



# Resident Guide and Conditions of Residence

**2023/2024**

Hospitality and  
Residential Services



University of  
**Chester**

# CONTENTS

- 3 Welcome
- 4 Arrivals
- 5 General Information
- 7 The Residences
- 8 Packing List
- 9 Behaviour, Rules and Regulations
- 11 Disciplinary Procedures
- 12 Damage
- 14 Welfare and Security
- 15 Campus Facilities and Services
- 18 Reporting a problem
- 20 Health and Safety
- 21 Fire Alarm Procedure
- 24 Finance
- 25 Complaints
- 26 Catering
- 29 Contact Details
- 30 Conditions of Residence

*The information contained within this guide is correct at the time of going to print (June 2022)*





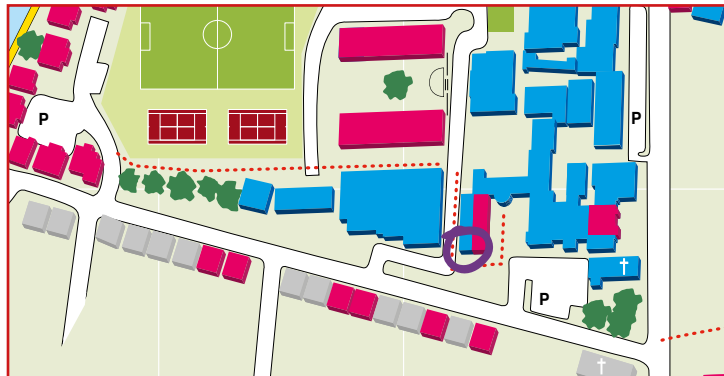
## A warm welcome from the Accommodation Team

The Accommodation Team sits within the Hospitality and Residential Services Department, and are responsible for the day to day management of the residences.

The information provided in this guide runs in conjunction with the terms and conditions you accepted when confirming your accommodation online. Abiding by the information set out in this guide and licence will ensure that everyone's experience at Chester is rewarding, safe and trouble free.



The University of Chester are signed to the Universities UK Code of Practice for University Managed Student Accommodation. The code protects students' right to safe, good quality accommodation, wherever they are studying, and makes sure students get the best out of their time living in University residences.



## CONTACT US



01244 513000



accommodation@chester.ac.uk



Accommodation Office,  
Parkgate Road Campus,  
Chester, Cheshire,  
CH1 4BJ.

## Opening Times

Monday – Thursday **9am – 5pm**  
Friday **9am – 4pm**

## ARRIVALS



### Arrival Dates

**Arrival will commence from Saturday 16th September through to Sunday 17th September. Students will be advised of the dates available to them through the induction module.**

#### E-Induction

Prior to your arrival, you are required to complete our online induction module to book an arrival timeslot and complete essential tasks. The Accommodation Team will send you information about the E-Induction prior to your arrival. It is important you complete these as they will help keep you safe during your stay.

#### Key Collection

Keys can be collected from the Parkgate Road Campus. Further details regarding arrivals will be listed on your arrival pass. The campus will be extremely busy and adhering to your slot will help with traffic

and reduce waiting times! As you arrive onto campus staff will be on hand to help you find your way.

#### Arriving Late

If you plan to arrive later than your arrival date, you must contact the Accommodation Team in advance so that arrangements can be made for your arrival. Due to availability, early arrivals are not permitted.

#### Parking on Arrivals Day

On your arrival day University security staff will be on site to help guide you to an available parking space.

If you are living off-campus, you will need to collect your keys from the Parkgate Road Campus. If you then choose to move your car closer to your accommodation, you may wish to search for local car parks prior to your arrival.

Please visit: [http:// www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk) for further details.



# GENERAL INFORMATION

## Occupancy

Rooms must be personally occupied by you and you must be registered as a student at the University of Chester. Rooms may not be used by or shared with anyone other than the designated person for that room. You agree not to assign or sublet the accommodation, give the keys to another person, or allow others to occupy the accommodation. Your rights under the agreement are not transferable to any other person.

## Inventory

An inventory is an official record of the condition of the room when you move in. You will receive a copy of the inventory in your key pack when you arrive.

## Insurance

All residential students are provided with a basic level of room insurance and we will send you your insurance

policy before you arrive at the University. Make sure you review the policy as this will outline what is, and what isn't included. You can choose and top up your cover if required.

## Parking

Due to restrictions on parking space and environmental considerations, the University regrets that it is not possible to extend parking facilities, including cars and motorcycles, to students living in University owned accommodation, except for the purpose of delivering personal belongings on arrivals day and collecting them at the end of term. Students studying at Chester and living in accommodation are not eligible to apply for a parking permit unless they have a registered disability and meet Blue Badge criteria. The application must be supported by the University's Disability and Inclusion Team based

in Student Futures via **disability@chester.ac.uk** or by telephoning **01244 511059**.

**Full Parking Guidelines are available on the Facilities Portal Page.**

**You can contact our Parking Team via [parking@chester.ac.uk](mailto:parking@chester.ac.uk)**

## TV Licence

If you choose to bring a television or watch TV through any other media you will need a valid licence. More information is available at **[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)**. Please note that the University does not provide televisions or aerials. The University of Chester is not responsible for the strength of the signal that you may or may not receive.

## Internet Connection

All student rooms are provided with a free university managed browser connection. Many of the properties are located outside the main campus and because disruption in the wireless-based service may occur, service cannot be guaranteed. Free internet provision is available on campus.

### You will need:

- A computer with a network card
- A network cable (supplied by LIS)
- A supported operating system such as Windows 7/8/10, XP or Vista

**Further information will be available in your arrival pack or you can contact the LIS helpdesk.**

## Posters and Pictures

In all areas of students accommodation posters, pictures and decorations may only be fixed on noticeboards provided by using drawing pins or on doors by the use of white tack. Notices, posters or decorations must not be fixed on walls, ceilings, windows or in corridors. Remember, you will be charged for causing damage to walls, stairs or paintwork (including blue tack marks).

## Window Restrictors

For safety reasons, you should not tamper with the safety restrictors on the windows in your accommodation. If it is identified that the restrictors have been tampered with you will be charged and subject to disciplinary procedures.



### Pets

Pets are not permitted. If you have an Assistance dog, please arrange this in advance of your arrival with the Accommodation Office and Disability and Inclusion Team.

### Room Transfers

If you wish to move to a different hall of residence we will do our best to transfer you to an alternative room. You can apply to change your accommodation from the Monday following move in day. If you wish to be considered, you should complete a transfer application which can be found on the Accommodation portal pages and return it to the Accommodation Office. Please note that a £25.00 administration cost will be charged if you move rooms.

### Inspections

Each term Domestic Services carry out accommodation inspections. The inspection will assess the conditions of the accommodation and your study bedroom. The inspections enable the University to identify any issues that may require attention. You will be notified in advance by email when room inspections will take place. On completion, you will be notified of the outcome and

any actions that may be required. A consistent unsatisfactory outcome may result in additional cleaning charges of up to £120. More information on inspections can be found by visiting Domestic Services [portal page](#).

### Accommodation Withdrawal

If you decide to withdraw, suspend studies or defer from University you must speak to the Accommodation Office and complete a withdrawal application form. Withdrawal charges will apply – please refer to your license agreement.

### Vacation Periods

**Full board residents are required to vacate the accommodation during the vacation periods.**

Christmas:

**Depart:** 16/12/23 **Return:** 02/01/23

### When You Leave

**You must have vacated the building by 10am on Saturday 22nd June, 2024.**

**To avoid any additional charges:**

- Ensure all outstanding debts to the University have been settled
- Remove all your personal belongings

- Check that inventory items are present
- Restore all furniture to its original position
- Clean and vacuum your room
- Leave communal areas clean and tidy
- Remove all rubbish including any British Heart Foundation charity bags and dispose of them in the appropriate areas. Unopened non-perishable food can be taken to the Student Union who will donate the food to the local food bank. More information on waste and recycling can be found on the Domestic Services portal page.
- On leaving your room for the last time, lock it and return your key to the Porters Lodge.

### Storage

Storage in rooms is extremely limited – please keep suitcases and items to a minimum and only bring what you can take home. During the Christmas vacation, full board residents will be required to vacate and remove all their items from the room.

For information on individual residences, please visit our website  
[www.chester.ac.uk/accommodation](http://www.chester.ac.uk/accommodation)



## THE RESIDENCES

When you come to University, you may wish to bring items which will make you feel more at home.

### Bed Linen:

All beds are single (with the exception of Grosvenor House and Sumner House, please see below) so we recommend bringing single bed linen sets including mattress protector, flat sheet, pillows, pillow cases, duvet and duvet cover.

