

# residents' handbook 2016



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# .....Welcome to Lancaster!



*We hope that you will enjoy your time in Lancaster University Accommodation and that it will be as rewarding as possible. Take advantage of the facilities on offer and make the most of it!*

Before you come, please take the time to read through this handbook, which provides valuable information and will help you find your feet. Read it in conjunction with your College Handbook, your Residence Contract Summary of Agreement and the Terms and Conditions of your Residences Agreement (found at the back of this handbook).

The Residences Agreement you accept is a legal contract between you and the University which lays out your obligations and the University's obligations. Make sure you read the terms and conditions in the back of this handbook to fully understand your obligations.

Your Period of Residence is shown on the Summary of Agreement.

## *An award-winning Personal Service...*

*Lancaster University's accommodation team took the 'Best Customer Service' award in the National Student Housing Survey 2015. The institution has held the 'Best University Halls' title for six consecutive years.*

Our Residence Officers are responsible for the day-to-day management of the accommodation and are easy to find, being locally based in the Colleges. They can help you before you get here and throughout your time in residence with any aspects of the accommodation or life within it. Feel free to call in and see them, or get in touch using the contact details opposite.

If you encounter problems with finance, you must discuss these with your Residence Officer before the due date printed on your invoice – they can advise on hardship funds or in some circumstances vary payment arrangements on compassionate grounds.

### **BOWLAND**

**Residence Officer:** Alison Platt  
tel: 01524 594498  
e: bowlandcro@lancaster.ac.uk

**Porter:** 01524 592348

### **CARTMEL**

**Residence Officer:** Andrea Townsend  
tel: 01524 592455  
e: cartmelcro@lancaster.ac.uk

**Porter:** 01524 592304

### **CHANCELLOR'S WHARF**

**Residence Officer:** Jan France  
tel: 01524 594470  
e: cwcro@lancaster.ac.uk

**Night Porter:** 01524 594470

### **COUNTY**

**Residence Officer:** Jacqui Brian  
tel: 01524 594699  
**Assistant:** Michelle Wood  
tel: 01524 594307  
e: countycro@lancaster.ac.uk

**Porter:** 01524 592560

### **FURNESS**

**Residence Officer:** Andrew Gibson  
**Assistant:** Michelle Wood  
tel: 01524 594288  
e: furnessresidences@lancaster.ac.uk

**Porter:** 01524 593714

### **FYLDE**

**Residence Officer:** Denise Rutledge  
tel: 01524 592683  
e: fyldecro@lancaster.ac.uk

**Porter:** 01524 593401

### **GRADUATE**

**Residence Officer:** Lucyann Featherstone  
**Assistants:** Joy Payne & Mags Gardner  
tel: 01524 593342  
e: gcro@lancaster.ac.uk

**Porter:** 01524 593194

### **GRIZEDALE**

**Residence Officer:** Tracy Hargreaves  
tel: 01524 592610  
e: gzcro@lancaster.ac.uk

**Porter:** 01524 592629

### **LONSDALE**

**Residence Officer:** Louise Lawless  
tel: 01524 594970  
e: lonsdalecro@lancaster.ac.uk

**Porter:** 01524 592250

### **PENDLE**

**Residence Officer:** Keith Calvert  
tel: 01524 594502  
e: pendlecro@lancaster.ac.uk

**Porter:** 01524 592630

### **FAMILY FLATS**

**Family Flats Officers**  
Rosemary Doyle & Mags Gardner  
tel: 01524 593365  
e: flats@lancaster.ac.uk

# Arrival

*We hope your room meets or exceeds your expectations. Please make sure to complete the inventories accurately and let us know if anything falls short.*

## Paying your deposit

Please see section 8 of the Terms and Conditions

A deposit payment of £200.00 must be made before you move in, to cover missing items, damages to your room, loss or non return of your keys/key fobs, unpaid rent etc.

Providing there are no damages or missing items your deposit will normally be refunded within one month of the end of your Agreement (except where you have a future residence booking), usually by bank transfer to your UK bank account.

## Collecting your keys

You will be able to collect your keys for your room after 10.00am on the stated arrival day for your college. This will be printed on your Agreement Summary, which you can view via the application portal. If you arrive earlier than expected there may be a delay before you can collect keys.

## Inventories

After you have collected your keys you need to complete an online inventory for your room, and also for the communal areas that you have access to. We will contact you by email with a link to complete them.

It's important that you check every item in your room and communal areas and record anything which is missing or

damaged. The inventories are the official record of the condition of the room/property when you move in, and are compared with the condition of the room/property when you leave. You will be charged for any missing items or damages.

If you don't complete the relevant inventories we will assume that there is no damage or wear & tear.

## Settling in

Each College has its own Residence Officer, Administrator, Wellbeing Officer and a team of Porters, as well as a Principal and Dean. They will help you settle in and answer any questions you have. If they can't help, they can put you in touch with someone who can.

The College Residence Officer is responsible for the day-to-day management of the accommodation and is your first port of call for any queries you may have. They are normally available on weekdays during the times advertised in the college. During term time the Porters are on duty 24 hours a day and can be contacted via the Porters' Lodge in your college. See page 5 for contact details.

## Emergencies

The Porters and Assistant Deans deal with any problems as they arise. If you have an urgent problem at night or during the weekend, are taken ill, or involved in an accident, contact your Porter. If the Porter is not available, contact Security on 01524 594541.

If an emergency repair is required (and if you can't access a computer), let your Porter know.





# The Residences

*Our award winning accommodation was named 'Best University Halls' for the sixth year running in the National Student Housing Survey 2015, based on the feedback of our residents.*

The residences are fully furnished but you will need to bring some personal items. This page sets out what's provided, and what you will need to bring.

- Wireless network connection;
- Waste bin;
- Electric socket(s).

### Some rooms contain:

- A washbasin;
- Underbed storage (most rooms);
- Bedside table;
- A ¾ sized bed (single studios ONLY);
- Twin beds which zip together to provide a super king sized bed (twin studios ONLY);
- En-suite and studio rooms have a shower room including a washbasin and toilet.

### All communal kitchens contain:

- Cooker and microwave;
- Refrigerator;
- Freezer;
- Sink with hot and cold water;
- Worktop space;
- Kettle or water heater;
- Vacuum cleaner;
- Dustpan, brush, mop & bucket;
- Iron and ironing board.

Most kitchens also contain a toaster.

## What to bring

You'll need to provide your own bedding, towels and tea towels; cleaning materials; cutlery; crockery; saucepans and toiletries. Toilet rolls are not provided in ensuite rooms, though there will be one there when you arrive.

A good quality bar adapter which incorporates its own fuse is also useful. If you are travelling from outside the UK, wait until you arrive before purchasing electrical items, or bring adapter plugs compatible with the voltage system in the UK

## Provision

### All bedrooms contain:

- Desk and chair;
- Bed and mattress;
- Wardrobe with hanging section;
- Shelving;
- Carpet and curtains or blinds;
- Wired network connection;

## Storage space

Storage space may be limited – don't bring too much. Supplies are cheaply and easily available locally. Remember – fridge and freezer space is relatively limited so plan your shopping accordingly.

## Beds & bedding

*You'll need to bring bedding, or order a bedding pack in advance.*

Our bedding packs contain a duvet, pillow, covers for both, a bedsheet and a mattress protector. You can order these in advance via the online store section of the University website.

Self contained studios and family flats have larger beds for which we are unable to supply bedding packs. Many of our single beds are now bigger than average at 2 metres long, so if you buy fitted sheets please ensure they are big enough to fit. We also recommend using a mattress protector, as any stains would require the mattress to be replaced and this is recharged to the occupant.

## Posters & pictures

*We want you to be able to personalise your accommodation, and have provided notice boards for you to fix things to.*

You should only fix posters, pictures and decorations to notice boards, or on doors using white-tac.

Please avoid sticking anything to walls, ceilings, windows or in corridors. Remember, you will be charged for making good any marks and damage to paintwork or furnishings.





## Connecting to Wi-Fi

You can connect laptops and other mobile devices to the Internet and campus network using our secure 'eduroam' wi-fi service, which is available in your room and in a wide range of buildings and teaching spaces across campus.

Information about connecting to eduroam is at [www.lancaster.ac.uk/iss/connect-eduroam](http://www.lancaster.ac.uk/iss/connect-eduroam).

# Connectivity

*In student rooms on campus you can connect to the Student Residences Network (ResNet) by cable from your computer to a network point. This provides high-speed access to the Internet and to network resources on campus, including your University email account, personal filestorage, networked printers, the Student Portal, a range of software online and other learning resources.*

## Connecting to ResNet

To connect using a network cable your computer must have an Ethernet network adapter and a supported operating system; see [www.lancaster.ac.uk/iss/services/resnet](http://www.lancaster.ac.uk/iss/services/resnet). Using the network cable, connect the network socket on your computer to the available network point on the wall. When you open your web browser you should see the ResNet page; if not, browse to [resnet.lancs.ac.uk](http://resnet.lancs.ac.uk). You will be guided through steps to configure your computer for ResNet.

## TV and TV licences

If you watch live TV, including online, you will need a valid licence. This can be purchased online or by telephone. More information is available at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk). If you use a TV or anything to receive or record TV programmes (eg TV recorder, set-top box, PC with broadcast card) without a valid TV Licence you could be prosecuted and fined up to £1,000. If only one TV is being used in a communal area, only one licence is needed. TV reception in some areas of the campus is variable.

The TV licensing authorities recognise that most students do not need the final 3 months of their

licence because they leave campus during the summer. Refunds can be claimed for completely unused quarters (three consecutive calendar months, eg July, August, September), so if you buy a licence in October you can qualify for a refund at the end of the academic year. For further information, call 0870 241 5973.

