and other passage ways
- Not keep bicycles inside the Accommodation
- Not tamper with or purposefully break window restrictors

The University Health and Safety policy and information can be found here:
https://www.winchester.ac.uk/About-Us/Leadership-and-governance/Policies-and-Regulations/

Fire Safety

The University Fire Safety policy and information can be found here:
https://www.winchester.ac.uk/About-Us/Leadership-and-governance/Policies-and-Regulations/

In the event of a fire you are expected to raise the alarm and evacuate the accommodation going to your designated muster point. If it is a real fire you could also call the emergency services.
For every fire alarm you are expected to evacuate the accommodation and these will be set of accidently dueĚ to bad cooking for example as the systems we have in place are sensitive for your safety. You must not re-enter the accommodation until advised to do so by the Site Steward staff who will be alerted via radioĚ connection of the fire alarm.

Fire drills are carried out at the start of each term with prior notice of these not normally being given. You areĚ expected to co-operate with staff during any evacuation. DON'T DOUBT JUST GET OUT! Warnings and charges can be applied if you fail to evacuate.

Firefighting equipment is provided in all accommodation but residents are not expected to tackle fires. Tampering with any fire safety equipment is a serious offence and anyone found to have misused this equipment will be subject to the sanction detailed in the Halls Agreement, which can include being reported to the Police.

Prohibited items due to their fire safety risk include but are not limited to (please see the Halls Agreement):

- Candles (these have been associated with around 2000 University-related fires in the UK)
- Incense sticks, oil burners
- Fireworks
- Cigarettes or E-cigarettes
- Other known flammable items
- Furniture or furnishings including curtains and lampshades

Fire safety and cooking tips:

- Never leave food unattended or get distracted
- Clean grill pans after use
- Try to use as little oil as possible – oven chips over fried for example
- Don't leave or put anything on hot hob tops

E-cigarettes are posing a growing fire hazard and have been linked to more than 100 fires, with the Fire Services in the UK attending at least one blaze involving these devices each week. They are not permitted to be to be used in our accommodation but are not currently restricted and so can be brought into the accommodation for usage outside. If you were to bring one of these items, you should ensure the following:

- any equipment associated with these should be marked with a 'CE mark' to show that it's been tested to an approved standard
- they must not be left alone whilst being recharged

Personal safety - security

Winchester constantly ranks as one of the safest cities in the UK, however we encourage you to take care in your new environment and to report incidents on campus to the Site Stewards. Be aware of possible dangers and follow some of these tips to stay safe:

- Don't walk home late at night in the dark - travel by bus or taxi
- Don't advertise your phone or wallet in public
- If someone tries to grab a bag let it go – your safety is more important
- Don't leave your drink unattended in pubs or clubs
- Lock accommodation doors when going out - even if it's just to the kitchen!
- Report faulty locks, window latches, fire safety equipment
- DO NOT give your accommodation keys to anyone else
- Don't let anyone you don't recognise into the accommodation without checking who they are, and who they are visiting

CCTV

Some CCTV is installed in accommodation areas for residents and staff safety and security and is managed carefully and in accordance with regulations by our Security team.

First Aid

In the case of a first aid emergency you can always consider calling an ambulance, but if you're unsure or the injury is minor you could call the NHS 111 service for advice. First aid boxes are provided in every area and are restocked by the Residential Assistants each term. If you did have an accident you would be welcome to use common sense to deal with it and call either Housing or the Site Stewards to report this or for help.

Please consider whether you call an ambulance or not seriously – it should only be a life threatening emergency.

Emergency numbers will be posted next to internal phones provided by the University / on kitchen pin boards and these phones are in kitchens and internal / external corridors

Drugs and Alcohol

The possession or misuse of drugs (including cannabis) is not permitted in our accommodation. Any resident found to have brought an illegal substance into the accommodation and or be using a illegal substance, or any related paraphernalia, will be subject to the sanctions in place in the Halls Agreement, including Police involvement. The student may also be subject to the Managing Student Conduct policy which can be viewed here named 'Managing Student/Learner conduct': https://www.sparsholt.ac.uk/policies-charters/

Whatever your choices are in life it is not acceptable to engage or pressure others into taking an illegal substance. If you were to suspect or you know of anyone taking illegal substances in the accommodation you should report this to Housing and the Site Stewards who will investigate the concern. Do not live with what is a negative behaviour as you have the right to live in safe and secure accommodation.