Grosvenor House and Sumner House have small double beds, so we recommend double sized bed linen with a flat sheet, pillows, pillow cases, duvet and duvet cover.

### Bedrooms contain:

- Bed and mattress
- Desk and chair
- Shelving
- Curtains or blinds
- Wardrobe/hanging space
- Waste bin

### Kitchens in self-catered properties contain:

- Fridge
- Freezer
- Microwave
- Oven
- Kettle
- Toaster
- Waste Bin
- Sink
- Shared iron and ironing board
- Vacuum
- Mop and bucket

### Full board kitchens contain:

- Kettle
- Toaster
- Microwave
- Sink
- Shared iron and ironing board
- Vacuum
- Mop and bucket
- Under counter fridge

### Studio Flats (Grosvenor House) contain:

- Bed with mattress
- Desk with drawers
- Chair
- Shelving
- Wardrobe
- Toilet
- Shower
- Wash basin
- Bathroom bin
- Recycle bins
- Combination microwave oven
- Electric hob
- Cupboards
- Sink
- Fridge with small freezer section
- Kettle
- Shared Iron, ironing board, hoover
- Toaster

# PACKING LIST

First off, our advice would be to only bring what you really need. Storage in rooms is very limited – so please only bring what you can take home.

## What to bring

- Bedding (Linen, pillows, duvet, towels)
- Coat hangers and clothes
- Toiletries
- Laptop/tablet
- Crockery, cutlery, utensils, pots and pans (self catered only)
- Start-up groceries (self catered only)
- Containers for food (self catered only)
- Mugs
- Drawing pins for your notice board (blu tac for Church College Close and Powys Court properties)
- Extension leads (must be surge protected)
- Laundry basket and detergent
- Toilet roll
- Cleaning products (e.g. dusters, washing up liquid, tea towels)
- Mini fridge for your bedroom if you wish (maximum 6 litre).

If you require a fridge for medical purposes, please contact the Accommodation Team in advance of your arrival and we will provide one. We also recommend contacting our Disability and Inclusion Team to see if they can support you in any way during your time at University. You can do this via [disability@chester.ac.uk](mailto:disability@chester.ac.uk).

## What not to bring

- Pets
- Door stops
- Weapons
- Candles, joss sticks, oil burners
- Additional furniture
- Microwaves
- Refrigerators over 6L
- Additional kitchen appliances (e.g. kettles, toasters, blenders, rice/slow cookers)
- Heaters and electric blankets
- Grills of any kind
- BBQ
- Shisha/hookah pipes
- Electric cleaning equipment (there will be a vacuum cleaner and mop available for use).

**Accommodation Team and Domestic Services Team will carry out regular inspections and if forbidden items are found they will be disposed of immediately.**

If you have any item you wish to bring that is not listed above, please contact the Accommodation Team for clarification.





# BEHAVIOUR, RULES AND REGULATIONS

The easiest way to avoid disciplinary proceedings is to follow the rules set out in your Conditions of Residence and Resident Guide.

Any resident in breach of the rules outlined in the Conditions of Residence will be subject to disciplinary procedures. These range from verbal and written warnings to fines and in certain circumstances termination of contract.

## Health and Safety Regulations

All students must adhere to any University or Government guidelines that are in place regarding health and safety.

## Getting Along

Life on campus has many advantages as the facilities are close together and everything is easily accessible. However, there are lots of people around you and sometimes small tensions can become problems. Please be considerate to others.

### Common causes of conflict include:

- Playing music too loud, especially after 11.00pm. Everyone has a right to expect to sleep without disturbance
- Having noisy friends over to your room especially late at night
- Having friends constantly over to your kitchen/room 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, e.g. hiding belongings or taking food.

### Noise

Noise must be kept to a reasonable level at all times and should not cause a nuisance at any time – if it does, it is excessive. Please be respectful in communal areas, especially when entering or leaving the blocks. Noise should be kept to

an absolute minimum, especially after 11.00pm.

### Dedicated Quiet Accommodation

Some accommodation is designated quiet accommodation. In these residences there are tighter rules regarding noise as they tend to be in more residential areas where noise problems can cause significant problems to the local community. Where possible students who have applied for quiet accommodation will be allocated to one of these areas and your accommodation offer will detail this. Quiet areas are closely monitored for noise, particularly between the hours of 8pm and 8am, and any resident found to be contravening the tighter regulations will be required to move to alternative accommodation immediately and could face further disciplinary action. If you are disturbed by noise, try to sort the issue out yourself,

however, if the noise continues after you have asked for it to stop please contact the Porters immediately.

### Harassment and Intimidation

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 the Accommodation Team or Residential Life Team who will offer you advice on what to do next.

### Guests

If you wish, you are permitted to have one overnight guest (over the age of 18) in the room for no more than two consecutive nights in any one week, provided that you:

- Sign all guests in at the relevant Reception and do not give keys/ swipe cards (and or copies) to any guests
- Take reasonable steps to ensure

that your guests are not left unattended at all reasonable times while in the Halls of Residence

- Ensure that guests comply with the fire safety procedures for the relevant Halls of Residence
- The University reserves the right to limit the frequency or fully prevent certain guests from staying in accommodation. You agree that we may remove or exclude your guests from the Accommodation or the Hall where we have reasonable grounds to believe that this is necessary for the safety and/or well-being of other persons. You are responsible for the behaviour of your guests and are responsible for any damage that they may cause.



### Drugs

Students should not bring and/or use, produce and/or supply within any University building any drugs and/or other such substances including New Psychoactive substances (commonly known as legal highs) whose use, possession, supply and/or production is unlawful under the Misuse of Drugs Act 1991 (or as amended or replaced) or under any other applicable legislation.

[Click here for further information.](#)

The University operates a Zero Tolerance Policy on drugs. Any student found in possession of, or using drugs or permitting the use of drugs in their accommodation could result in their accommodation agreement being terminated. In such cases the tenant will be liable for the fees for the remainder of the accommodation contract or until another student currently not in University accommodation replaces them.

### Smoking

Smoking restrictions are in force at all University of Chester campuses in the interests of the health and well-being of all site users. Please take note of campus signage. All student accommodation is non-smoking (including E-Cigarettes). Smoking is not permitted at entrances, exits or outside open windows. Breaches of the policy by students in residences will result in disciplinary action being taken in the form of warnings and fines and could result in a termination of residence being issued. Fines may also be incurred if fire alarms are activated as a result of smoking in any part of student accommodation. E-Cigarettes charging in student accommodation is prohibited.

### Vandalism and Damage

If you are found to be responsible for vandalism or damage (accidental or deliberate) to the fixtures, fittings, furniture, or decoration of any part of your residence which exceeds reasonable

wear and tear, you will be liable to pay for the costs and labour involved in making good the damage. You will also be fined if carelessness results in an emergency callout. Any damage caused by guests will be charged to your account. Further info on page 12 and 13.

### Cleaning

You are required to keep your accommodation clean and tidy. Domestic Services will carry out regular inspections during your stay. You are responsible for ensuring your study bedroom is kept clean tidy. Kitchens and shared facilities are the responsibility of you and your house mates. Together you must ensure these areas are kept clean and tidy. If you require any support in arranging a cleaning rota contact Residential Life who will be happy to assist.

## What is Expected of You

### Study Bed Rooms

- Wipe down surfaces
- Regularly vacuum floors
- Keep tidy
- Remove rubbish daily.

### Kitchens

- Wash pots, pans, dishes etc daily
- Wipe surfaces after use
- Keep floors clean and tidy
- Take out rubbish/recycling daily
- You are responsible for removing bottles and cans

### Bathroom/En-suite

- Clean showers/baths after each use
- Regularly clean toilet using the toilet brush provided.

For further information please see the Domestic Services Portal page.

# DISCIPLINARY PROCEDURES

Any resident in breach of the rules outlined in the Conditions of Residence and Resident Guide will be subject to University disciplinary procedures. These range from verbal and written warnings to fines and in certain circumstances termination of the accommodation licence.



**Verbal warnings may be given by the Accommodation Team, Residential Life Team, Security and Residential Tutors. This will be recorded and remain on the students file.**

**Breaches of contract are dealt with as follows:**

**1. First Written Warning – for minor disciplinary matters. These are normally issued by the Accommodation Co-ordinator (or his/her nominee).**

Minor offences may include, but are not limited to, unintentional damage, unacceptable cleanliness in rooms/kitchens, failure to sign in overnight guests, minor noise disturbance, incorrect disposal of waste, smoking and noise.

**2. Final Written Warning – for more serious cases or repetition of minor serious cases or repetition of minor disciplinary matters, a final written warning will be issued by the Accommodation Co-ordinator or the Senior Operations Manager. Any student issued with a final written warning will be issued with an appropriate fine or charge.**

Serious cases may include, but are not limited to damage to halls, abusive or rude behaviour towards staff or a fellow student, tampering with fire equipment (including covering a fire/smoke detector), false fire alarms, leaving cooking unattended, bullying.