You can watch on demand 'catch-up' TV without the need for a licence. This includes 'Vision', the University's online TV service which has a large catalogue of on demand programmes and films. See [vision.lancaster.ac.uk](http://vision.lancaster.ac.uk).

## Mobile phones

Mobile network reception at the University varies and cannot be guaranteed; however, there is good Wi-Fi service across campus.

## Rules

You are bound by the ResNet Terms and Conditions and the University Computer User Agreement. See: [resnet.lancs.ac.uk/terms\\_conditions](http://resnet.lancs.ac.uk/terms_conditions) and [www.lancaster.ac.uk/iss/rules](http://www.lancaster.ac.uk/iss/rules).

## Support

You can get online help via the ISS website at [lancaster.ac.uk/iss](http://lancaster.ac.uk/iss); in person at the ISS Service Desk in the Learning Zone, by email at [iss@lancaster.ac.uk](mailto:iss@lancaster.ac.uk) or by telephone on 01524 510987.



## Insurance

Please see section 21 of the Terms and Conditions

*The University arranges insurance cover for you which covers your personal effects up to £5000 and computers up to £2,500.*

If you have a bicycle it is covered up to £250. You may need to arrange additional cover – read the insurance details included with your offer of accommodation carefully, or go to [cover4students.com/blockhalls/lancaster-university](http://cover4students.com/blockhalls/lancaster-university) to view the full policy details, extend cover, or to make a claim. NB: There is a £10 excess charge on claims (£25 in the case of bicycles).

## Help with appliances

*Your Porter can advise if you require assistance with any of the appliances in your accommodation.*

You can also find manuals for all of the appliances on the Facilities website at [lancaster.ac.uk/facilities/operations/appliance\\_details.htm](http://lancaster.ac.uk/facilities/operations/appliance_details.htm).

# Services & Security

## Mail

*You can collect your mail from the Porters' Lodge in your college. The Porter will hold any registered mail and parcels for you, and you can collect that on production of some photo ID.*

Mail is kept for 10 days and is then returned to sender if it's not collected. Remember to check your mailbox and separate pigeon hole regularly.

Any package received which has the appearance of being suspicious should be reported at once to either the College Porter or Security. Following an investigation the Security Operations Manager will determine the most appropriate course of action - the package may be confiscated, or in extreme circumstances kept in isolation while the Police attend and deal with the matter. Depending on the circumstances, disciplinary or police action may be taken.

Please don't arrange to have food sent from overseas as it may be stopped at UK Customs.

During vacations and other days when there is no portering cover, mail must be addressed to, and collected from the Security Reception (except Graduate College and Chancellor's Wharf).

Please check what arrangements are in place for vacations with your college.

## Keys

Please see section 12.6, 14.2, 15.1 and 15.2 of the Terms and Conditions

Take care of the keys for your room/kitchen/flat/corridor and keep them with you at all times. If you have a key identification tag, remove it and keep it safe to stop anyone who finds your keys from entering your room/flat. Ensure the tag is replaced when you return your keys.

If you are going away for several days, we advise you to leave your keys with the Porter for safekeeping.

For security reasons, you are not permitted to have copies of your keys made. If you lose your keys you may borrow a spare set from the Porter, but must contact your Residence Officer within seven days to arrange for a new set to be cut. There is a charge for this, which is considerably higher if we consider it necessary to replace your lock as well.

Some residences also have electronic key fobs, which can break if dropped. If your fob breaks through mistreatment you will be charged for a replacement.

## Hot water & heating

Please see section 17.4 and 17.5 of the Terms and Conditions

*Our accommodation is heated from 6.00am-11.00pm in most areas.*

Heating is not normally provided in the summer months. If you have a problem with heating or hot water, please contact the helpdesk. Heating faults are not classed as emergencies but are normally dealt with within one working day (excluding weekends) of notification.

## Laundry facilities

Please see section 17.9 of the Terms and Conditions

There are launderettes on campus which are open all day and through the night. These are located in Pendle, Furness, County South, County Main, Grizedale, Lonsdale and Cartmel. Chancellors Wharf also has a launderette.

Payment is by laundry card, which can be purchased in each launderette for £5 and topped up at [www.circuitcardtopup.com](http://www.circuitcardtopup.com).

Washing machines and dryers are not permitted in the accommodation (except in some family flats).

If you have a problem with the launderette you should contact Circuit Laundries directly on 0800 0924068.



## Monitoring responsibilities

Cleaning Supervisors visit kitchens regularly to check that the cleaners are working to a satisfactory standard, and also to check the general state of your kitchen.

If your kitchen is repeatedly in an unsatisfactory condition, your Residence Officer will issue a warning and give you some time to rectify the situation. If the condition of your kitchen remains unsatisfactory, you will be charged for remedial action/ specialist cleaning and may also be subject to discipline from the Dean of your College. Any associated costs will be levied collectively as appropriate on those sharing a kitchen.

If you have any queries or concerns about the cleaning service or provision, please contact your Residence Officer, who will discuss your concerns with the Cleaning Supervisor. Your Cleaning Supervisor will normally pay you a visit to discuss the problem further.

If you have any issues with other students not fulfilling their obligations, please contact your Residence Officer.

# Cleaning

Please see sections 13.1, 13.2, 17, 22 and 23 of the Terms and Conditions

***A cleaning service is provided to the accommodation, and our cleaners service the communal areas on weekday mornings.***

This covers all of our halls of residence, but not studios, townhouses and family flats on account of the more independent lifestyle they facilitate.

## The cleaning service

Your cleaner will assist you in cleaning any shared areas such as corridors, shower rooms/bathrooms and toilets.

They will clean the kitchen floor and wipe surfaces, providing they have been left clear of dishes and food. Please refer to the notice in your kitchen for further information.

It is your responsibility to remove rubbish bags and recycling to the appropriate disposal area for your College. Your cleaner will tell you where this is.

Your cleaner does not wash dirty dishes, clear up after parties, or remove rubbish or recycling – you must do this yourself.

## Your responsibility

### Your room

We expect you to keep your room clean and vacuum it regularly. A vacuum cleaner is provided in each kitchen. Remember to check and empty the bag

regularly - the Porters keep a stock of replacements. Please empty the vacuum cleaner in the kitchen or outside the flat, to avoid setting off the fire alarm! If you have an ensuite room, you will need to keep your own shower and WC clean.

We will inspect your room from time to time. If it is not in a good condition, you will be warned, and you may incur a charge or your deposit may not be returned in full.

### Your kitchen

You, along with the others sharing your kitchen, are jointly responsible for cleaning cookers, microwaves and worktops after use; cleaning and putting away crockery, cutlery and pans after use; arranging with the other residents in the flat for ovens, fridges and freezers to be cleaned and defrosted regularly (at least once per term) and removing any items placed in rubbish and recycling bins.

Rubbish should be placed in the proper bins, and not left on the floor of the binstore areas. Wrap any sharp or broken objects (eg broken glass, tin lids etc) in newspaper before throwing them out. When you leave your room at the end of your contract, you are jointly responsible for removal of all rubbish, and leaving your flat clean and tidy.





## Emergency repairs

You can report emergency repairs - such as floods or loss of power - to your Porter, or if not available, directly to Security. These are the only repairs that can be dealt with outside normal office hours.

# Maintenance

## Repairs & fault reporting

Please see section 13 of the Terms and Conditions

***If any items in your room or the communal areas are broken or faulty, you can report this yourself via Helpdesk on the Facilities website or LUFix in the iLancaster mobile app.***

You should make sure that you include your name and room details as well as full details of the fault. Please be as detailed as possible! Rather than saying 'tap broken' say exactly what the problem is and where it is, for example 'tap dripping constantly in kitchen', or 'no hot water coming from tap in bathroom'.

As well as being able to report problems, LUFix can also provide an update if there is a problem with the job you have entered. If you have any questions about the process you can ring the helpdesk on 01524 593333. It will take longer for a minor fault to be repaired.

You are not allowed to make your own repairs to the premises or make any adjustments to it, such as replacing or attaching fittings to shower heads, painting walls, etc. Furthermore, you should never tamper with safety features such as window restrictors or smoke detectors.

## Access to LUFix

***You can access LUFix via the Facilities website or the iLancaster mobile app, and will initially need to log in using your username and password. See [lancaster.ac.uk/iLancaster](http://lancaster.ac.uk/iLancaster).***

Alternatively you can report repairs directly to your Residence Officer or Porter, or by calling the Facilities Helpdesk on 01524 593333.

In reporting a repair you are consenting to personnel entering your room or flat to assess or carry out the repair. Remember that you have the right to ask for proof of identification from any tradesperson. If you wish, you can ask for notice to be given of when the repair will be attended to, but this can extend the timescale of the repair. If a tradesperson arrives to make a repair at a time inconvenient to you, you may ask for the repair to be completed at another time, though it may be some time before a return visit is possible.

If you have any queries about the process, or the standard of work, you may discuss them with your Residence Officer.

## Planned Maintenance

***There are certain planned and routine maintenance tasks in residential areas which the University is obliged to carry out by law. We will normally give advance notification of work via your University email account and endeavour to keep disruption to a minimum.***

Amongst other tasks there will be weekly tests to fire alarm systems in all blocks. Monthly we will check the hot and cold water temperatures for legionella control, test the emergency lighting systems and inspect the fire extinguishers.

Quarterly we will inspect the fire alarm system, and clean all shower heads in ensuite rooms for legionella control.

Longer term we arrange for testing of electrical appliances, switchgear, boilers, pipework and pumps. Other planned maintenance not listed here may also be required, and we will endeavour to give you advance notice. We are unable to give notice for routine maintenance tasks.

Building and maintenance works may commence from 8.00am.