Psychoactive substances or 'legal highs' are also banned from being brought into the accommodation or being taken. Any student found in breach of these rules may be subject to the Managing Student Conduct policy which can be viewed here named 'Managing Student/Learner conduct': https://www.sparsholt.ac.uk/policies-charters/

When it comes to alcohol be advised that most people tend to over estimate how much they can sensibly drink and how much others might be drinking. Don't be tempted to 'keep up' with others to 'fit in' or 'be like everyone else' as the reality is you'll end up drinking more than you may be able to manage and they are more than likely drinking less than you think! Alcohol abuse is unhealthy and can have a negative impact on any environment.

If after arriving you were concerned about either your level of drug or alcohol use you can contact Student Services for help, advice and signposting to services that could help. If you become worried about a house mate you could contact Student Services for support yourself as much as for your house mate.

Registering with a GP

You are strongly encouraged to register with a local GP Practice when you move to live at the University. You will receive a registration form by email from us in August.

The Friarsgate Surgery - Tel: 01962 871730

Please be reminded about Meningitis and Septicemia and if you didn't speak to your GP before arrival do so with the GP you register with in Winchester.

PAT testing of electrical items you bring into the accommodation

All portable electrical items brought into the accommodation will be PAT tested for safety during the autumn term and residents are expected to comply with the University policy on this. This can be found by accessing the University Intranet pages, the 'Information bank', then 'Health and Safety' then 'All Documents' and navigate through the pages to find the 'Portable Appliance Testing' documents.

Exact details of when your items will be tested will be provided after you move in - for more information please see the Halls Agreement.

After the initial test you would be responsible for bringing any other electrical items you brought into the accommodation to Housing to request PAT testing. This does include Christmas tree lights and we will arrange a session of these as we start to see them

Lost / Non-returned keys

Burma Road accommodation has the following key access:

- Student campus card for block, flat and room, a kitchen cupboard key and a post box key

Loss of key/campus card:

- Call the Site Steward on 01962 827666 or 827667. The team will assist with access until the following working day
- Email campuscard@winchester.ac.uk to request a replacement card (there will be a charge)

Loss of an accommodation key:

- Call the Site Steward on 01962 827666 or 827667. The team will assist with access until the following working day

- Email security@winchester.ac.uk to get a replacement key (there will be a charge for this)

Non return of accommodation key when you move out

If you do not return the accommodation key issued to you after you move out, Student Housing Services will chase you for this and if it still isn't returned may charge you for its replacement, and possibly the cost of a new lock for where you were living. You must make sure you hand any keys issued to you back when you leave and get your Student Campus card deactivated where appropriate.

Cleanliness, Rubbish and Recycling

As a reminder you are responsible for cleaning your room and en-suite, for removing general waste for your room and the kitchen to the bin points outside and for doing your dishes and making sure kitchen surfaces are clean and tidy. You need to do this regularly so realistically on a daily basis for the kitchen rubbish. You are also responsible for making sure that the grill pan, oven, microwave and fridges and freezers are cleaned regularly and that the fridges and freezer are kept free of ice build ups (if ice does build up the unit may defrost itself resulting in spoiled food and no reimbursements). We encourage you sit down with your flat mates to set some ground rules and bin rotas for example and can assist with this where necessary.

The University invites you to join it in its recycling commitment and do your best to recycle your rubbish. There is a recycling bin in every kitchen with a sticker on it as to what you can recycle and the cleaners will take this rubbish out as an incentive, as the more you recycle the less general waste you'll have to take out!

Reporting Maintenance issues

It is your responsibility as a resident in the accommodation to report all maintenance issues.

Please note that things may breakdown while you live in the accommodation as they could do in any home, and that as soon as anything does you must report it as we rely on you to do this. Once we are aware we will endeavour to repair faults within the timescales detailed in the Halls Agreement.