**3. Relocation or termination of the licence agreement. This will be issued with appropriate notice by the Accommodation Co-ordinator or Senior Operations Manager.**

Offences that lead to relocation or termination of the licence agreement will be investigated by the Accommodation Team. Issues may include, but not limited to, fire penalty offences, drug use/possession (including cannabis and New Psychoactive Substances), assault, possession or use of offensive weapons or incidents or behaviour that suggest the presence of the resident poses a danger or serious threat to the wellbeing of other residents. The University will report to the Police any incident or allegation which may involve a criminal offence and assist them with their investigation.



## DAMAGE

All students living in University accommodation are responsible for any damages or loss to the residence, hall or to any furniture owned by the University. If damage occurs the student shall pay to the University the reasonable costs incurred by the University as a result of any damage to and/or loss of the University's property caused by the student and/or by their guests.

### Damage to a Student Bedroom

All students are responsible for reporting any damage at the time of discovery. If damage occurs in your bedroom, you will receive an email from the Accommodation Office outlining the cost of the damage. You may be asked to tidy away your belongings and/or vacate your bedroom whilst any work takes place.

### Damage to Communal Areas

When living in Halls of Residence, the licensee forms part of a community of students for the period of the licence. Like any other community, it depends on each and every member playing a part in ensuring its safe and efficient running.

If damage is caused to communal areas and the perpetrator of the damage cannot be identified by the University following a reasonable investigation, the licensee shall, together with all other occupants of the flat or corridor or halls of residence where the damage has occurred, account to the University for the reasonable proportion of the cost of remedying the damage.

### Payment and Appeals

Charges are sent out by email from the Accommodation Office and should be paid within 5 working days of being notified of the relevant amount, unless the student disputes the amounts payable.

In the event of an appeal, the student should notify the Accommodation Office in writing within 5 working days of notification of the amount payable by the licensee to the University.

Where the dispute is resolved in favour of the University, the Licensee shall pay the relevant amount for the loss and/or damage within 5 working days of the date on which the Licensee has been notified of the outcome. Where the Licensee fails to pay the relevant amount within the deadlines specified in this clause, that amount shall be invoiced at the end of the Residential Year with an additional late fee administration charge added. This charge guide below is a non-exhaustive list of costs for replacing or repairing damaged items caused by residents.

ITEM	CHARGE
Replacement Bedroom Door	From 130
Replacement Wardrobe	From £250
Replacement Desk	From £150
Replacement Bookshelf	From £70
Replacement Notice Board	From £30
Replacement Curtains	From £100
Replacement Desk Chair	From £60
Replacement Mattress – Single	From £70
Replacement Mattress – Double	From £80
Replacement Bathroom Door	From 100
Replacement Toilet	From £110
Replacement Toilet Seat	From £40
Replacement Wash Basin	From £90
Replacement Table Top/Work Surfaces	From £80
Replacement Kitchen Chair	From £45
Replacement Kitchen Cupboards	From £100
Replacement Microwave	From £70
Replacement Oven	From £300
Replacement Hob	From £120
Replacement Fridge	From £130
Replacement Freezer	From £190
Replacement Toaster	From £30
Replacement Bin	From £20
Replacement Ironing Board	From £25
Replacement Iron	From £45
Replacement Bedroom Carpet	From £250
Removal of Bluetack, including repaint	From £80 per wall

ITEM	CHARGE
<b>Fire Safety Equipment</b>	
Replacement Fire Blanket	From £25
Replacement Fire Extinguisher – Water	From £50
Replacement Fire Extinguisher – Foam	From £22
Replacement Fire Extinguisher – Wet Chemical	From £115
Replacement Fire Extinguisher – Carbon Dioxide	From £50
Replacement Fire Extinguisher – ABC Powder	From £50
Replacement Smoke Detector	From £80
Replacement Heat Detector	From £80
Replacement Hours calls out charge between 8am – 5pm	From £60
Replacement Hours call out charge outside 8am – 5pm	From 180
Fire Extinguisher Recharge	From £10
<b>Cleaning</b>	
Additional Cleaning	From £10 per hour
Specialist Cleaning	From £50 plus call out fee
<b>Locks and Keys</b>	
Lost/Replacement Keys	From £15 per key
Lost/Replacement University ID Card	From £5
Replacement Lock	From £50
<b>Caretaking</b>	
Removal of incorrectly disposed rubbish – external to a property	From £50
Removal of items left in accommodation at the end of tenancy	From £50
Removal of unauthorised furniture or appliances from student bedrooms/communal areas	From £50
<b>Accommodation Transfers</b>	
Transfer rooms within University Accommodation	From £25.00

# WELFARE AND SECURITY

**Student life isn't always plain sailing, and moving away from home into university accommodation can be an exciting but daunting experience. Your wellbeing and security is vitally important to us and you have a vast array of support providers around you.**

## Security

As part of the commitment to provide secure accommodation there is an effective combination of CCTV coverage and security patrols operating around the residences on and off campus. The Security Lodge is open 24/7, 365 days a year. The Security Team will be your first point of contact for any incidents, problems or emergencies. If you have an urgent problem at night or during the weekend, are taken ill or involved in an accident or if an emergency repair is required outside normal working hours please contact the Security Team on **01244 511541**.

## Available Student Support

You may find the transition easy. However, you may find that the first few weeks at University are difficult and different from what you are used to. If you find things are overwhelming, please talk to someone. Your Residential Life team member, Student Futures or the Students' Union will be pleased to see you and help in any way that they can.

Each property has a Residential Life team member who will help you settle in and answer any questions you have.

If they can't help, they will put you in touch with someone who can.

Residential Life team members are current students who are interested in making your experience in accommodation as rewarding as possible. Residential Co-ordinators have been there and done it all before at Chester so can completely empathise with settling-in.

**Don't forget to ask for advice – you would be surprised by how common your worries and feelings are.**

## Student Futures

Student Futures offers a wide range of services, all of which can contribute to a positive student experience. These include welfare support and guidance, counselling provision, disability support, student mentoring schemes, other citizenship initiatives, financial advice and support and international student support services. Residential students also benefit from an out-of-hours pastoral system of staff duty tutors and student Residential Life team members.

# RESIDENTIAL LIFE

Residential Life is committed to enhancing students' experience within residential accommodation; providing guidance, practical skills and knowledge through the delivery of 'Flat Chats' and workshops.

## Aims:

- A happy, supportive environment where you can make the most of the Student Experience.
- Enhance and reinforce wellbeing, inclusion, retention and employability within the residential experience.

A dedicated Residential Life team member will provide support during evenings, at night, and weekends, as well as offering information on other University services for non-emergency situations. The programme of Flat Chats will help you prepare for life in University Accommodation and beyond.

You can contact Residential Life at **reslife@chester.ac.uk**, students can also contact their Residential Life team member with any problems or concerns.



# CAMPUS FACILITIES AND SERVICES

## Locks and Keys

Take care of your room keys and keep them with you at all times. If you are going away for several days, we advise you to leave your keys with the Porters.

If you lose your keys, contact the Locks and Keys Office to arrange a replacement (charge applies). If you lose your keys out of office hours, please contact the Security Team.

If you lose your University ID Card then you must visit the LIS Helpdesk within the library and purchase a replacement.

## Lock Out Procedure

If you find yourself locked out of your bedroom, please contact the Security Team who will be able to provide you with a temporary key, or let you into your property. Please note that any student that reaches a third lock out will be issued with a £20 call out fee and £20 each time thereafter (plus the usual key/card replacement charge if required).

## Cleaning

For cleaning information please refer to the Domestic Services Portal Page.

## Washing Machines

There is a card operated laundrette (washers and dryers) located in Grosvenor House and Sumner House. Instructions of how to use the facilities are posted in the laundrette or please visit <http://www.circuit.co.uk> for further information. Powys Court and Bridge St Row all have their own laundrette facility. Students residing in other properties may use the laundrette at Grosvenor House.

## Sustainability Unit

The Sustainability Unit sits within the Estates and Facilities Department and aims to ensure that the University of Chester leads by example, putting sustainability at the heart of decision making and service delivery. We work to reduce our energy and carbon footprint by installing low energy LED lights, as well as solar panels on the roofs to power our buildings with renewable energy. We recognise our

responsibility to minimise the impact of our activities on the environment and promote awareness through all of our educational activities.

## Green Chester

[www.greenchester.co.uk](http://www.greenchester.co.uk)

We want to promote awareness and engagement, in order to achieve environmental sustainability through all of our education activities so we launched Green Chester.