## Vandalism & Damage

If you are found to be responsible for any damage - accidental or deliberate - which exceeds reasonable wear and tear, you will be liable to pay for the costs and labour involved in making good the damage. We will also recover the costs of any emergency call-out resulting from carelessness.

Residents will be charged collectively for repair of such damages, vandalism or missing items where the person responsible cannot be identified.

Sample charges are given on page 51, with a more comprehensive list available online at [lancaster.ac.uk/accommodation/recharges](http://lancaster.ac.uk/accommodation/recharges). Please note, if your deposit is insufficient to cover any charges due, you will be invoiced for the additional charges.

## Right of Entry

Please see sections 13.10 and 19 of the Terms and Conditions

The University reserves the right to enter residence areas - including bedrooms - for the purpose of effecting necessary repairs, maintenance schedules and redecoration, or for safety and fire checks. Inspections to check the general condition of rooms and to identify any faults also take place at regular intervals. Prior notice of visits will normally be given except in emergencies or for visits to make a repair you have reported (unless you have specifically asked for notice to be given).





# Fire Safety

Please see sections 12.1-12.4 and 13.7 of the Terms and Conditions

*The most significant hazard for students living in residences is fire, and you should familiarise yourself with the Fire Action notice in your room when you arrive, and check the escape routes out of the building (including those that you would not normally use).*

Under no circumstances should the mechanism be disconnected or tampered with. Not only is this a criminal offence but it may put the lives of other residents at risk.

Even if you know you have caused the activation and believe there is no danger you must still evacuate the building, every time.

## If you discover a fire

Activate the fire alarm immediately by breaking the glass cover on the red call point located at the exit to the building. Leave the building, contact your college porter and inform them of the nature of the fire then make your way to the assembly point.

## Fire alarm testing

To ensure that the fire alarms function correctly, they are tested weekly. You will be given warning of when the testing will take place. On these occasions you do not have to evacuate the building. At any other time you should assume that when the fire alarm sounds there is a genuine fire and you should evacuate the building.

University Security will inform the Fire Service and manage the incident.

## Remember...

- Never wedge the kitchen doors open
- Keep any cookers and grill pans clean (burning fat creates smoke). Lining the grill pan with foil, which is discarded when dirty, will make it easy to keep the grill pan clean
- Never leave cooking food unattended
- Make sure the extractor fan is on when cooking
- When using aerosols ensure that they are not pointed towards the detector
- Keep the shower door shut whilst taking a shower and afterwards in order to prevent steam entering your room or the corridor
- Smoking is not permitted in any building on campus.
- Do not use your hairdryer or hair straighteners underneath a smoke detector

## Fire drills

Fire Drills give you the opportunity to practice the emergency procedures in a controlled situation. They are required by law and full co- operation will ensure that minimum disturbance is caused.

## False alarms

The Fire Service and the University work together to reduce the number of false alarms taking place on the campus.

False alarms can cause you and your fellow residents great inconvenience, particularly if they occur in the middle of the night. More seriously, when the Fire Service appliances are dispatched to your residence they are not available to attend a genuine emergency elsewhere, which could have tragic consequences for those involved in the genuine emergency.

## Fire precautions

The University has an enhanced level of fire detection in residences for your safety. The detection is designed to give early warning of a fire and consists of a combination of heat and smoke detectors.

Smoke detectors are very sensitive and may be easily activated by aerosols such as deodorants and hair sprays, steam from showers or hot taps, smoking cigarettes, and the use of hair dryers or straighteners. If a detector is activated, the fire alarm will sound and you will have to evacuate the building. You will not be allowed to return to the building until you have confirmation that it is safe to do so.

It is imperative that the ventilation systems are operating at the maximum level when cooking is taking place as cooking fumes also activate the fire alarms.

Other important features of the fire precautions are the fire doors and self-closing mechanisms which are present throughout the residences. A fire door, provided it is closed, can hold back fire and smoke for at least 30 minutes. This will enable the residents to evacuate the building before their lives are in danger. The self-closing mechanism is intended to close the door behind the occupant and therefore prevent the fire from spreading.

## Emergency evacuation

*When the Fire Alarm sounds you must leave the building immediately, following the fire exit signs.*

Do not stop to collect personal belongings and do not use the lifts.

Make your way to the assembly point and do not re-enter the building until you are told to do so.

Always leave the building when the fire alarm sounds.

## Malicious fire alarm activations

Breaking the glass of the fire alarm call point when there is no fire is classed as a malicious fire alarm activation.

Anyone who is identified as having done so is likely to be fined up to £300 and may even be excluded from residence.

Furthermore, this is a criminal act and liable to prosecution.



## Fire extinguishers

*Fire extinguishers are provided throughout the residences. They are not provided for the purpose of securing your means of escape but in order that you may prevent a small fire becoming a big fire.*

Before you use one, make sure your escape route is available and not compromised, and that you understand how and feel confident in operating it. You will be shown how to use them safely at the freshers' safety talks, and instructions are printed on the side. If you don't feel confident using it, just evacuate the building.

If you have used an extinguisher or find fault with one, you must inform the Porter so a replacement can be arranged.

Fire extinguishers are provided for your assistance and if tampered with they will not be available when required. Abuse of fire fighting and fire prevention equipment is a criminal act and will lead to severe disciplinary action and large fines, not to mention compromising your safety.

# Fire Safety continued...

## Storage

You must not store any items on corridors or stairways in University buildings. This legal requirement ensures that escape routes remain clear and combustible items aren't stored on them.

Bicycles are not permitted in any residential area, including bedrooms and shared areas, though bike storage sheds and racks around the campus are plentiful. If they are fob accessed, see your Residence Officer for a fob.

## Fire safety basics

For your safety, non-thermostatically controlled deep fat fryers are banned from the accommodation.

Please don't put metal objects into microwaves, or stick knives/forks into toasters.

The use of candles and joss sticks in student rooms has, on a number of occasions, caused a fire. For this reason candles and joss sticks are prohibited.

You should also not use irons or other hot-surfaced appliances in your room, as these will trip the power supply.

## Barbecues

During the better weather it is common for disposable barbecues to be used on campus. The careless use and disposal of these barbecues has resulted in very serious fires and damage to property in the past, and therefore barbecues are only permitted in designated barbecue areas. A location map for these can be found online at [lancaster.ac.uk/safety/barbecues](http://lancaster.ac.uk/safety/barbecues).

Disposable barbecues should only be placed on surfaces that will not be damaged by the heat produced, such as stone or brick, and you must ensure that it has been totally extinguished before disposing of it. Either let it burn out or pour water onto it.

## Smoking

Smoking in university buildings is against the law. Smoking in residences is also prohibited. Illegally interfering with fire precaution equipment to facilitate this activity is a disciplinary offence and may result in exclusion from residence.

## Personal Emergency Evacuation Plans (PEEPs)

If you would have difficulty leaving a building within three minutes in the event of the activation of a fire alarm, please consider the following:

- When the fire alarm sounds in a building you are in, can you move with reasonable ease to a staircase with a helper if necessary?
- When you arrive at the staircase can you then negotiate the stairs reasonably quickly and without help?

If you feel you cannot confidently answer 'yes' to these two questions, please contact your Residence Officer to discuss whether a PEEP should be written.

You should bear in mind, when considering these questions, that lifts must not be used during an evacuation.

## Items which must not be brought into residences

Please see sections 11.1 and 12.3 of the Terms and Conditions

***The following items must not be brought into residences:***

Additional heaters, halogen lamps, chip pans, oil, petrol, paraffin or bottled gas appliances (including oil lamps), candles or incense sticks, shisha pipes, aromatherapy oil burners and fondue sets. These can cause serious fires. You will be asked to pay for any damage caused by their use, and may also be fined under the disciplinary procedures.

PLEASE NOTE that additional soft furnishings are permitted only with the permission of your Residence Officer.

If you are unsure about anything, please check with your Residence Officer.





## Emergency calls

If you require the assistance of the police or the ambulance service, you should dial 999. Make sure that you also inform the University Security Office by dialling 01524 594541, in order that the police or ambulance can be met by a Security Officer and guided to your location. If you call from an internal telephone your call will be answered by Security directly.

# General Safety

*Our campus is very safe, and we have a dedicated and visible police presence led by PC Rooke. You can follow them on Twitter for information and updates @LancasterUniPol. On Facebook they can be found as LancasterUniPolice.*

## Crime & insurance

Please see section 12.5 & 12.6 of the Terms and Conditions

Crime on campus is relatively low, but it's important that you keep residences secure. Always keep your building and flat doors locked, as well as your bedroom: Our insurance policy covers the theft of your belongings from your room - but only if it is locked. Never leave valuable items on display, and if you live on a lower floor, you should close your window when you go out.

Please report any faults with locks or security measures you may find.

## First aid

The University has in excess of 90 fully trained first aiders whose places of work are distributed throughout the campus. First aid boxes are also available in each College Porters' Lodge. If you require first aid assistance you should contact your College Porter. See 'Health & Support' for more information.

## Electrical safety

Please see sections 12.1, 12.3, 13.7 and 13.8 of the Terms and Conditions

You will probably bring with you many items of electrical equipment for use in your room. Electrical

equipment that is faulty can cause electric shocks or electrocution. In addition, electrical appliances are often the cause of fires, due to faults or misuse. Do not use any electrical equipment that is cracked, shows burn marks, has a worn flex, exposed copper wire, is faulty in operation or smells odd when in use.

Where non rechargeable electric equipment is being brought in from outside of the United Kingdom please see your residence officer who will supply you with a replacement electric flex for the equipment or advise you on the use of a suitable adaptor. For rechargeable equipment such as mobile phones and tablets, UK chargers are readily available and are preferred to the use of adaptors.

