

## Your Licence

You are living in University-managed Halls and have signed a licence which is legally binding. A copy of the licence was emailed to you when you signed it, please refer to this to review the terms. Communications regarding your residence/licence are usually made to the e-mail address which you used to log into the Accommodation Portal. To ensure you receive timely responses and communications it is your responsibility to ensure that the contact details we have are correct. If you are unsure in any way, please contact [residencelife@plymouth.ac.uk](mailto:residencelife@plymouth.ac.uk)

## Your Hall Of Residence

Your hall is managed by the University, however the buildings are maintained and serviced by our building provider – UPP. The UPP team is responsible for the maintenance of your hall and housekeeping services. It is important that you notify them of any maintenance issues as soon as possible using the Home at Halls app. In addition, you can contact your hall provider in one of the following ways:

- *Student Receptions in Francis Drake Hall and Gibbon Street*  
Opening hours vary between term time and holidays and are widely publicised in receptions and on social media.
- *Telephone: 01752 582990 (Francis Drake/Mary Newman) or 01752 582984 for halls in the Student Village (Gilwell/Robbins/Pilgrim/Radnor)*

## Maintenance

UPP (the hall provider) works to the agreed targets for the resolution of issues in your hall. All maintenance issues should be reported to UPP in the first instance. Maintenance reports will be automatically re-routed back to UPP from University Accommodation Services therefore please take some time to understand how to report via the correct channel for the swiftest response.

UPP has its own app called 'Home at Halls' which can be used to report maintenance issues. You can download this free at the App Store or Google Play Store. The app can also be used to complete your inventory or track your mail and useful links are included within it. For a demonstration of the app, contact student receptions in Francis Drake or Gibbon Street. If you have problems with set up simply e-mail [contactplymouth@upp-ltd.com](mailto:contactplymouth@upp-ltd.com) for support.

Please ensure you report any maintenance issues via the app. Any reports made to reception or via phone will be directed to use the app. This is to ensure that you have a record of this report. The issue will be logged and dealt with according to its priority and any other external factors which may affect this (e.g. ordering a part). By using the Home at Halls app you can report faults 24 hours a day, and if you report a fault you are granting us permission to enter that area. Should you want to be in attendance, please contact reception who will schedule an appointment with you.

**Emergencies: if you have a maintenance emergency out of hours which cannot wait you should phone the Out of Hours emergency line on 07734 740467. Please note this is for emergencies where there is a risk to safety or security, which has to be resolved urgently, e.g. flood, broken window etc.**

Once you have reported your issues, if you experience a problem with the response or are unhappy with the resolution, you should make the University aware of this by arranging an appointment on the Accommodation Portal with a Hall Officer or by e-mailing [residencelife@plymouth.ac.uk](mailto:residencelife@plymouth.ac.uk)

**Please note: in an emergency there may be occasions where prior notification cannot be given to gain access to your room e.g. flood, fire or suspected fire.**

## Maintenance Response Times

Priority Classification	Condition	Usual Response time
Emergency	Failure or need to repair which constitutes a danger, health hazard or seriously affects the occupation of the premises e.g. leak or broken window.	1 hour to make safe  24 hours to restore or make suitable alternative arrangements
Urgent	Affects amenities but does not seriously affect occupation of the premises or the residents' living conditions e.g. no hot water/heating.	24 hours to make safe  Up to 48 hours to resolve
Routine (non-urgent)	All other conditions e.g. change of a lightbulb.	1 week

Requirement	Usual Response Time
Building maintenance	2 hours to 7 days
Water, plumbing, heating and lighting	2 hours to 7 days
Health and safety	30 minutes to 7 days
Cleaning and Waste	2 hours to 24 hours
Security	30 minutes to 24 hours
Other Facilities	72 hours

## Raising Concerns about Exploitation, Radicalisation, Harm or Abuse

The University is committed to supporting and promoting the welfare of its students and is committed to the provision of a safe environment conducive to work, study and the enjoyment of a positive experience for all members of its learning community. The University will take all safeguarding concerns, including suspicions and allegations of exploitation, radicalisation, harm or abuse, seriously and will conduct a risk assessment as soon as possible.

If the concern is found to be valid, the University will promptly make a referral to the relevant statutory authority.

If you are concerned about the welfare of a fellow student in relation to suspicion of allegations of exploitation or harm please contact your Halls Team, make a Hall Officer appointment or come to a drop-in session, or in an emergency security call **Security on 01752 588400**.

## Bomb Alert

It is very unlikely that you will receive a bomb threat. However, in the event that you do, the following procedure has been agreed with the Police:

- Whoever receives the message must inform Security immediately on 01752 588400.
- The Police will arrive at the front entrance of the hall and meet with University and/or UPP staff.
- The Police, University and UPP teams will decide whether to evacuate the building or what other action to take.
- You are expected to follow any instructions given to you by the emergency services or University/UPP staff.