Green Chester is our campaign to give students and staff, driven by shared values, the opportunity to transform the environmental impact of the way we work and learn together at the University of Chester. You can get involved by being one of our Green Impact auditors, helping out with events or creating your own. Check out the website for details of activities and keep up to date with wider initiatives on our social media pages.

## Cycling

Cycling is encouraged at the University of Chester and in the city of Chester. There are a number of cycle shelters available to use on all University sites including the bike rack in the Grosvenor House bike store on Parkgate Road.

There is access to the National Cycle Network routes via the Greenway Gate located at the far end of Parkgate Road campus.

Further information regarding cycling in Chester can be found via the following link: <http://itravelsmart.co.uk/cycle>

Travel Guides for each of the University sites are available and can be downloaded from the "How you travel" section of the Green Chester website.



## Recycling

The University of Chester is committed to reducing, reusing and recycling our waste. Moving to the University means becoming part of the local community. The University of Chester actively supports a number of community campaigns including Plastic Free Chester, to reduce litter and the use of single use plastics within the city.

We have moved away from single use cups in all of our catering outlets and now run a drop and swap scheme where cups and eco boxes can be swapped for tokens and then redeemed upon your next visit.

Any waste that cannot be recycled is sent to an energy recovery facility where it is incinerated. This then generates energy for homes and businesses.

As a student living in university accommodation you are expected to separate your waste.

Details on how you separate your waste can be found in your kitchen and also on the Domestic Services Portal page.

The University of Chester supports the British Heart Foundation and a donation bin can be found on Parkgate Campus (next to the tennis courts) throughout the year. For more information on items the British Heart Foundation can accept for donation go to <https://www.bhf.org.uk/>

## Let's Get Together

Sign-up at [www.greenchester.co.uk](http://www.greenchester.co.uk) to hear our news in our Wednesday Warble and take part in our events and initiatives. You can also contact [greenchester@chester.ac.uk](mailto:greenchester@chester.ac.uk).

## Student Post

Residents can collect their mail from the Info Point in Binks.

If you are in University accommodation that has a Residential Life team member, they will collect and distribute your mail.

If there is no assigned Residential Life team member, the first person each day to collect their mail MUST take ALL post for that building, signing and dating the Student Mail Collection Book. If an item is received in the normal mail that is too big for the pigeon hole, students will receive a memo to inform them to collect the item.

If an item is delivered by recorded delivery, special delivery or courier, ONLY the named student can collect the item on production of I.D. We recommend these services if you wish to collect your own mail.

## Your postal address would be as follows:

Name  
House Name, Room Number  
C/O The University of Chester  
Parkgate Road  
Chester  
Cheshire  
CH1 4BJ

Any student who experiences problems with retrieving their mail once it has been collected should contact the Residential Life Team.

## When you move out

All post received once you have moved out will be returned to sender. To avoid this happening, please inform all contacts of your new address or contact the Post Office to have your mail redirected.

## Residential Addresses

Residential addresses should be used for documents such as insurance or opening a bank account.

These postcodes are for documentation purposes only. Address details for post and parcels can be found in the student post section.



ACCOMMODATION	POSTCODE
Arden House 17,19,21,23	CH2 2AX
Astbury House	CH1 4BJ
45A, 47 Bridge Street Row	CH1 ING
Cheyney Road	CH1 4BR
2 Chichester House	CH1 4AD
Church College Close	CH1 4BJ
Eversley House, 9 Eversley Park	CH2 2AJ
Fisher House	CH1 4BJ
Gladstone House	CH1 4BJ
Glenesk Parkgate Road	CH1 4AQ
Grosvenor House	CH1 4BJ
2 Hayes Park	CH1 4AL
HollyBank Court A/B/C	CH1 4AL
John Douglas Court A/B/C/D	CH1 4BJ
37 Liverpool Road	CH2 1AB
Parkgate Road	CH1 4AG
Powys Court, Pemberton Road	CH1 2BF
Sumner House, Delemere Street	CH2 2BD

**These postcodes are for documentation purposes only. Address details for post and parcels can be found in the student post section.**



# REPORTING A PROBLEM

can I help?

## Helpdesk Office hours

The Facilities Helpdesk sits within the Estates and Facilities Department and are there to help if you experience any problems with the items in your room or in the communal areas.




<b>Monday – Thursday</b>	<b>8am – 5pm</b>
<b>Friday</b>	<b>8am – 4pm</b>
<b>Saturday and Sunday</b>	<b>Closed</b>

**You can access our Interactive Helpdesk and email address every day at any time. However, requests will only be dealt with within office hours. If you need to report an emergency outside our office hours, please call the Porters on 01244 511541.**

## How we deal with your request

If you experience a problem with an item in your room or in the communal areas, please contact the Facilities Helpdesk to report this.

## You can contact the Helpdesk in 3 ways:

-  Interactive Helpdesk on Portal
-  Phone the team on 01244 512200
-  Email [facilities.helpdesk@chester.ac.uk](mailto:facilities.helpdesk@chester.ac.uk)

## When reporting a problem, please include:

- Your name
- Your room number
- The building name or house number.

Please be as detailed as possible as to the nature of the problem so the correct action can be taken. For instance rather than saying “tap broken”, you would say “tap constantly dripping in the kitchen sink”.

Once a problem has been reported, you will receive a confirmation email containing your reference number. Please use this when making any enquiries about your request.

You can check the progress of your request by logging into the Interactive Helpdesk on Portal.

If you don't have access to a computer you can log on using any open access computer or via the Helpdesk terminals in Binks, Kingsway and Riverside reception areas.

Due to the variety of requests received into the Helpdesk, all jobs are prioritised by the severity of the problem raised. Your request will be given an estimated target date for a member of the Facilities Team to visit the location to investigate

the problem. We aim to resolve all problems first time but, if the issue can not be completed in one visit, we will let you know.

As soon as your request has been completed, you will receive an email to confirm this. All our staff and contractors carry identification at all times. You have the right to ask for proof of identification from any trades person. Please remember in reporting a problem to us, you are giving your consent for us to enter your accommodation.

**Please remember you are not allowed to undertake your own repairs to any university property or accommodation.**

## Heating

Heating is available October to March 6am – 10am and 4pm – 11pm. Atypical weather conditions will be taken into account.

**Any issues regarding heating should be referred to the Facilities Helpdesk.**

# FACILITIES PRIORITY CHART

Timescale	Example of Situation	Team to report situation to on Facilities Helpdesk
<b>HIGH</b>		
<b>Priority 1</b> Attended within 1 hour	<ul style="list-style-type: none"> <li>Situations which are dangerous or have the potential to be dangerous</li> <li>Health and Safety issues</li> <li>Major leaks causing damage to property</li> <li>Being locked out of a room</li> </ul>	<ul style="list-style-type: none"> <li>Maintenance or Porters if out of office hours</li> <li>Maintenance</li> <li>Maintenance</li> <li>Contact Porters if outside of office hours</li> </ul>
<b>Priority 2</b> Attended within 1 day	<ul style="list-style-type: none"> <li>Heating and hot water problems</li> <li>Loss of power</li> <li>Broken glass</li> <li>Security issues</li> </ul>	<ul style="list-style-type: none"> <li>Maintenance</li> <li>Maintenance</li> <li>Caretaking</li> <li>Maintenance</li> </ul>
<b>MEDIUM</b>		
<b>Priority 3</b> Attended within 3 days	<ul style="list-style-type: none"> <li>Minor leaks</li> <li>Blocked gutter and drains</li> <li>Common household pests</li> </ul>	<ul style="list-style-type: none"> <li>Maintenance</li> <li>Maintenance</li> <li>Cleaning</li> </ul>
<b>LOW</b>		
<b>Priority 4</b> Attended within 5 days	<ul style="list-style-type: none"> <li>Carpet cleaning</li> <li>General repairs to furniture</li> </ul>	<ul style="list-style-type: none"> <li>Cleaning</li> <li>Maintenance</li> </ul>
<b>Priority 5</b> Attended within 10 days	<ul style="list-style-type: none"> <li>Non – essential decorating</li> <li>Replacement of furniture and sundries</li> </ul>	<ul style="list-style-type: none"> <li>Maintenance</li> <li>Caretaking</li> </ul>

\*Please note these timescales are a guideline only, and are subject to change.

If you need to report a Priority 1 or 2 situation to us, please try and call this through (01244 512200) so we can take action straight away, or if out of hours please contact the Porters immediately on 01244 511541.

## Planned Maintenance and Health and Safety Compliance

Please note that there are certain recurring maintenance and health and safety tasks that the University must carry out. These are required by law.

We ask for your co-operation allowing staff access to carry out these tasks. We will normally give advance notification of work via your University email account, but also keep an eye on noticeboards and on your front door for this information. We will try to keep disruption to a minimum.