The use of irons, kettles and cooking equipment (including rice cookers) is not permitted in bedrooms (except studio accommodation). Take care not to overload electrical sockets (NB trailing lead bar adaptors may be used with care; cube adaptors are not permitted). Refrigerators and freezers may not be kept in study bedrooms. If you need one for medical purposes, speak to your Residence Officer to obtain permission.

## Removal of dangerous items

If an item that is deemed to be dangerous is discovered in the accommodation, it will be removed by the Residence Officer, Porter or Technician. You will then be contacted regarding the item.

## Banned items

No firearms, imitation firearms, blades or weapons of any kind may be brought onto campus or into the accommodation.



## Meningitis

Students have a slightly higher risk of contacting meningitis - an inflammation of the brain lining caused by bacteria or viruses. There is a national vaccination programme to offer inoculations for Meningitis C to all under 18s and students in their first year at University. If you were not vaccinated against Meningitis C at school, contact your GP as soon as possible. This vaccine does not protect against Meningitis B so be aware of the symptoms. They can vary but are not unlike flu (or in some cases hangovers).

If you begin to suffer from some of the following symptoms, contact your doctor immediately: Severe headache; Stiff neck and possibly other joints; Dislike of bright lights; Drowsiness/lack of coherence/lethargy; Fever and/or vomiting; A rash (spots or bruising under the skin which do not turn white when pressed eg with a glass).

# Health & Support

*Going to University is a challenging and exciting experience with lots of opportunities, but adjusting to a new environment can be difficult. We provide accommodation for a diverse range of students from different backgrounds and expect you to be tolerant and flexible.*

You may find the transition easy. However, you may find the first few weeks at University difficult and different from what you are used to. If you find things are overwhelming, please talk to someone – your College Residence Officer, College Advisor and College Administrator will be pleased to see you to help in any way that they can. Do drop in to ask for advice.

This might seem like the last thing you would want to do but you'd be surprised by how common some worries and negative feelings are.

## Health

**We recommend that you register with a doctor as soon as possible after arriving in Lancaster. Many students choose to register with the campus medical practice.**

**Lancaster University Medical Centre**  
You can contact the Medical Centre by dialling 01524 387780. It's open between 8.00am and 6.00pm, but you can also get help outside of these hours by dialling 111).

In case of emergency, please ring Security on

01524 594541, or simply dial 444 from an internal telephone.

If you have an accident in the college, you must complete an accident form, available from your Porter, within 48 hours. If you are taken ill, let someone know as soon as possible so we can help. If you (or a guest) suffers from any infectious disease, notify the Porter immediately.

## Smoking

Please see section 12.4 of the Terms and Conditions

Smoking is not permitted anywhere in the accommodation. For the comfort of other students, if you smoke outside, you must not do it near to doors or windows, or such that you cause nuisance to others. The use of e-cigarettes is also banned.

## Drugs

The University will not condone the use of prohibited substances. If you feel you are having problems with drugs, or have encountered such activities, don't hesitate to seek advice from within our support network.

Remember - you can also seek support and advice if you are affected by the drug use of others.

## Support for students

### College Support

You will be allocated a College Advisor when you arrive. Advisors are there to give you support and advice when needed and you can also ask your College Residence Officer, Wellbeing Officer, Administrator or Porter if you need advice or information.

### The Base

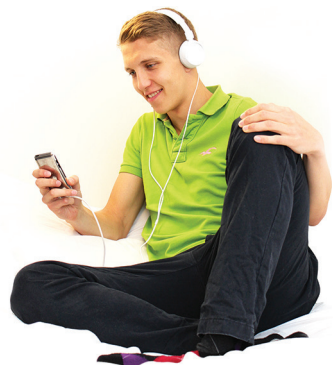
01524 592525 or internal extension 92525. Student Services incorporates various sections that relate to student life, and operates The Base, a service facility in Alexandra Square.

All of the following operate via The Base:

- Careers Service
- Counselling & Mental Health Service
- Disabilities Service
- Funding Service
- International Student Support
- Student Registry
- Welfare & Support Services

You can visit The Base for general advice on any of the above services, or to make an appointment with a specialist adviser.





## Harassment

The University has a Harassment Policy, so if you feel you are the subject of harassment or any sort of intimidation, you are advised to discuss it informally in the first instance with your College Advisor, Administrator or Residence Officer, who will offer you advice about what to do next.

# Living with others

*Life on campus has many advantages – facilities are close together and everything is easily accessible. Our college communities should be a comfortable home for everyone.*

## Protecting yourself

Violent or distressing incidents are rare on campus, and there is CCTV for your safety. Security personnel also patrol the campus at night. You shouldn't take unnecessary risks though, and if you witness any incident (whether directed towards you or someone else), please report it to a Porter or another member of staff. Such reports are treated in confidence unless we are legally obliged to pass information on.

If you're going out, tell someone when you'll be back, especially if you're away overnight. Keep to proper footpaths and well lit areas, avoid walking alone, and never leave drinks unattended in bars or clubs.

## Causes of friction

Please see section 10-16 and 22-29 of the Terms and Conditions

There are lots of people around you, and everything you do will affect them. Small tensions can quickly become problems, so try to avoid them. Common causes of conflict include

- playing music too loud, especially after 11.00 pm - everyone has a right to expect to sleep without disturbance

- Having noisy friends over to your room or especially late at night
- Having friends constantly over to your kitchen/flat without consulting flatmates.
- Clattering around in rooms, corridors or kitchens, and banging doors
- Leaving dirty dishes, food and rubbish lying around
- Playing 'pranks' on others, eg hiding belongings or taking food

Be considerate towards others!

## Noise

Avoid slamming doors, having loud discussions (including phone and skype calls) in your room or the kitchen, shouting in corridors or out of windows and turn your music down if asked!

Noise must be kept to a reasonable level at all times and should be kept within the confines of your room between 11.00pm and 8.00am. Some colleges have designated quiet areas where there are tighter rules on noise. If you are disturbed by noise try to sort it out yourself if possible. However, if the noise continues after you have asked for it to stop, seek assistance from the Porter or contact Security.

Holding parties or noisy functions in residence areas is not permitted without the prior permission of the College Deans. There is also an official "quiet period" for part of the Easter vacation and most of the Summer Term while exams are in progress.



# Environment & Sustainability

*With over 13,000 students and 2,500 staff, operations at Lancaster University have a significant impact on the environment. Our environmental policy aims to directly control and reduce our impact on this.*

You can volunteer to take part in projects on and off campus, with the Students' Union's Green Lancaster. See [involve.lusu.co.uk/greenlancaster](http://involve.lusu.co.uk/greenlancaster) for more.

## Energy and climate change

You can help the University to reduce electricity consumption by turning off lights, televisions, computers, stereos etc when you leave the accommodation or your lecture/seminar rooms. We also recommend not leaving electrical equipment on standby.

Only boiling the amount of water you need and avoiding putting warm food in fridges/freezers also helps save electricity.

Turning your radiator down or having a shorter shower will help the University to reduce gas used in the boilers and limit carbon emissions.

For further information on energy saving campaigns and tips please check the Lancaster University Sustainability webpages and Green Lancaster webpage.

## Snow & ice

The University has a snow & ice clearance policy, and this can be viewed on the Facilities website at [lancaster.ac.uk/estates/services/grounds](http://lancaster.ac.uk/estates/services/grounds).

## Recycling and waste

We actively encourage residents to recycle as much as possible.

Recycling facilities are provided in virtually all of the bin stores across campus, with bins for paper, card, mixed glass, metal cans and plastic bottles. Facilities for recycling other items such as batteries, mobile phones, printer cartridges and old electronic equipment are also available.

You can find details of all our recycling schemes on the Lancaster University sustainability webpages, at [lancaster.ac.uk/sustainability](http://lancaster.ac.uk/sustainability).

Recycling bins are provided in your kitchen, and it is your responsibility to empty them (as well as your general waste) and clean them as necessary. Remember to wash out containers before recycling and to squash bulky items such as cardboard.

Where recycling is left to accumulate or becomes a health hazard residents will be charged for its removal.



# Travel information

*Lancaster University benefits from the highest bus frequency of any UK campus University as well as excellent cycle paths between the campus, city and wider area.*

## Buses

Buses into the city centre leave from the Underpass underneath Alexandra Square every 5 minutes during the day in term-time and around every 10 minutes at evenings and weekends.

Buses 3A, 4, 41 and 42 also serve Alexandra Park and the southern perimeter road, with bus stops situated around this route. There is also a direct bus link to Lancaster Railway Station, while all bus services stop at the University Sports Centre.

UniRider bus passes offer good value if you use the buses three or more days a week. These can be purchased at the Student's Union in Bowland Main. Purple Card holders are entitled to a discount.

## Cycling

The main cycle route to the city leaves the north end of campus near Bailrigg House (beyond County College). An alternative cycle route runs along the canal to Chancellors' Wharf and the city centre. Most colleges have covered cycle stores with access fobs/key codes available from the Residence Officer, or under-cover cycle stands. Bicycles parked outside designated areas may be removed without warning. Cycling is not permitted in any pedestrianised part of campus. Cyclists should read the bicycle parking policy available at [lancaster.ac.uk/facilities/travel/cycling](http://lancaster.ac.uk/facilities/travel/cycling).

Further travel information, including cycle maps and bus timetables, are available in the Base, Students' Union and on the Facilities website.

## Car parking

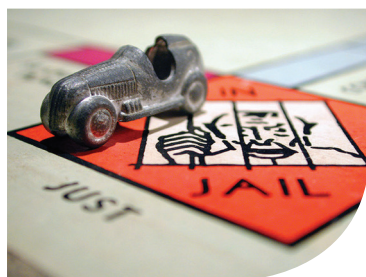
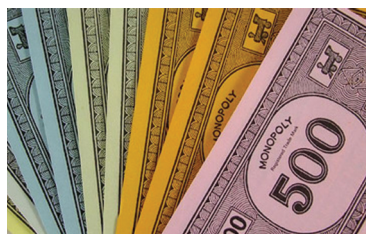
You may only park a car on campus on weekdays if you display a valid permit, or pay and display a visitor parking ticket. Please do not assume you will be eligible for a permit as students are only allowed these in exceptional circumstances.