<u>How to report a maintenance problem:</u>

Please always use this method to report maintenance issues. This ensures the problem will be dealt with as soon as possible and you will be kept updated of progress personally. Also, by reporting this yourself you are giving access permission to your room by the maintenance staff so they get on with the job. The reply to you will include the response times for jobs and are normally categorised as; same day for emergencies, within 24hours for urgent but not an emergency and within 10days for routine or pre-planned works.

> Email servicedesk@winchester.ac.uk and remember to include your name and where you live

Maintenance Emergency

If you have a maintenance emergency like a large water leak, an electrical fault or loss of hot water / heating (essentially something that needs immediate attention) **please contact the Site Steward on 01962 827666 or 01962 827667**.

Emergency contact sheets will be posted near the internal emergency phones supplied by the University.

Planned Maintenance

We try to carry out planned maintenance of the accommodation in a way to minimise disruption or inconvenience to residents however it is inevitable that some work will be carried out while you live here. For this work we would normally give 7 days' notice of access and in the case of a boiler being out of action for example may arrange alternative accommodation for you for the duration of the works.

Reporting IT issues

To report any issues with IT in the accommodation or across the University campuses you would use the following method. This ensures the problem will be dealt by the right team and you will be kept updated of progress personally.

> Email servicedesk@winchester.ac.uk and remember to include your name and where you live

Requesting Porterage Services

Please always use this method to request jobs such as a new mattress or replacement of broken furniture. This ensures the problem will be dealt by the right team and you will be kept updated of progress personally.

> Email servicedesk@winchester.ac.uk and remember to include your name and where you live

Visitors / Guests

Overnight visitors are not allowed Monday – Thursday or on a regular basis at weekends. Occasional visitorsĚ at weekends are permitted, and once here you are responsible for their behaviour and they are expected to comply with the Student Resident Regulations. You must not leave a guest unaccompanied in the accommodation or give them your key for access in your absence.

We restrict visitors to try to maintain a positive living environment for fee paying residential students, so you are comfortable and confident in your safety and security within the accommodation, and are able to use the facilities without persistent restriction by those that do not live there. You are asked to notify the Site Stewards if you intend on having a visitor to stay - you can see more information on this in the HallsĚ Agreement.

Please do not invite people you do not know back to your accommodation!

Smoking

All accommodation areas including balconies or immediately adjacent to buildings are designated no smoking areas (including e-cigarettes) and the University is considered a smoke free site. Please pay attention to notices on site and only smoke in designated areas.

Smokers must go outside and must make sure that their smoke is not blown or drawn into any University Building and does not inconvenience other people. We do reserve the right to restrict smoking in outside areas adjacent to the residences if necessary.

Post

Once you have moved in you can start to receive post to your accommodation, do not send anything to the accommodation until after you have arrived as this may be rejected / returned to sender.

Letters and small mail will be delivered to post boxes situated near your accommodation. For parcels, if received by the University, you would normally be sent an email to your University email addresses (those listed with the University) telling you how to collect this.

Your accommodation postal address is:

Your Name
Your Block Letter / Flat number
Room number
Burma Road Student Village
Burma Road
Winchester
SO22 4SB

Posters/pictures

We do understand that you may want to bring posters or pictures to make your room feel more homely, however these should not be fixed to walls but instead on the pin boards provided. Blu/white tack, sellotape, hooks, nails etc. should not be used on walls. We discourage this due to the possible redecoration costs that may be incurred by you if these are fixed to walls.

Condensation, Ventilation and Laundries

Every residence gets condensation that can lead to damp or mould, usually when lots of moisture and steam are being produced, for instance at shower-times, when a meal is being cooked or when clothes are being dried in rooms. The moisture needs somewhere to go so you you need to ensure you ventilate the room often, even in the winter. The way you use your room will affect the amount of condensation you get. This doesn't mean that you should alter you habits drastically but you should bear in mind the following tips:

Ventilation – some ventilation of a room is essential to help combat condensation turning into damp or mould

Heating – ensuring this is working as expected (reporting if it not) as it can help evaporate moisture in the air

Extractor fans – ensuring these are working as expected (reporting it if not) to help extract shower steam for e.g.