Maintenance visits are carried out by qualified personnel and include:

### Weekly

- ✓ Tests to the fire alarm systems in all buildings.

### Monthly (in all blocks)

- ✓ Routine pest control visits
- ✓ Hot and cold water temperature checks for Legionella control
- ✓ Inspection/testing of emergency lighting systems
- ✓ Inspections of fire extinguishers.

### Quarterly

- ✓ Inspection and testing of fire alarm system
- ✓ Cleaning of all shower heads for Legionella control.

### 6 Monthly

- ✓ Inspection and testing of emergency lights
- ✓ Gas safety check to the central heating boiler.

### Annually

- ✓ BMS system, heating and hot water boilers
- ✓ Pipework and pumps
- ✓ Emergency lighting
- ✓ Fire extinguishers
- ✓ Fire doors
- ✓ Security to doors and windows
- ✓ Water storage tanks.

Additional planned maintenance may also be required. We will always give you advance notice. Please note that building and maintenance works can commence from 8am.



## HEALTH AND SAFETY

Your safety and health whilst living in residences is of the utmost importance to the University. Whilst the University does what it can and what it is legally required to do, students have an important role to play in ensuring their safety and that of others.

### Fire Safety

The most significant hazard for students living in residences is fire.

### Get to know what to do in a Fire Situation

As soon as you move in, the most important actions that residents can take is to read and take the Fire Action Notices which are displayed in the residences and familiarise yourself with the escape routes. Routes are indicated by green 'running man' directional fire exit signs pointing out the way to go, to get through and out of the building.

Remember, there may be a fire exit closer to your room than the door you normally use to enter / leave the building.

### Fire Doors

An important feature of the fire precautions are the fire doors and self-closing mechanisms which are present throughout the residences. Smoke is often a bigger danger than the fire itself. Fire doors are located in every corridor and kitchen to prevent the spread of smoke and fire throughout the building. 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 keep the door closed to prevent fire and smoke spread. Under no circumstances should the self-closing mechanism be disconnected or tampered with, nor should fire doors be propped or wedged open. Not only is this a criminal offence but it may put the lives of other residents at risk.

### If you discover a fire

Activate the fire alarm immediately by pressing a red call point. Follow the Fire Alarm Procedure set out below. Where there is a confirmed uncontrolled fire i.e. there are flames (not just smoke from burnt food etc.), which have not been put out and continue to develop, phone 999 yourself from the nearest safe phone.

# FIRE ALARM PROCEDURE

## What to do on hearing the fire alarm

If the fire alarm sounds with **NO** prior warning, leave the building immediately, quickly and quietly ensuring doors are closed behind you. Follow the green 'running man' directional fire exit signs. Tell others in your accommodation to evacuate as you leave. Do not stop to collect personal items and do not use the lifts.

On the Fire Action Notice, an assembly point is given for your building, make your way there immediately.

## At the assembly point

The purpose of the assembly point is to enable the absence of a resident, who was known to be in the building at the time of the alarm, to be reported to the Fire Service when they arrive. It is therefore important that you go to the assembly point and do not wander off. **ALWAYS** tell Porters / the Fire Service what you know e.g.

the location of the fire, who you know was in the building but is not at the assembly point etc.

Failure to attend the assembly point yourself or update the Fire Service, could result in a Fire Fighter putting their life at risk searching the building for a missing person.

You may not return to your room until the alarm has stopped and a member of staff or the Fire Service has indicated that it is safe to do so.

## Always contact the Porters

For most residences, activation of the fire alarm will send an alarm signal to the Porters. Despite this, in **ALL** residences, you should still phone the porters to inform them about the fire / suspected fire / alarm sounding. Porters will attend in person, contact the Fire Service if required, liaise with the Fire Service on their arrival and with the Fire Service / other members

of staff, update you on the situation including when you can return to your room.

## Fire Drills

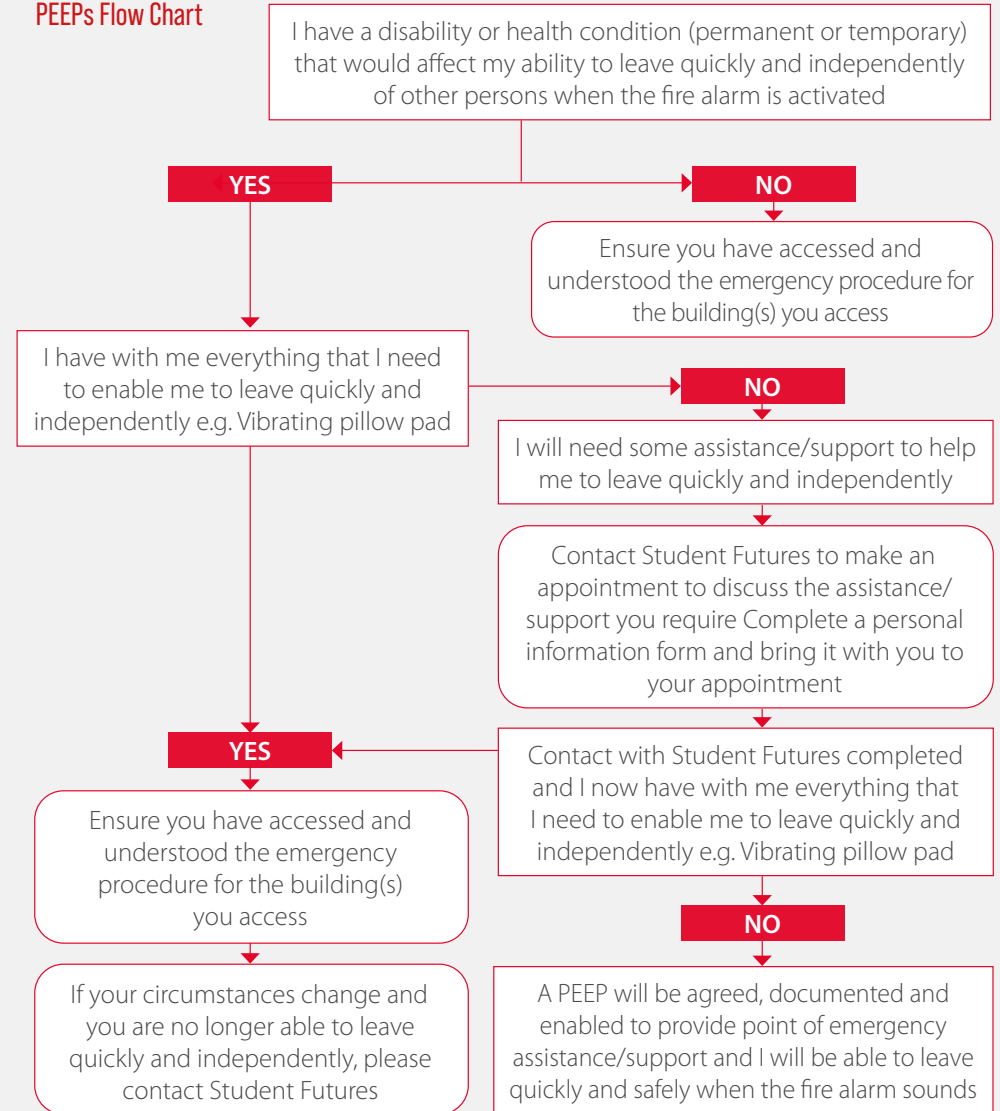
In order for the residents to be aware of the procedure to be adopted when the fire alarm sounds and to be aware of the sound that the alarm makes, fire drills are carried out in the first term. They are required by law and full immediate co-operation by all residents and visitors, will ensure that minimum disturbance is caused.

## Tampering with fire safety equipment

Fire fighting equipment (e.g. fire doors, smoke/heat detectors, fire extinguishers, break glass units) is provided for the safety of all residents.

**Tampering with fire fighting equipment is regarded as a serious offence and will result in disciplinary action and possible eviction.**

## PEEPs Flow Chart



### Personal Emergency Evacuation Plans (PEEPS)

A medical condition, mental health condition, sensory or mobility impairment or specific leaning difference could mean that residents cannot independently leave a building when the alarm sounds, please follow this flow chart to assess your needs and access the assistance you may require.

### Fire Alarm Sounding

The fire precautions at the University are heavily dependent upon the fire alarm systems. In order to satisfy legal requirements, and to ensure that the fire alarms function correctly, they are sounded weekly and also subject to maintenance and testing, which will also sound the alarm.

You will be given warning of when the regular weekly sounding will take place, and also when any other sounding will occur due to maintenance and testing. On these occasions you do not have to evacuate the building, unless the alarm continues to sound longer than you would normally expect. At any other times, you should assume that when the fire alarm sounds, there is a genuine fire and you should evacuate the building.