Usually student car parking permits are for Alexandra Park only. There are a limited number of spaces available and we want to ensure that the students who need them most can access them. If you think you need to bring a car onto campus please see the travel pages on the Facilities website for full policy details.

Vehicles not parked in accordance with the regulations are liable to receive a Parking Charge Notice (PCN). There is zero tolerance on this policy. You must not park your vehicle in any area not designated as a parking area and must comply with all traffic control measures on campus. Parking on all grassed areas is strictly prohibited.

Vehicles should not be parked on the public roads surrounding the campus. The University works closely with the police and local authority to ensure continuous parking enforcement in these areas to maximise highway safety and maintain good relations with residents. Police officers will issue on the spot fines for dangerously or illegally parked vehicles. If you really need to bring a car to the University you must park on campus and display the necessary permit, during the appropriate hours.





# Property issues

*Remember, you can see your Residence Officer about anything relating to your accommodation. Contact details can be found on page 5 of this handbook.*

## Payment of rent

Please see sections 7 and 29-32 of the Terms and Conditions

Rent is payable termly in advance, online by credit/debit card via the University website. Full details about payments, due dates, administrative charges, etc are detailed in the Terms and Conditions.

Late payment of rent without a valid reason agreed by your Residence Officer will incur penalty charges as set out in the Terms & Conditions.

If you are a sponsored student, please tell your sponsor that we cannot offer a monthly payment option.

Accommodation offers for returning students with an existing rent debt will only be made on the basis that the debt is cleared before signing the Agreement or moving into the room, or where an acceptable payment plan is agreed in advance with your Residence Officer.

## Release from your contract

Please see section 7.2, 7.3, 27 & 28 of the Terms and Conditions

You are bound by your contract to pay rent for the entire duration of the contract, even if you vacate your room for a period or leave before the end of the Agreement. However, release from your contract may be possible if you withdraw or intercalate (take a year out) or if you are able to find a suitable

replacement tenant who is acceptable to the University, is a registered student, and is not already living in University accommodation.

The University will give you not less than 4 weeks notice to vacate the accommodation (normally from the date we receive official notification of your withdrawal), or in other cases from the date the contract release is agreed. You will be liable for rent for the notice period.

Returning your keys does not mean the Agreement has ended.

## Moving rooms

Please see sections 14.4, 14.5 and 24 - 28 of the Terms and Conditions

In the first couple of weeks, many new students make a friend in another part of campus, prefer facilities elsewhere, or in some cases feel they are not fitting in with their flatmates and want to move to a different room.

From experience, we have found that most people do make friends in their original location after a short time, and then no longer wish to move. The early part of term is also very busy for us and it is difficult to handle such requests. For these reasons, we do not normally allow room moves during the first month of term.

A room may be changed only with the permission of your Residence Officer. If you wish to move to another College, a College Transfer form must be completed, and full approval obtained. There is a £20 charge if you request a room move.

The University reserves the right to move you to an alternative (equivalent) room at any time.





## Visitors

*You are welcome to have visitors to your flat but please bear the other residents in mind - they pay rent to live there, while your guests available for visitors to book in guest blocks on campus. To find out more, please see [lancaster.ac.uk/sleep](http://lancaster.ac.uk/sleep).*

### Visitors overnight

One visitor may stay in your room for up to three nights in any seven day period with the permission of the Residence Officer or Porter. In order to comply with fire regulations, all visitors staying after midnight must register either in advance or on arrival with the Porter.

Visitors may not stay overnight in the residences if their host is absent from residence (this is a disciplinary offence). As you are the resident, you are responsible for ensuring that your visitors observe the University Rules, College Rules and the rules as laid down in the Terms and Conditions.

Please see your Residence Officer for further information.

After midnight, the Porter will escort any visitor acting in a noisy or obstructive manner out of the residences and if necessary out of the College or off the campus altogether.

### Under 18s

Our accommodation is for the use of students over 18 years of age (with the exception of some students that are 17 on admission but shortly to become 18). If you are having somebody under 18 to stay (for example a younger sibling) you must notify the Porter when signing them in. You may not have anyone under 16 to stay, except with the written permission of the Residence Officer.

### Single gender areas

If you are living in female-only accommodation you may not have male visitors to the flat. This is because many female students choose these areas for religious reasons. Male University staff will still have access though to carry out inspections, cleaning and maintenance work, for example.

If you live in male-only accommodation female visitors are only permitted by group consent.



## Unwanted items

At the end of the tenancy you will need to take all of your personal belongings with you, including those from the kitchen. Make sure that you take any rubbish and unwanted items to the relevant bin store or recycling point.

You may want to give anything reusable to the St John's Hospice charity shop in Edward Roberts Court.

# At the end of your contract

*When you leave the accommodation you will need to leave it clean and tidy - as you found it - in order to protect your deposit.*

## When You Leave

Please see section 15 of the Terms and Conditions

Before the end of the tenancy you should make sure that all debts to the University have been settled. You will need to have moved out, locked your room and returned the keys to the Porters' Lodge by 10.00am on the last day of your Contract.

Make sure that all inventory items are present, and that any furniture has been returned to its original location. Make sure that you clean and vacuum your room (including ensuite bathroom if you have one), and leave any communal areas clean and tidy.

You will be held liable for any rent on your room and any administration costs incurred. You will also be charged for replacing keys and/or changing locks if keys are not returned.

After you have moved out of your room and handed in your keys, the room and communal areas will be checked. If any damages or losses are found, or if extra cleaning is required or rubbish left in your room or in communal areas, deductions will be made before your deposit is refunded.

If you choose to leave early, you are still jointly responsible for any communal areas.

## Vacation Periods

Please see section 15 of the Terms and Conditions

Most letting periods are for 40, 44 or 50 weeks. Some are shorter however and do not include the Easter vacation. If you wish to stay for the Easter vacation, your Residence Officer will try to locate a vacant room for you.

Some rooms are available for students who wish to stay on campus during the summer vacation. The regulations covering Vacation Residence are the same as those for your normal room. You must pay for the booking before it commences and bring the receipt to collect the keys. On your day of departure you need to return the keys by 10.00am and leave the room clean. The minimum booking is seven nights, and in seven-nightly increments thereafter. Late departure automatically incurs an invoice for a further period, though this is of no consolation to the next visitor that can't access the room!

## Storage

Outside the period of your Agreement, the University cannot provide storage space for your belongings, though we will give you information about local storage companies. We recommend that you make appropriate arrangements for your belongings well in advance of the vacations. Any items left in rooms or shared areas after the contract has ended will be disposed of.



# Emergency management

*The University has an Emergency Management Plan which covers a range of unforeseeable scenarios, from power outages and loss of mains water, to major fires and terrorist activity.*

Departmental continuity plans are created to fit in with this, and the Lancaster University Accommodation Office plan deals with procedures in the event of a total or partial loss of accommodation, or service within the accommodation.

## Communications strategy

In the event of an unforeseen event or emergency affecting the accommodation and/or residents, we will, in the first instance, endeavour to provide information to you via email updates.

If this is not possible for any reason – for example if the event happens out of hours, or in the event of a sudden loss of power – information will be posted on large notices in your Porters' Lodge.

Depending on the nature and scale of the situation, information may be further communicated on the ground by University staff. However, the College Porters will always have access to updated information.

## Evacuation procedures

Should we require you to evacuate the accommodation, we will sound the fire alarm, and you should follow evacuation procedures as advertised in your own residence building. If we require you to be moved to an alternative location, officers in attendance (such as Porters, Security, Residence Officer or nominated representatives) will direct you from the advertised muster point.

## Following on

Following the incident, and depending on the scale of it, our primary method of communication will remain (or if disrupted, revert to) email. Please do note these procedures and follow them should you need to during your tenancy.

# Terms & Conditions

of residence in University Accommodation

## T&Cs

*Please read the Agreement Summary and these terms and conditions before Accepting the Agreement Summary.*

### **THIS IS A LEGALLY BINDING AGREEMENT.**

In Accepting this Agreement, you agree to abide FULLY by these terms and conditions, which include paying for the FULL CONTRACTUAL PERIOD. If you don't take up your Accommodation once you have Accepted, your deposit will NOT be refunded.

If there is anything you do not understand or wish to discuss e.g. a disability, allergy or other special requirement, please contact your College Residence Officer BEFORE Accepting this Agreement.

***GUIDANCE NOTE: Words commencing with a capital letter have the specific meanings set out in the glossary in Schedule 1***

#### **1: Grant of Residence**

Subject to our rights to terminate this Agreement early (set out in clauses 26-29 below) we grant you the right to occupy the Accommodation for the Period of Residence. If the Period of Residence set out in the Agreement Summary does not include the Easter vacation you must vacate the Accommodation and remove all your personal possessions from it by 10 am on the last day of Term.

#### **2: Complaints**

If you wish to raise a complaint about the condition of the Accommodation or about any issue arising from the terms of this Agreement, this should be done in accordance with the Complaints Procedure

set out in the University Calendar, which can be found at <https://gap.lancs.ac.uk/complaints/Pages/default.aspx>.

#### **3: Accepting this Agreement**

**3.1:** If the Agreement has been Accepted by someone acting on your behalf, we shall assume that you have given that person authority to Accept and will regard that Acceptance as binding on you unless you have previously notified us to the contrary.

**3.2:** If you move into the Accommodation without having formally Accepted this Agreement, you will be deemed as having Accepted this Agreement by your actions.