## Fire Safety

Fire safety is an important factor in communities with large populations and shared living space. The following rules are in place to ensure your safety.

### **PLEASE MAKE SURE YOU:**

- ✓ Complete your hall induction by watching the videos on the Accommodation Portal. The Halls Team will follow up to ensure this is completed and following several reminders this may be treated as a disciplinary matter.
- ✓ Find out where your fire assembly point is and the quickest way to exit the building in a fire. If you feel you need a personal emergency evacuation plan please let us know.

- ✔ Evacuate straight away if you hear the fire alarm, leaving all personal belongings behind.
- ✔ Ensure any decorative items are flame retardant and do not interfere with fire safety equipment (i.e. fire extinguishers, smoke detectors, fire doors etc.) Items such as fairy lights should be battery operated; take care taken when positioning them and ensure they are turned off when unsupervised. Housekeeping teams may remove anything which is causing a hazard.
- ✔ Turn off all your appliances: Leaving electrical appliances while they're in use is extremely dangerous and therefore prohibited. Further details on the safe use of appliances can be found later in this guide. Housekeeping and maintenance teams will turn off appliances which are unattended.
- ✔ Only use plug adapters that are safety compliant. Inappropriate use of extension leads including 'daisy chaining' is strictly prohibited for your safety.
- ✔ Keep your hallways clear as this is your escape route. No personal items should be placed in hallways at any time; this includes refuse and recycling, please keep hallways tidy and keep each other safe.

## **YOU MUST NOT:**

- ✘ Use any open flames: Any items that produce an open flame such as candles, tea lights, cigarette lighters or incense are strictly prohibited, their use is a disciplinary matter.
- ✘ Re-enter the building during an alarm unless told it is safe to do so by a fire marshall.
- ✘ Wedge open fire doors, including the kitchen door
- ✘ Leave food unattended when cooking as it might burn and set the alarm off.
- ✘ Use fire safety equipment unless trained to do so.
- ✘ Intentionally block or cover smoke and heat detectors – this is an automatic disciplinary matter.
- ✘ Spray aerosols or deodorant near the smoke detectors (this may set off a false alarm).
- ✘ Use lifts in the event of an alarm (use the emergency staircase instead).
- ✘ Set off or tamper with fire alarms, fire extinguishers or other emergency equipment (except when done with the reasonable belief that it is necessary).
- ✘ Use fragrance plug-ins as these can overheat and catch fire.
- ✘ Use additional heaters - please speak to reception if there are problems with the heating in your room.

## Familiarise Yourself with Your Evacuation Meeting Point

Please note, specific evacuation meeting points may differ depending on the location of your block. Please refer to your kitchen poster for your block-specific meeting point.

Your meeting points are:

- **Francis Drake:** Fitzroy car park or opposite the Rolle building sensory garden.
- **Gilwell:** in the Gilwell car park
- **Mary Newman:** in the Fitzroy car park
- **Pilgrim:** outside of Pilgrim Block 1, next to the bins
- **Radnor:** in the Radnor courtyard
- **Robbins North Side:** in the Gilwell car park
- **Robbins South Side:** car park next to the laundrette

**Read the fire notices in your hall and plan your escape route. Keep escape routes clear.**

## Complaints

We hope you don't have any cause for complaint whilst staying with us, but if you do, please contact us swiftly so that we can help.

The University's Accommodation Services team offer daily Hall Officer appointments that are bookable on the Accommodation Portal. You can also contact Accommodation Services via email at [residencelife@plymouth.ac.uk](mailto:residencelife@plymouth.ac.uk). All complaints are dealt with under the University's Complaints procedure.

The University expects students to raise the complaint themselves. Only in exceptional situation can you ask a supporter or relative to raise a complaint on your behalf. You must give your express consent to someone to raise a complaint on your behalf. Students can submit a group concern or complaint.

Having third party permissions in place on your account does not automatically qualify your contact to raise a complaint on your behalf. If in doubt you can contact [complaints@plymouth.ac.uk](mailto:complaints@plymouth.ac.uk) for clarification on your exceptional circumstances.

Whether you make a direct complaint, or present us with concerns which develop into a

complaint, you will receive acknowledgement that your concerns are now being dealt with under this procedure.