### False Alarms and Fire Prevention

The installed fire detection equipment is designed to give early warning of a fire and consists of heat detectors in the kitchens and smoke detectors in the residence rooms, corridors and staircases. The smoke detectors in particular are very sensitive and are often

activated by smoke or steam from cooking in the kitchen. They can also be activated by aerosols such as deodorants and hair sprays, steam from showers or hot taps, smoking 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. If called, the Fire Service will attend, and in the case of all alarms, including suspected false alarms, they will check the building and you will not be allowed to return until the check is completed.

False alarms can cause you and your fellow residents' great inconvenience, particularly if the false alarm occurs in the middle of the night. Another, more serious consequence of false alarms is that when the Fire Service 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.

### The following actions will assist in preventing fires and minimising the number of false alarms:

- ✗ Never wedge fire doors open, keep them closed at all times
- ✗ Keep any cookers and grill pans clean as 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
- ✗ 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
- ✗ If you use a hair dryer or hair straighteners try to avoid any fumes / heat entering the detector.

### ✓ Do no use any items that are forbidden in your residences, these are:

- ✓ Chip pans / oil in saucepans
- ✓ Deep Fat Fryers, Slow Cookers and Rice cookers
- ✓ Fridges over 6L, microwaves and grills.
- ✓ Smoking, use of candles or incense sticks, is not permitted in any residence rooms
- ✓ Traditional smoking materials, Shisha Pipes and E-Cigarettes
- ✓ Indoor BBQs
- ✓ Fire works
- ✓ Portable heaters, Electric Blankets
- ✓ Clip-on desk lamps
- ✓ Socket cube adaptors
- ✓ Socket powered fairy lights
- ✓ Extra furniture.

In addition to the false alarms caused by cooking / use of forbidden items, there are a significant number of false fire alarms, usually due to pressing the red manual call point of the fire alarm maliciously. Anyone who is identified as having done so is likely to be excluded from residence forthwith. Furthermore, this is a criminal act and prosecution in the courts is may be a consequence.



## Electrical Safety

You will probably bring with you several items of electrical equipment for use in your residence and bedroom. Electrical equipment which is faulty can cause electric shocks or electrocution. In addition, electrical appliances are often the cause of fires, both due to faults with the equipment or misuse of the equipment. It is recommended that you undertake a regular check of your electrical items including checking plugs and cables for wear, damage and missing parts.

We recommend that you do not bring appliances from overseas to use in the UK, preferably items should be purchased on your arrival in the UK. If you do bring appliances from overseas, please be aware that our voltage is higher than in some other countries. The United Kingdom uses a voltage of 220-240 volts with a frequency of 60 Hz. Only ever use a British standard fused voltage adaptor with three rectangular blades, and never try to force another plug type into the socket. For more information and a photo of a UK plug, see: [worldstandards.eu/electricity/plugs-and-sockets/g](http://worldstandards.eu/electricity/plugs-and-sockets/g)

We do not allow you to bring appliances from overseas for use in the common areas including the kitchen, if found we may remove it and only return it to you at the end of your let.

The use of irons, kettles (with the exception of Grosvenor and Sumner House) and cooking equipment (with the exception of Grosvenor House) is not permitted in bedrooms.

Do not bring any item into the residences which may put others at risk and take care not to overload electrical sockets (NB bar extensions may be used with care but only if absolute necessary and as above cube adapters are not permitted).

Always ensure that electrical appliances are switched off when not in use and not left unattended whilst switched on.

## Opening Windows

Several windows, particularly those in, but not exclusively, Fisher and Astbury houses, for your safety have restrictors fitted to stop the window from being opened out fully. Fully opened windows present a risk to you and your guests of falling out. You are therefore not permitted to release, unlock or force these restrictors.

## Snow and Ice

The University has a snow and ice clearing policy and this can be viewed on the Residential Living portal pages. For students who live in properties that are off campus, further information can be found on portal and on the Cheshire West and Chester Council Policy.

## Protecting Yourself

The campus is generally a safe environment – violent or distressing incidents are rare. There is CCTV on campus and security personnel also patrol the campus at night. However, you shouldn't take unnecessary risks. Please report

any incident (whether directed towards you or someone else) to a member of security, the Accommodation Team or Residential Life. Such reports will be treated in confidence unless we are legally obliged to pass information on.

## Protecting your Belongings

Although the crime rate on campus is relatively low, we cannot over-emphasise the importance of keeping residential areas locked. Always keep your bedroom and outer door closed and locked. Most insurance policies only cover your belongings if your door and windows are locked. Remember not to leave valuable items on your window ledge. Please use your common sense when allowing visitors into your property and, where possible, ascertain the validity of the caller before allowing admission.

## Accidents, Illness or Emergencies

If you have an accident on campus, you must complete an accident form. These are available from the Security Lodge. If you are taken ill, let someone know as soon as possible so we can help. If you need to call the emergency services, please inform the University Security team on 01244 511541 so they can guide the Police, Ambulance or Fire Service to the correct location.

# ACCOMMODATION OFFICE COMPLAINTS PROCEDURE

We value the views of those who use our service and who come into contact with us, and recognise that we sometimes get things wrong or make mistakes. We are continually trying to improve what we do and we therefore welcome and encourage feedback, complaints and comments as part of our commitment to ensuring high quality and standards.

If you have a maintenance problem, please do not use the complaints procedure. Instead, contact our Facilities Helpdesk in the first instance.

The procedure explains how to make a complaint, how you can expect us to deal with it (including timescales) and what you can do if you are unhappy with our decision or response. We take all complaints seriously – we will always be professional, courteous and will respond to you as quickly as possible.

## Confidentiality

All enquiries and disclosures will be made which are necessary to investigate the complaint properly and to collect appropriate information from all the parties and witnesses involved. Except for that purpose, all parties to a complaint must treat the complaint and related documentation confidentially.

## Informal Complaints

If you have a complaint, the first step is to discuss your concerns with a member staff at the Accommodation Office to try and resolve the matter. While it isn't always possible for us to change our processes, we will always try to put things right and find the best possible solution. Please ensure to submit your complaint in writing to [accommodation@chester.ac.uk](mailto:accommodation@chester.ac.uk). Remember to include your name and student number.

## Formal Complaints

We usually find complaints can be dealt with amicably and to the satisfaction of all concerned using the informal complaints procedure. In the first instance, complaints must be issued using the informal complaints procedure listed above. However if you are unhappy about a response you have received via the informal procedure or the complaint is about a member of staff you may wish to initiate a formal complaint using the following procedure.

### STAGE 1

Please submit your complaint in writing to the Accommodation Co-ordinator at [accommodation@chester.ac.uk](mailto:accommodation@chester.ac.uk). Please note formal complaints must be submitted in writing. Your complaint will be acknowledged within 48 hours (excluding weekends, public holidays and University holidays) and will be responded to fully within five working days of the receipt of the complaint. If we feel more time is required the Residential team will keep you informed.

### STAGE 2

If you feel after communicating your concerns to the Accommodation Co-ordinator that the complaint has not been resolved to a satisfactory level, you may request that your complaint is reviewed by the Senior Operations Manager. Please email [accommodation@chester.ac.uk](mailto:accommodation@chester.ac.uk)

### STAGE 3

If, once a final decision on the complaint has been given you believe that the complaint has not been handled fairly or remains unresolved, you can consider submitting your complaint via the Universities Student Complaint Procedure. Details of this procedure can be obtained from Student Futures.



# FINANCE

## There are two ways in which you can pay your accommodation fees:

- Direct debit in 3 instalments
- One payment in full at the beginning of the academic year.

When you accept your bedroom online, you will be asked to select which payment method you wish to use.

If you decide to pay by direct debit, we will require you to complete the direct debit form with your bank details.

## Cancellation Prior to Arrival

If, prior to the start of the residential year, you for whatever reason cancel your place in halls of residence, the University will retain the full deposit and cancellation fees will apply. Please refer to your licence agreement.

## Return of Prepayment

Your deposit of £250.00 will be deducted from your 3rd terms rent or any accommodation fees outstanding. If there is any damage or missing items an invoice will be sent to you.

## Instalment Dates

29th Sept 2023  
5th January 2024  
26th April 2024

If you have a concern regarding your accommodation fees, please contact the Finance Office.

Your invoice is divided into three equal instalments and this is your payment plan. A payment plan is created in order to assist you with budgeting throughout the academic year. It is important to note that these instalments do not reflect the number of weeks in each term and so in the event of any adjustment/ withdrawal there may still be a balance due.

## Direct Debits

Direct debits can only be processed if you have a UK bank or building society account, and you must ensure that your account accepts direct debits to be processed.