#### **4: Enquiries**

All enquiries relating to this Agreement by you should be addressed to the College Residence Officer.

#### **5: Variations**

No termination or variation of this Agreement will be valid unless it has been confirmed in writing by the Head of Colleges and Student Life, or designated Officer.

#### **6: Governing Law**

This Agreement is governed by English Law which, for international students, may be different from what you are used to, and any legal proceedings brought by either you or us under the terms of this Agreement will be heard by the courts in England.



## Online information

The University website address is [lancaster.ac.uk](http://lancaster.ac.uk). Further information on the residences is located at [lancaster.ac.uk/accommodation](http://lancaster.ac.uk/accommodation).

Further information on the Colleges is located at [lancaster.ac.uk/colleges](http://lancaster.ac.uk/colleges); or on the following individual College pages:

### Bowland

[lancaster.ac.uk/colleges/bowland](http://lancaster.ac.uk/colleges/bowland)

### Cartmel

[lancaster.ac.uk/colleges/cartmel](http://lancaster.ac.uk/colleges/cartmel)

### County

[lancaster.ac.uk/colleges/county](http://lancaster.ac.uk/colleges/county)

### Furness

[lancaster.ac.uk/colleges/furness](http://lancaster.ac.uk/colleges/furness)

### Fylde

[lancaster.ac.uk/colleges/fylde](http://lancaster.ac.uk/colleges/fylde)

### Grizedale

[lancaster.ac.uk/colleges/grizedale](http://lancaster.ac.uk/colleges/grizedale)

### Lonsdale

[lancaster.ac.uk/colleges/lonsdale](http://lancaster.ac.uk/colleges/lonsdale)

### Pendle

[lancaster.ac.uk/colleges/pendle](http://lancaster.ac.uk/colleges/pendle)

### Graduate

[lancaster.ac.uk/colleges/graduate](http://lancaster.ac.uk/colleges/graduate)

# Your Obligations

## 7: Rent

7.1: In exchange for the right to occupy the Accommodation, you agree to pay us the Rent by the dates set out in Schedule 2 and in accordance with the payment terms detailed in Schedule 2.

7.2: You agree that if you leave the Accommodation before the end of the Agreement you will, (unless we agree otherwise which we are under no obligation to do) still be liable to pay ALL RENT FOR THE WHOLE OF THE PERIOD OF RESIDENCE unless you or we are able to find a suitable replacement occupier who is not already in University owned accommodation. The suitability of the proposed replacement occupier will be determined by us (acting reasonably).

7.3: Your obligations to pay the Rent set out in clause 7.1 apply WHETHER OR NOT you take up the Accommodation.

7.4: If the whole or any part of the Rent remains unpaid in breach of the payment terms, we will charge you £10 to cover our administration expenses for each email that we send you, acting reasonably, chasing you for payment of rent arrears.

7.5: If the whole or any part of the Rent remains unpaid at the end of each academic term in breach of the payment terms, we will charge you a penalty of £50 for late payment by way of compensation for lost interest.

## 8: Deposit

8.1: You agree to pay the deposit payment to the College Residence Officer at the time you Accept this Agreement. The deposit covers losses, damages, any additional cleaning required, key,

key fob or lock replacement where needed, and any unpaid rent or other sums payable as a result of any other breach of your obligations, including reasonable administrative expenses.

8.2: If you cancel this Agreement within 7 days of Accepting it then, provided you have not gone into occupation of the Accommodation, your deposit will be refunded in full. This provision does not apply in the event that you have Accepted this Agreement in the presence of the College Residence Officer.

8.3: We will refund your deposit within a reasonable period after the end of your Agreement, less any deductions for the proper costs we incur if you breach any of your obligations under this Agreement, including (but not limited to):

- 8.3.1: our administration fees and other losses or reasonable expenses incurred by us as a result of you not complying with your obligations
- 8.3.2: any additional cleaning required
- 8.3.3: key, key fob or lock replacement where needed
- 8.3.4: any unpaid rent
- 8.3.5: any other breach of your obligations.

8.4: If you accept an Agreement for a subsequent Period of Residence within the duration of the current Agreement we will retain your deposit against it and only refund it following your final Agreement end date. If deductions are made during the current Agreement you may be asked to restore the balance before the next Period of Residence commences.

## 9: Moving in

You agree to check and complete the Inventories (these are lists of the furniture and equipment in your Accommodation, and you will be invited to

complete these online on arrival) and notify the College Residence Officer of any discrepancies within 2 days of taking occupation. We shall assume that the Inventories are correct if you have not done so within 2 days.

## 10: College and University Rules and Regulations

10.1: You must comply in all respects with:

- the regulations for the College in which you reside. These are set out in the College Handbook enclosed with these terms and conditions, or on your College Website.
- the University Rules which are set out in the University Calendar which is available for review at <http://gap.lancs.ac.uk/policy-info-guide/5-policies-procedures/rules-of-the-university/Pages/default.aspx>. You should look at these before you Accept this Agreement.
- the Residents' Handbook available at [lancaster.ac.uk/accommodation/residentshandbook.pdf](http://lancaster.ac.uk/accommodation/residentshandbook.pdf).
- A breach of any of these rules and regulations could result in the termination of this Agreement.

10.2: In the event of any discrepancy or contradiction between these terms and conditions, the regulations for the College in which you reside, and the University Rules, the University Rules shall prevail and take precedence.





# Your Obligations *Continued*

## 11: Respect for others

11.1: You agree to have and to show respect for other persons living and/or working in the College Residence at all times, including (but not limited to):

- keeping noise at a level that does not interfere with the study, sleep or comfort of other residents, staff and neighbours. This includes TVs, stereos, CD players, musical instruments, etc. You agree to reduce the level of noise immediately if asked to do so.
- behaving with respect and consideration towards other residents, staff and your neighbours. This includes not damaging the belongings of others, not using foul or abusive language, not taking or using other residents' possessions without permission and respecting the privacy of others.
- not harassing, threatening or using violence towards any person.
- not committing any arrestable offence, or acting in a manner which conflicts with our policies on drugs, offensive weapons or equal opportunities, nor in any way acting in a manner which is likely to bring us into disrepute.
- not bringing any fireworks or any other items which we reasonably consider to be dangerous, including (without limitation) firearms, air weapons, bows, knives, swords, martial arts weapons, and any other offensive weapons including paint ball guns and replica, ceremonial and toy weapons.
- being responsible for your visitors' behaviour whilst they are in the Accommodation and College Residence. This includes being responsible for payment for any damage or losses they may cause.

11.2: You agree that we may remove or exclude

any visitor from the Accommodation, the College Residence, or any other part of the University where we have reasonable grounds to believe that their exclusion is necessary for the safety and/or well being of other persons.

## 12: Safety and Security

12.1: It is your responsibility to help ensure that the Accommodation is safe to live in, and for employees of the University to work in. Guidance is given in the Resident's Handbook and in the Guide to Electrical Safety, which you can see at [lancaster.ac.uk/safety/electrical-safety](http://lancaster.ac.uk/safety/electrical-safety).

12.2: You agree to vacate the College Residence (and ensure any of your visitors do so) immediately whenever the fire alarm is sounded and co operate at all times with our staff and the emergency services.

12.3: You shall have due regard to the fire evacuation procedures contained in the Resident's Handbook and also displayed in the College Residence, and agree not to do anything which may cause a fire hazard, including (but not limited to):

- tampering with fire doors or any of our fire prevention and control equipment
- using candles or joss sticks
- obstructing corridors, stairwells, or fire escapes
- bringing into the Accommodation any additional heaters
- using deep fat fryers.

12.4: You agree to observe our no smoking policy. Smoking is not permitted anywhere in University managed accommodation. The use of e-cigarettes is similarly banned.

12.5: You agree to ensure that your Accommodation and the College Residence in which it is located is left secure. For example, you must lock your door and close your window before leaving the Accommodation, and you must lock any corridor and main entrance doors in the College Residence when entering or leaving.

12.6: You agree not to copy your room keys or to give them to any other person.

12.7: If you are the occupant of a family flat, you agree not to permit any child to have access to:

- any open roof areas surrounding the Accommodation; or
- the landings and stairwells leading to the Accommodation unless supervised by a responsible adult.

## 13: Respect for your living environment

13.1: You agree to keep the Accommodation in a clean and tidy condition at all times and to carry out your share of cleaning in the shared areas of the Accommodation.

13.2: You agree to regularly remove rubbish and recycling from the Accommodation in a safe manner and safely place it in the designated area at your College.

13.3: You agree not to change or damage the decorative finish of the Accommodation.

13.4: You agree not to remove, damage, or interfere with any fixtures, fittings, furniture or equipment, electrical, plumbing or telecommunications installation in the Accommodation or Access Areas or any other part of the College Residence.

13.5: You agree not to erect or install any outdoor

aerial, satellite dish, or wireless router.

13.6: You agree not to keep any animals, birds, reptiles, insects or fish at the Accommodation. Assistance dogs are permitted following consultation with the Residence/Disabilities Officers.

13.7: You agree not to bring any additional soft furnishings or refrigerators and freezers into the Accommodation, except where the College Residence Officer has given prior agreement in writing.

13.8: You agree not to bring or install washing machines and dryers in the Accommodation, except in certain family flats (which are clearly identified) with the prior Agreement of the Flats Administration Officer.

13.9: You agree to promptly report any loss, breakage, damage or failure of facilities, using the reporting procedure set out in the Resident's Handbook.

13.10: You agree that we may, at reasonable times, enter the Accommodation to clean, inspect, repair, or for any other reasonable purpose (NB advance notice of visits will be given, except in the case of repairs reported by you, or in an emergency, when entry may be at any time).