In the case of Accommodation complaints, the first stage of your complaint will be dealt with by members of Accommodation Services, usually the Hall Officers. This is called 'early resolution'. We will make every effort to resolve your complaint informally at this early resolution stage and will ensure that you have notes of any discussions or actions that are taken in relation to your issue. You can raise a complaint by contacting the Hall Officers or e-mailing [residentcomplaints@plymouth.ac.uk](mailto:residentcomplaints@plymouth.ac.uk)

If you are not satisfied with the proposed resolution after raising your concern you can escalate your complaint by completing a formal complaint form. Your complaint will only be considered once you have completed this form. This is an electronic form which will be automatically sent to the Complaints and Appeals Office once you have completed and submitted it. The full policy and form can be found on the University's website. [Complaints Procedure.](#)

## Licence Terms and Early Leaving

The accommodation licence is a legally binding agreement and will not normally be revoked. You should think carefully before leaving accommodation, as you may still be liable for the rent as stated in the licence.

If you wish to leave your accommodation you should make an appointment to discuss this with a Hall Officer. If you decide to leave you will be asked to read the "Leaving Early" information on the Student Accommodation Portal and complete the form.

You are considered to be resident until you submit this notification and return your keys. Release from licence is only normally considered when the licensee has withdrawn or interrupted their studies – wishing to live elsewhere is not a reason for release.

As part of the notification process you may request consideration of a release from your licence on specific grounds, such as serious ill health or other extenuating circumstances that are beyond the student's control, usually resulting in withdrawal or interruption from their course. See licence agreement section 11 'Licensors Right to Terminate'. Please note that you may only request release from licence if you have already left; speculative requests will not be considered. Where a student has been withdrawn for reasons of conduct or fitness to practice, for example, they may not be eligible for release from the licence.

Any request for release will not normally be considered unless the student is able to provide compelling medical and/or other independent evidence to support their claim. This evidence should be detailed and apply to the corresponding dates of occupation in their hall. It is up to the student to provide their medical evidence with their release request. If there is no supporting evidence to consider the student will be given an opportunity to provide further documentation prior to considering the request. Requests to be released from licences are considered by a Hall Officer and two other members of the Accommodation Team before providing a response. Requests to be released from licences are equivalent to the early resolution stage of the complaints procedure.

Students who are unhappy with the resolution should raise a formal complaint via the University's online complaints form. The formal stage complaint should be submitted no more than 10 days from receipt of the early resolution outcome. Complaints will be logged by the Complaints Team and forwarded to the relevant member of staff for consideration and a response will be provided. Following your response at the formal stage, there is potential to request further review in certain circumstances. Information on how to progress the matter will be included in your outcome letter. The University complaints procedure can be found on our website: [Complaints procedure](#)

## Damages to Rooms or Shared Areas

Following appropriate investigation any damages – caused accidentally or maliciously – will be charged using the charges set by the hall provider.

A current scale of charges is clearly displayed in the Accommodation receptions. For some damages the cost can vary and will be based on current external contractor charges and you will be given a cost breakdown. Damages to your room will be allocated to you – for example the replacement of a stained mattress, as under the terms of your licence damages caused by your visitors are your responsibility.

In the case of fire safety, charges may be levied against all residents responsible, following an investigation; charges will relate to costs incurred (for example, servicing or replacing damaged fire equipment or cleaning costs related to smoking). Where the fire safety breach does not incur cost to the University this will be dealt with under the Code of Conduct.

There is a shared responsibility to act on any safety issue, e.g. removing or reporting a fire safety hazard if you spot one.

Damage charges will be added to your account as and when they occur; we will advise you that charges are going to be added to your account with the reasons why. At this stage you will have an opportunity to discuss the charge and provide any evidence which you think may be relevant. This will be considered before applying the charge and if you are still considered liable you will receive an explanation of the reasons for this.

If you remain unhappy with the decision, this can be escalated through the University Complaints procedure. The process detailed above will be treated as the early resolution stage and your matter will progress to the formal stage of the [complaints procedure](#).

## Conduct and Discipline

This document contains information about the expected safe and responsible conduct in University Accommodation and should be read in conjunction with the University's Code of Conduct and other associated policies (e.g. fire safety) If behaviour falls short of that which is expected, disciplinary processes will be implemented.

The approach and potential sanctions will differ based on the severity of the behaviour. If during the process of investigation further information comes to light, any investigation can be stopped and progressed to another stage of the process.

You should familiarise yourself with the full regulations relating to the [Student Code of Conduct](#).

If it is suspected that you have committed a disciplinary offence or breached the Student Code of Conduct, this will be investigated in line with Student Code of Conduct and Disciplinary Procedures and may include the University's Conduct and Support Manager or Head of School or their nominee.

All matters relating to a breach of the Student Code of Conduct occurring in University-managed accommodation or in relation to any events organised by the Accommodation Office will, in the first instance, be considered by the Head of Facilities and Student Accommodation or their nominee.

## Swapping Your Room and Requesting a Move

University-managed Accommodation is in high demand and as such we cannot facilitate room changes or moves without just case. Therefore room swaps and moves will only be made in exceptional circumstances.

For further information and to discuss concerns please book an appointment with the Hall Officers via the [accommodation portal](#).