Drying clothes – DO NOT do this in your room or around the accommodation – use the laundry facilities to dry clothes

Doors – all doors are fire doors and should be kept shut at all times, with reference to condensation keeping them shut when cooking can limit the amount of water vapour that could spread through the accommodation

Removal – In the first instance try to remove condensation and clean away any signs of damp or mould which you can do this by using a mould and mildew remover.

Reporting - If condensation or damp / mould persists in your room you must report this so it can be assessed and dealt with.

Laundry

The launderettes are run by the Student Union who work with 'Circuit Managed Laundry systems'.

Burma Road Student Villages – 24 hours access with Campus card
West Downs Quarter – 24 hours access
King Alfred Quarter (behind St Alphege) – open 7am – 7pm

- Costs as of June 2025 are:
- Standard Eco Wash: £3.00
- Extra Wash & Rinse: £4.00
- Extra Wash: £3.50
- Full cycle dry: £2.00
- Last blast: £0.50

Please make use of these, and avoid drying clothes in rooms or draping wet washing on radiators, as this can lead to damp and mould issues and poses a fire risk. There are posters in the Launderettes advising of how you report faults with any machines directly to 'Circuit' for them to deal with.

Shops

The Students' Union run shops on both the King Alfred and West Downs campus selling groceries, sandwiches, snacks, drinks, confectionary and Winchester branded clothing.

Opening Times (term time) - *correct at time of print. May be subject to minor variation:

King Alfred Quarter (King Alfred Centre)
Mon-Fri 08.00-21.00
Sat-Sun 10.00-16.00

West Downs Quarter
Mon-Fri 08.30-22.00
Sat-Sun 12.00-21.00

Moving rooms

In the first few weeks many new students may find they are not fitting in as well as hoped with house mates or get homesick and feel a change of room might solve things. Experience shows us that this isn't always the case and so we have a settling in period for 4 weeks of the first term when room transfers are not normally permitted. If you did find that you weren't settling in as expected, please do come and chat to the student services team at Sparsholt College.

Within the first few weeks of term we may also still be offering rooms that we have had back from cancellations to late applicant students that won't have any accommodation, so rooms for transfers may not be available or possible for us administrate.

Being able to transfer rooms is all based on there being rooms available to transfer to. If after 4 weeks you still wish to request a room transfer, please contact the accommodation team at Sparsholt College.

Moving out

Withdrawing from your course / Suspending studies

If you are thinking of leaving your course, there are a number of people you can chat to before you make a decision.

Sparsholt Student Services: make an appointment with a wellbeing practioner who will be able to let you know if there is any additional support to help you if you are struggling with academic or personal issues. If you have definitely made the decision to leave, they will take you through the withdrawal process.

Accommodation: Contact the accommodation team at Sparsholt College.

Moving out early

When you sign your Agreement and move into our accommodation, you agree to pay the occupation fee for the whole period of letting. If you wish to leave before the end of the Period of Letting but remain a student at the College, you will still need to pay these fees unless the accommodation team can find a suitable replacement, not already living in College managed accommodation, to take over your room.

If you want to move out, come and speak to staff in the accommodation team at Sparsholt that will advise you.

If you just chose to move out before the end of the Period of Letting, you will surrender your right to re-enter the Accommodation, returning your keys does not mean the Agreement has ended. If after moving out you wanted to re-enter communal areas of the accommodation in order to fulfil your obligations of keeping this clean, you would need to liaise with other occupiers of the accommodation or with Student Housing Services for access.

Whenever you leave the accommodation you must return any and all keys and you must leave the accommodation in the same state of cleanliness and organisation it was in on arrival, if this doesn't happen you may get charged.

Absence from halls

If you know you are going to be away from your room for more than a week (apart from during the College vacations), please let Housing Services know and tell them when you're back. This is not to check up on you, it's just so we know you are not there for security and fire safety reasons.

Appealing Regulation decisions and making complaints

During your stay with us staff are available to advise you if you find you wish to raise a query or concern about anything in your accommodation. It is important that you feel able to approach us if you feel unhappy or dissatisfied, and that you inform us at the earliest opportunity as quite often things can be resolved informally and quickly.

However, if you ever felt the need to either appeal any action or charges imposed against you under the terms of the Halls Agreement, or make a complaint about process or quickness of resolution you can this do. Further information on both your right to appeal and complaints are referenced in the Halls Agreement.