## Your Obligations *Continued*

### 14: Use of Accommodation

14.1: You (and, in the case of a family flat, any members of your family authorised by us to live with you) agree to use the Accommodation only as study and living accommodation.

14.2: You agree not to sublet or allow others to occupy the Accommodation, and your rights under this Agreement are not transferable.

14.3: You agree that your visitors can only stay in your Accommodation for three consecutive nights in any week with the prior permission of the College Residence Officer, and provided that they are registered on arrival and on departure with the porter at your College (for Health and Safety reasons).

14.4: You agree that you may not move to other University accommodation without first obtaining prior consent via your College Residence Officer. There is an administrative charge of £20 if consent is given, payable to the College you are moving from.

14.5: If you are permitted or asked to move, all the terms and conditions of this Agreement are transferable to the new Accommodation.

14.6: When using ResNet at the Accommodation you must comply with our computer misuse policy, available at <http://www.lancaster.ac.uk/iss/rules>.

### 15: When You Leave

15.1: At the end of the Period of Residence you agree to:

- leave the Accommodation and all items listed in the Inventories in the same condition as they were in at the start of the Period of Residence, except for fair wear and tear;

- remove all your belongings, rubbish and recycling from the Accommodation;
- return to us all keys or key fobs to the Accommodation.
- If your Period of Residence does not include vacations, you agree to do this at the end of each term.

15.2: You agree to pay the reasonable cost of replacing any key or key fob which is not returned, or of replacing a lock (and this will include our administration costs).

15.3: You acknowledge that if you do not comply with 15.1, we are entitled to take legal action against you to require you to leave the Accommodation. We reserve the right to claim for and charge for damages and loss which we suffer or incur as a result of your failing to leave the Accommodation at the end of the Period of Residence, including (but not limited to) the costs of any such legal action.

15.4: We can dispose of your personal valuables and deduct the cost of doing so (and any storage costs) from any sale proceeds and/or the Deposit if you do not collect or remove your personal valuables within 1 month of the end of the Period of Residence (or of the date this Agreement ends if either you or we terminate it early).

### 16: Indemnity

You are liable to us for all loss or damage suffered as a result of any breach by you or your visitors of this Agreement. This includes (but is not limited to) any expense properly incurred in collecting arrears, paying professional advisors and in relation to court proceedings.

## Our Obligations

### 17: Services & Facilities

We will provide the following during the Period of Residence:

17.1: Cleaning, maintenance and repair of the College Residence as specified in the Residents' Handbook (except where damage is caused by you or by another student who is liable to repair such damage under their residence Agreement).

17.2: Operation, inspection, servicing and repair of all our plant, machinery and equipment in the College Residence including the provision of all fuel and water.

17.3: Fire fighting equipment in the shared areas of the Accommodation, the Access Areas or any other part of the College Residence.

17.4: An adequate supply of hot water for domestic use.

17.5: Reasonably adequate heat to the radiators during the Period of Residence, having regard to prevailing weather conditions. This may mean, therefore, that the heating is turned off during the summer period.

17.6: Employment of staff for the day to day running of the College Residence.

17.7: Kitchen refuse bins (including repairing and replacing them when necessary) in the shared areas of the Accommodation, and arranging for disposal of refuse from the external bin areas.

17.8: Items on the Inventories, which we shall also maintain (except for loss, breakage or damage attributable to you or your visitors).

17.9: Laundrette facilities on campus, for which

there will be a separate charge for use. Please note, the laundry facilities are provided by an external company which is responsible for them.

17.10: A telephone point within the Accommodation.

### 18: Privacy

We will not unreasonably interfere with your privacy.

### 19: Access

We will give you at least seven days notice before entering your bedroom to clean, inspect, repair, or for any other reasonable purpose (NB advance notice will not be given in the case of repairs reported by you, or in an emergency, when entry may be at any time).

Where there is reasonable suspicion that you or your guests are in breach of the rules contrary to regulation and warnings given, spot checks will be carried out without further warning. A serious breach may affect others' enjoyment of their accommodation, or contravene health and safety regulations, including those in place for staff that work in the accommodation.

### 20: Disclaimer

20.1: We shall not be liable for any failure or interruption to any services, or for any loss arising from such failure or interruption, unless it is caused by our negligence.

20.2: Subject to the provisions of the Occupiers Liability Act 1957 and the Defective Premises Act 1972, we shall not in any circumstances incur any liability in respect of loss or damage to any person or property or otherwise, unless the loss

or damage was caused by our negligence.

20.3: We have the right to carry out any alterations or building works at the Accommodation, the College or on our adjoining or neighbouring property without liability for disturbance where we have used reasonable endeavours to carry out works at times likely to minimise disturbance for as short a period as reasonably practicable (save in case of emergency).

### 21: Insurance

21.1: We will insure your personal belongings up to a specified limit, but you will be responsible for administering any claims which arise. Full details of the insurance policy are available at [www.cover4students.com/lancaster](http://www.cover4students.com/lancaster). Please note that any claim you make will be subject to the normal excesses, limitations and exclusions from cover which our insurer may impose from time to time.

21.2: We will insure the Accommodation against fire and other risks which we reasonably consider necessary.

# Procedure for Breach

## By you or your visitors of your obligations

### 22: Referral to College Dean/Residence Officer

22.1: If you or your visitors contravene any of the clauses given under Your Obligations (clauses 7 to 16), action may be taken by the relevant College Dean or College Tribunal, the University Dean, the University Tribunal or any of their nominated officers, including the College Residence Officer, in accordance with the procedures set out at Part II of the University Rules.

22.2: Your College Residence Officer will usually be the nominated officer for dealing with most matters in the first instance, and in particular with any charges for damage or any additional cleaning required within your Accommodation. This will depend, however, on the seriousness of the offence.

22.3: Where minor offences are repeated, or where offences are more serious, the case may be referred to the relevant College Dean, College Tribunal, the University Dean and/or the University Tribunal. In such circumstances, a larger fine may be imposed in addition to any charges made for damage/cleaning. Further, in serious cases, you may be asked to move to another room, to leave your accommodation permanently and/or to move out of your accommodation temporarily. The disciplinary procedures followed by the relevant Dean or Tribunal, and the appeals procedures, are laid out in your College Handbook.

22.4: The College Dean will normally deal with breaches of clauses in paragraphs 10 (College and University Regulations), 11 (Respect for others) and 12 (Safety and Security).

### 23: Payment for loss or damage

23.1: You must pay for any losses, damage, any additional cleaning required, key, key fob or lock replacement where needed, or any other breach

of your obligations and reasonable administrative expenses will be charged.

23.2: Where the perpetrators cannot be identified (and we will use reasonable endeavours to identify them), you may be charged a fair and reasonable proportion of the cost of making good any loss or damage caused, unless you can demonstrate that you were not at the Accommodation or in the College Residence when the damage occurred.

23.3: Where additional cleaning is required, you will first be issued with a warning and given an opportunity to clean your Accommodation. If the Accommodation is not returned to a satisfactory condition by the given deadline, a charge for additional cleaning will be made. Any complaint against such charges should be made in writing under the Complaints Procedure.

23.4: The following fines are designed to illustrate the types of behaviour which are unacceptable. Typical charges for damage and additional cleaning are given in the Residents' Handbook. The exact amount will depend on the seriousness of the case and could be more than the maximum shown in very serious cases.

### Safety & fire precautions:

- Propping open fire door or interfering with any self closing device, etc: £15-£100
- Activating fire alarms by cooking without due care: Up to £300
- Interfering with or covering fire detection or fire safety equipment £300
- Refusing to cooperate in the event of a fire alarm: £15-£100

### Anti-social activities:

- Throwing litter; unacceptable levels of noise: £10-£100

## Temporary exclusion of your right to occupy the accommodation for serious breach

### 24: Our Right to Temporarily Suspend your Right to Occupy

24.1: If you contravene any of the clauses given under Your Obligations, we may exclude you from the Accommodation during further appropriate investigations of the offence and/or a Tribunal hearing, if we consider, acting reasonably, that your continued presence at the Accommodation will constitute a threat to life, limb or well-being and/or criminal damage to property.

Any decision to exclude you will be made in accordance with the procedure set out at paragraph 7.4 of Part II of the University Rules, and be subject to your right to appeal which is set out at Statute 21 of the University Rules.

24.2: We may temporarily exclude you from the Accommodation if we reasonably consider, because of your behaviour, or for any other reason, that it is necessary to exclude you from the Accommodation to protect your wellbeing or the wellbeing of others or to prevent damage to the Accommodation.

## Relocation

### 25: Right to Relocate

25.1: We reserve the right to require you to move to similar alternative accommodation for reasonable management reasons including (but not limited to):

- any alterations or building works being carried out at the Accommodation and/or the College Residence or the Accommodation; or
- the College Residence being damaged, such that we deem it unfit for occupation.

25.2: We reserve the right to require you to move to similar alternative accommodation (where it is reasonable for us to do so):

- in serious cases where you have not complied with Your Obligations (or where we reasonably suspect that you have not complied with them)
- where we reasonably consider, because of your behaviour, or for any other reason, that it is necessary to move you from the Accommodation to protect your wellbeing or the wellbeing of others or to prevent damage to the Accommodation

## Terminating the contract for serious breach

### 26: Our Right to Terminate

We may terminate this Agreement by giving you notice in any of the following circumstances:-

26.1: in serious cases where you have not

complied with Your Obligations (or where we reasonably suspect that you have not complied with them); or

26.2: if you fail to comply or co-operate with a reasonable request by us to provide information or to assist in connection with a risk assessment undertaken by us (which you agree to do).

## Other reasons for the University terminating the contract

### 27: Our Right to Terminate

We may also terminate this Agreement by giving you notice in any of the following circumstances:-

27.1: if we are unable to find you similar alternative accommodation (despite our reasonable efforts) and, through no fault of your own, either (i) the current Accommodation has been severely damaged and we deem it unfit for occupation, or (ii) we are unable to provide the Accommodation as a result of events beyond our control.