Any amendments to a direct debit form must be received by the Finance Office at least 14 days prior to the payment being due.

To cancel a direct debit you must notify your bank and notify the Finance Department to ensure

that no further payments are taken and this should be done at least 5 working days prior to the payment being due.

By agreeing to pay by direct debit you must ensure that there are sufficient funds available to meet the payment on the due date. If for any reason you find you do not have the funds available or are experiencing problems with your Student Finance Loan payment, please do not hesitate to contact the Finance Department before the payment is due.

If a direct debit payment returns unpaid or payment is not received by the due date a fine of £25.00 will be applied. If payment is not made within a further 14 days a second fine of £25.00 will be charged. Fines are levied on a termly basis up to a maximum of £50.00 per term.

Failure to pay your fees on time could lead to you being evicted from the property and you will still be liable for the remainder of the fees including fines for the full academic year.

## EU or International Students

If you are an EU or International Student and do not hold a UK bank account payments can be made by

card or bank transfer. Details of how to pay can be found on the Student PASS system under Finance How to Pay.

If you decide to open a UK bank account please contact Finance to send you out a direct debit form. All payments must be made in GBP Sterling. If you make a payment by bank transfer can you please email **accommodation.fees@chester.ac.uk** to confirm that the payment has been made and then we can easily trace your payment.

## Students with Financial Difficulties

If you find yourself with financial difficulties we would ask that you contact the Finance Department in the first instance. However Student Futures or the Student Union can also be contacted for further advice and assistance.

It is important that once an arrangement has been made with the Finance Department you must keep to the agreement and any appointments that have been made. Failure to do so will result in further action being taken.

## If a Student Fails to Pay

Any student that fails to pay their rent and so defaults on their

contract will still be held liable to pay all outstanding fees and fines. This may also lead to you being required to vacate your accommodation.

## Accommodation Withdrawal After Arrival

Where a licensee withdraws, suspends or defers from the University in the course of the Residential year, the licensee will be liable for the term in which they officially withdraw from accommodation. Where there is less than 4 weeks in the term, a 4 week notice charge will be applied. If a student withdraws from accommodation, their prepayment will be withheld. You must have your accommodation withdrawal authorised by the Accommodation Co-ordinator or Senior Operations Manager prior to vacating. Please contact the Accommodation Team for the relevant forms to complete.

## Contact Us

If you have a question about accommodation fees, please contact the Finance Office on 01244 512117.

## CAFÉ'S AND RESTAURANTS ON CAMPUS



# GREAT PLACES TO EAT AND DRINK AROUND THE UNIVERSITY

## Dining Room

Welcome to The Dining Room, a centrally located food market-style restaurant on Exton Park's grounds, this our brand-new concept with a wide range of options. Discover our "Go Global" concept, offering diverse world cuisines. Enjoy the Chicken Shack and other culinary concepts which change daily. We have a Starbucks coffee shop and offer value meals for those on a budget. We are open from 8am to 7:30pm, we host regular events and entertainment, creating a vibrant dining experience for students and staff to relax in between lectures or on your dinner break.

## Stacked

Introducing Stacked, our exciting new food concept for the 2023/24 academic year located in Westminster Building. A Subway-style sandwich shop right here on campus. Fuel up with delicious sandwiches made your way, offering a variety of fresh ingredients and mouth-watering flavours. We proudly serve Starbucks coffee, ensuring you can enjoy a perfect cup of coffee alongside your sandwich creation. We also offer a selection of light bites and grab-and-go options.

## Binks 'Bake and Bite'

Introducing Binks 'Bake and Bite,' your ultimate grab-and-go destination on campus. Inspired by the popular 'Greggs' style concept, we offer a variety of freshly baked goods and quick bites to satisfy your cravings on the move.

Pair your delicious treats with the perfect cup of coffee as we proudly serve Starbucks Coffee, ensuring you have the energising boost you need throughout the day. Conveniently located in the Binks Building on the ground floor, this is for those looking for a quick and satisfying bite between classes or while on the move.

Join us at Binks 'Bake and Bite' and indulge in baked goods, flavourful snacks, and premium coffee that will keep you fuelled and ready to conquer your day.

## The Union Bar

The Union Bar, an exciting collaboration between the university and the Students Union. We're proud to announce a brand-new chapter with a refurbished bar, featuring a revamped draught line up and cocktail menu. We have partnered with renowned brands like Red Bull and Whitley Neill to support events and bring some exciting experiences for freshers and to continue throughout the year. Get ready for an unforgettable night with our all-new 'SU Friday' club night, showcasing talented DJs and bands that will keep you grooving all night long.

We have introduced a brand-new bar menu concept, offering some classic bar food snacks running from 12pm til 10pm. For our freshers, we have curated a full itinerary packed with exciting events and activities to kickstart your university journey on a high note. Brace yourself for an unforgettable week of fun and connection.

We have implemented a loyalty scheme exclusively for students staying in private accommodation. Join us at The Union Bar, where collaboration, innovation, and an electrifying atmosphere converge. We can't wait to welcome you to our revamped space and create memorable experiences together.

## University Shop

Located on Exton Park, the University shop serves all your needs, from meal deals, confectionary, beers and wines, toiletries, and domestic products. It's the one stop shop with great prices and ranges. We also have plenty of university clothing and merchandise for you to show off to your friends! We have also introduced a sustainability initiative which includes 'too good to throw' packaged meals and a 'weigh and save' dispenser to help tackle waste.

## Meal Scheme

Convenience of being able to eat when and where you want without the need to pay. Hassle free student living that fits in with your studies with no need to worry about cooking your meals. Socialise with friends by dining in one of our restaurants. £735 per term for both Lunch and Evening Meal and £375 per term for either just lunch or just evening meal. The price for all three terms would be £2205 for lunch and evening meal and £1125 for one meal only.



# GO GLOBAL AND OTHER PLACES TO EAT

We are taking our 'Go Global' brand even further and will be looking to introduce it at some of our other eateries, alongside this we will sell wholesome meals made by our chefs, a selection of sandwiches, confectionary, fruit, breakfast and of course, Starbucks Coffee. These sites include:

## Kingsway Campus

**Dining@Wild,**  
located at Kingsway Campus

**Opening times:**  
**Monday to Thursday 8.00am – 5.00pm,**  
**Friday 8.00am – 4.00pm**

Dining@wild is a vibrant social space situated at the creative Kingsway campus. Our award winning catering team create exciting and seasonally changing menus to cater to all students needs. We also serve Starbucks coffee all day and you can grab yourself a delicious cake made by our award winning in house baker.

This venue feature students visual work so you can enjoy your food and drink in stylish surroundings and have music to your ears with some stars in the making playing live.

Vending machines are also available outside of the café's main opening hours.

## The Wheeler Building

**Dining@Dee**

**Opening times:**  
**Monday to Friday 8.00am – 4.00pm**

Traditional with a twist – elements of all the University eateries rolled into one with hot healthy meals, international dishes, sandwiches, snacks and lighter meals available to all paying by card. Dining@ Dee Coffee Bar, serving the delicious Grumpy Mule a barista style coffee.

**Dining@ Dee Coffee Bar,**  
serving Costa

**Opening times:**  
**Monday to Friday 8.00am – 5.00pm**

For use by all staff and students, serving a selection of morning goods, delicious cakes, hot and cold drinks, sandwiches and light snacks for those customers who want to grab and go!

## Queen's Park Campus

**Brasserie De Gaulle,**  
located in Churchill House

**Opening times:**  
**Monday to Friday 9.00am – 4.00pm**

Watch your cappuccino or café latte being made fresh from the coffee beans in the café bar with spectacular views across the River Dee, it's ideally located to help you make the most of your time on campus. Freshly baked cakes and morning goods are also available. Specialty breakfast menu served until 11.30am with a wide range of choices. For lunch why not try a fresh salad from our salad bar, or sample one of our mouth-watering hot specials. As well as these delicious choices, there is a wide choice of 'lite bites' available or traditional homemade meals and snacks.

Full board students can have lunch at Kingsways Campus, Queen's Park or Riverside if they are studying there.