27.2: if you cease to be a student of the University.

27.3: where we reasonably consider, because of your behaviour or for any other reason, that it is necessary to move you from the Accommodation to protect your wellbeing or the wellbeing of others or to prevent damage to the Accommodation.

27.4: if any information supplied by you, or on your behalf, in connection with your application to the University for a place on a programme of study and/or for a place in accommodation is untrue, inaccurate or misleading, or if you fail to disclose relevant information which would amount to a

misrepresentation.

## Notice of termination and/or relocation

### 28.: Notice and effect of termination and/or relocation

28.1: Under the circumstances set out in clause 25, we shall give you reasonable notice (taking into account the circumstances) that we are relocating you. The notice period may be as little as 24 hours.

28.2: Under the circumstances set out in clauses 26 and 27, we shall give you reasonable notice (taking into account the circumstances) that we are terminating the Agreement. The notice period will not normally be less than 4 weeks but may be as little as 24 hours. The termination of the Agreement will not affect our rights to claim against you for any loss or damage.

28.3: If the Agreement is terminated in the circumstances set out in clause 27.1, we shall refund any Rent you have paid in respect of the period after the date of termination. If the Agreement is terminated on any other grounds, we will not be obliged to refund the Rent unless we are able to re-let the Accommodation, in which case we will refund the Rent corresponding to the period after the Accommodation is re-let.



# General Provisions

## 29: Service of notices

29.1: Any notice that we serve on you under this Agreement will be made in writing and will be delivered by hand, first class post, or special or recorded delivery and sent to you at:

- the Accommodation and/or;
- the address you provide to us in the Agreement Summary, or such other address that you have notified us of in accordance with clause 29.3 and/or;
- by email to your University email address.

29.2: A notice sent by the following means is to be treated as having been received:

- if delivered by hand, on the day of delivery; or
- if sent by special or recorded delivery, on the first working day after posting or;
- if sent by first class post, on the second working day after posting or;
- if sent by email to your University email address.

29.3: You agree to notify the College Residence Officer, in writing, of any change to the address you provide to us in the Agreement Summary.

## 30: VAT

At the date of this Agreement the rent for students is exempt from VAT, but we reserve the right to charge VAT if it becomes payable during the Period of Residence, for instance, if you become a non student/or if there is a change in the law.

## 31: Council Tax

If there is any Council Tax payable in respect of the Accommodation, you (and not the University) shall be responsible for paying this to the local authority.

## 32: Guarantees of accommodation

Any guarantee given by us to allocate accommodation to you shall cease to have effect if this Agreement is terminated or suspended for any reason in accordance with these terms and conditions.

# Schedule One

## Glossary & Interpretation

**1:** Words used in the Agreement Summary and in these Terms and Conditions have the following meanings:

**"Access Areas"** Means all stairwells, corridors, landings and entrance halls within the College Residence.

**"Accept"** Means to formally accept the offer of the Accommodation on-line or by signing a paper copy of the Agreement Summary and "Accepted" and "Accepting" are to be interpreted accordingly.

**"Accommodation"** Means the accommodation offered/let to you, which includes in case of a shared flat all shared areas in that flat or any other alternative Accommodation provided where we need to relocate you under this Agreement.

**"Agreement"** Is the Agreement between us and you relating to the Accommodation and comprising:

- the Agreement Summary
- these terms and conditions
- the College regulations as set out in the College Handbook enclosed with these terms and conditions and also available from your College Administrator
- the University Rules as set out in the Calendar of the University of Lancaster, at <https://gap.lancs.ac.uk/policy-info-guide/5-policies-procedures/rules-of-the-university>
- the Resident's Handbook enclosed with these terms and conditions and also available at [lancaster.ac.uk/accommodation](http://lancaster.ac.uk/accommodation)
- the Complaints Procedure set out in clause 1 of these terms and conditions

**"Agreement Summary"** Means the specific details of the Accommodation being granted to you, the Rent and payment dates which you Accept to confirm your Agreement to these terms.

**"College"** Means the specific college named in the Agreement Summary

**"College Residence"** Means the student residential accommodation areas forming part of the relevant College

**"College Residence Officer"** Means the member of staff responsible for student residential accommodation at the relevant College Residence

**"Flats Administration Officer"** Means the member of staff responsible for the administration of family residential accommodation

**"Inventories"** Means the lists of furniture and equipment at the Accommodation, issued to you on arrival

**"Period of Residence"** Means the period of residence granted by this Agreement starting and ending on the dates stated in the Agreement Summary

**"Rent"** Means the charges for your occupation of the Accommodation as stated in the Agreement Summary

**2:** In these terms and conditions "you" means the person signing the Agreement and "we" and "University" means The University of Lancaster. The expressions "your" "our" and "us" should be read in the same way.

**3:** The Agreement is between the University and yourself only, and third parties have no right to enforce it under the Contracts (Rights of Third Parties) Act 1999.



## Rent deadlines

*In order to avoid late payment charges you must pay your rent before the due dates set out on your invoice.*

If you pay in one instalment you must pay by Friday 7 October.

If you pay termly the deadlines are Friday 7 October; Friday 13 January and Friday 21 April.

If you have a 50 week contract, the final payment is due on Friday 14 July.

# Schedule Two

## Terms & Conditions concerning payment of rent

### 1: Payment method

Rent must be paid either:

- by credit/debit card in one instalment.
- by credit/debit card in termly instalments.

The deadlines for payment of rent each term are listed on your invoice, and in the red panel to the left.

If your contract begins after October, payment is due by the contract start date.

### 2: Making payments

2.1: In order to pay by Credit or Debit card online please visit the University website and select 'online payments'. The direct address is as follows: [lancaster.ac.uk/users/finance/onlinepayments](http://lancaster.ac.uk/users/finance/onlinepayments). Please note that the University does not accept American Express or Diners Club cards.

2.2: You will be issued with an invoice for your rent and will need the invoice number before you can pay. Please don't make payments before you have received this.

2.3: Before making the payment, check whether the amount will exceed any transaction limit set by your card issuer. You may wish to advise your card issuer of any large transactions you will be making in advance.

### 3: Sponsors

If a sponsor is paying all or part of your fees, an invoice for the relevant amount will be sent within a month of your starting your course. If your sponsor fails to pay the invoice you will become liable for the

full payment. The University will advise you if this happens.

### 4: Late payment

4.1: You will be sent reminders each term to your University email address regarding any overdue balance on your account. Any overdue balances will be charged late payment penalties as stated in paragraphs 7.4 and 7.5 of the terms and conditions.

4.2: If you can't pay by the due date, you must speak to your College Residence Officer before the deadline – they are able to advise on hardship funds or in some circumstances vary payment arrangements on compassionate grounds. If you don't do this, you may be charged late payment penalties.

### 5: No refund of rent

You are not entitled to any refund of Rent if you fail to take up the Accommodation, vacate it before the end of the Period of Residence without our consent, or are absent from the Accommodation, unless using your reasonable efforts you or we are able to re-let the Accommodation.

### 6: No deductions

You are not entitled to make any deductions from the Rent.

# Appendix: Charges

*A schedule of representative costs for missing or broken items, household goods, repairs and cleaning can be found online at [lancaster.ac.uk/accommodation/recharges](http://lancaster.ac.uk/accommodation/recharges)*

Prices are intended to be indicative of the cost of repair or replacement of the items, and all include VAT and administration costs. Damage for any items not listed will be charged as per the invoice issued.

The cost of damage or cleaning in shared areas will be split between all residents if the responsible individual cannot be identified.

Where any part of any room requires cleaning, the advertised costs represent the minimum costs for extra cleaning. There may be occasions where the condition of an area is such that it requires the services of an external contractor, and this work will be charged at the contractor's costs, plus VAT, plus administration.

## For your own good

Make sure you fill in the room inventory provided at the start of the year, and also the one relating to your communal areas, and return them to us within two days of arrival. If we don't receive these back we will assume that everything is present and correct, and you will be held liable for any damages at the end of the year.

If something is damaged or broken during the tenancy, please report it to your Residence Officer when it happens. We can arrange for it to be repaired/replaced, and ascertain whether a charge will be levied.

## Sample charges

The charges below are just an illustration of the most common (indicative, based on 2015-16 charges):

### Decoration

Patch painting: £18.50 per sq metre  
Plaster damage: £35.30 per sq metre

### Cleaning

Removal of rubbish: £6.30 per bag/large item  
Removal of recycling: £6.30 per bag  
Additional Cleaning: £21  
Kitchen left dirty: As per invoice  
Chair/carpet spot clean: £12.60  
Curtain clean: £26.25

### Household items

Mop/bucket/brush replacement: £11 each  
Iron replacement: £27.55  
Kettle replacement: £22.05  
Single mattress replacement: £99.25

### Security

Window handle/ restrictor damage: £11  
Lock change required: £40.50  
Door key: £22.05  
Key fob: £11

### Damages

Damages will be billed as per the price quoted on the invoice. Repairs and replacement of items such as furniture, kitchen worktops and flooring can be very expensive.

See your Residence Officer for more information.





**Accommodation Services**  
Lancaster University LA1 4YW

**w:** [lancaster.ac.uk/accommodation](http://lancaster.ac.uk/accommodation)  
**e:** [accommodation@lancaster.ac.uk](mailto:accommodation@lancaster.ac.uk)

*Lancaster University Accommodation is approved by the UUK Code of Practice, which aims to ensure students enjoy good quality accommodation.*

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In the interest of the environment, hard copies of this publication are printed on 100% recycled, uncoated paper. Recyclable where facilities exist.

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