## CONTACT DETAILS

### Accommodation Office Chester

Accommodation Office, Parkgate Road Campus, Chester CH1 4BJ  
Telephone – 01244 513000  
Email – accommodation@chester.ac.uk

### Residential Life

Email – reslife@chester.ac.uk

### University Security Lodge

Parkgate Road Campus  
Telephone – 01244 511541  
Email – a.porter@chester.ac.uk

### Facilities Helpdesk

Please report any maintenance faults, cleaning requests or pest control issues to the Facilities Helpdesk on Portal.  
Telephone – 01244 512200  
Email – facilitieshelpdesk@chester.ac.uk

### Finance Office

Telephone – 01244 512117  
Email – accommodation.fees@chester.ac.uk

### LIS Helpdesk (Student IT and Internet)

Please report any internet connection issues to the LIS helpdesk on Portal.  
Telephone – 01244 511234  
Email – lishelpdesk@chester.ac.uk

### Student Futures (Student Support)

Binks Building 1st Floor, Parkgate Road Campus  
Telephone – 01244 511059  
Email – disability@chester.ac.uk



# CONDITIONS OF RESIDENCE FOR UNIVERSITY OF CHESTER ACCOMMODATION 2023/24 ACADEMIC YEAR

N.B Your contract for University accommodation is a legally binding agreement. Please read it carefully and if you require clarification on any point, please contact the Accommodation Office:

[accommodation@chester.ac.uk](mailto:accommodation@chester.ac.uk)

or, where you require advice on your rights under this agreement, seek advice from **Student Support Services, Citizens Advice Bureau, Law Centre or solicitor.**

# CONTENTS

1. Introduction
2. Definitions
3. Occupancy
4. Financial matters
5. Conduct and safety
6. Additional Responsibilities of the Licensee
7. Termination of licence
8. General provisions

## 1. Introduction

### 1.1

**When an offer of a place in the Halls of Residence is accepted by the Licensee, the Licensee and the University become legally bound to comply with the terms of this Licence.**

### 1.2

This Licence together with the Offer Letter regulates the relationship between the University and the Licensee. The Licensee is also required to comply with the University's rules, policies and procedures time including those contained in the University Regulations and Residents Handbook. The Licensee should note that any breach of this Licence or University rules, policies and procedures, may constitute a disciplinary offence.

### 1.3

**Nature of this Agreement** This Agreement is a licence. It does not create a tenancy. This means that the Licensee has a right to occupy the Room during the Residential Year but will not have exclusive

possession of it. This means that the University has the right to:

- (a) enter the Room at any time and for any reason; and
- (b) require the Licensee to move to an alternative room if required;
- (c) where a Room is specified as "shared accommodation" require the Licensee to share the Room with another person.

Where the University exercises these rights, it shall do so in accordance with the terms of this Licence.

## 2. Definitions

### 2.1

"The Common Areas" means all the parts of the Halls of Residence which are not Rooms and includes kitchen areas, shared bathrooms, lounges, staircases, lifts and toilets together with the fixtures, fittings, furniture and equipment in them (as set out in the inventory for the Common Areas for the relevant flat or floor) which are provided by the University for the common use of

the Licensee and other residents. It also includes the grounds and landscaped areas around the Halls of Residence.

### 2.2

"The Deposit" means a sum of not less than £250.00 payable by the Licensee on acceptance of an offer of a place in the Halls of Residence. The terms on which the Deposit is held is set out in clause 4.1.

### 2.3

"Force Majeure Event" means any circumstance not within a party's reasonable control including, without limitation:

- (a) acts of God, including fire, drought, flood, earthquake, windstorm or other natural disaster;
- (b) terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, breaking off of diplomatic relations or similar actions;

- (c) nuclear, chemical or biological contamination or sonic boom;
- (d) acts of terrorism;
- (e) adverse weather conditions;
- (f) any mandatory measures imposed or action taken by local, central or regional Government or public body;
- (g) any labour or trade dispute, strikes, industrial action or lockouts;
- (h) civil emergency, civil unrest, outbreak of disease or illness, epidemic or pandemic or any civil or public health emergency;
- (i) collapse of building, fire, explosion or accidental damage;
- (j) non-performance by suppliers or subcontractors;
- (k) any labour or trade dispute, strikes, industrial action or lockouts; and/or
- (l) interruption or failure of utility service.

**2.4**  
“Halls of Residence” means the residences owned by the University and made available for occupation by students of the University on the terms of this Licence.

**2.5**  
“Senior Operations Manager” means the Senior Operations Manager for Accommodation Office at the University.

**2.6**  
“The Licence Fee” means the fee for Rooms for the Residential Year as determined by the University prior to the Residential Year and notified to the Licensee.

**2.7**  
“The Licensee” means an individual who has accepted a place on a programme of study at the University and who has been offered and who has accepted a place in the Halls of Residence subject to this Licence.

The University acknowledges and accepts that some Residential Years may extend beyond the end of a particular academic year and where this is the case, the Licensee shall be deemed to fulfil

the definition of “Licensee” for the period between the end of the academic year and the end of the Residential Year notwithstanding that his/her programme has been completed. This provision will not apply where the Licensee has been temporarily or permanently excluded from the University or parts thereof in accordance with the University’s procedures or where he/she has withdrawn from the University.

**2.8**  
“Offer Letter” means the letter sent by the University to the Licensee or the booking details relating to the Licensee posted on the University’s on-line Accommodation Application site making an offer of a place in the Halls of Residence.

**2.9**  
“Residences Staff” means all the staff of the University appointed to manage and maintain the Halls of Residence.

**2.10**  
“The Residential Year” is the period as identified in the Offer Letter during which Halls of Residence are available for students’ occupation under this Licence.

**Note:** The Residential Year will not necessarily start and finish on the same dates as the Academic Year.

**2.11**  
“The Residents Handbook” means the compendium of information as may be in force and updated by the University from time to time and made available to the Licensee, which contains information relating to living in halls and guidance relating to complying with this Licence, including the rules and regulations of living in the Halls of Residence, together with a copy of this Licence. Otherwise than in relation to the copy Licence provided, the Residents Handbook is for guidance only and does not form part of this Licence.

**2.12**  
“Room” means a part of the Halls of Residence which is occupied as an individual private study room including the fittings, soft furnishings and effects as set out in the inventory for the Room.

**2.13**  
“Take up occupation of the Room” for the avoidance of doubt, the Licensee shall be deemed to have taken up occupation of the Room if he/she has obtained a key/swipe card for the Room from Residences Staff or other staff of the University.

**2.14**  
“The University” means the University of Chester and the staff acting on its behalf.

**2.15**  
“The University Regulations” means the regulations found at **[www.chester.ac.uk](http://www.chester.ac.uk)**.

**2.16**  
Any reference to the University’s consent means consent in writing signed on its behalf by an authorised University officer.

**2.17**  
“Withdrawal” means withdrawal from programme of study and the completion of the appropriate Accommodation Office withdrawal forms.



### 3. Occupancy

#### 3.1

The University will not grant any student a Licence to occupy a Room and to use the Common Areas if any part of the Licence Fee from a previous Residential Year is still outstanding. The University reserves the right to refuse a student a licence if warnings have been issued in previous academic years.

#### 3.2

The University grants the Licensee the right to occupy a Room as a private study room only and for no other purpose and to use the Common Areas for the Residential Year, subject to the Licensee remaining a student of the University, paying the Licence Fee and complying with the terms of this Licence.

#### 3.3

This Licence does not refer to a specific Hall of Residence or Room. The University reserves the right to transfer a Licensee's occupation to a different Halls of Residence and/or Room on not less than 14 days' written notice, for example in circumstances where in the reasonable opinion of the University the Room and/

or Common Areas are not fit for purpose, or it is appropriate in order to protect the interests of staff and/or other residents and or themselves, or the Room accommodates the specific needs of a disabled student or in such circumstances (other than circumstances relating to discipline which are provided for below at clause 3.5) as the University may reasonably deem appropriate.

#### 3.4

A Licensee sharing a Room on a temporary basis at the University's request will be eligible for a £3 reduction per day until the temporary person moves into a private Room.

#### 3.5

Without prejudice to clause 3.12, the University has the right to move the Licensee to another Room and/or Halls of Residence in the event that disciplinary proceedings (including investigations) are commenced against the Licensee under the University's Regulations on student discipline and/or where criminal proceedings (including investigations) are commenced.

#### 3.6

We reserve the right to move you to similar alternative

accommodation in any circumstances including the following:

- (a) for reasonable management reasons (e.g. where we consider, acting reasonably, that we need to carry out works to the Accommodation, that the Accommodation is unfit for occupation, or where the Accommodation or Room is not fully occupied during the Semester or the Summer vacation, or where an emergency situation requires immediate evacuation or for any other reasonable circumstance);
- (b) where we reasonably consider that, because of your behaviour, it is necessary to move you from the Accommodation to protect your well-being or the well-being of others or to prevent damage to the Accommodation.

#### 3.7

In exceptional circumstances and subject to the charges set out in this Licence, a Licensee may, with the University's consent, change Rooms or Halls of Residence during the Residential Year. The University will (acting reasonably)

consider requests on their merits, in the light of the availability of alternative Rooms and the practical and financial implications for the University of granting such consent. (See also clause 4.2.6)

#### 3.8

While the Licensee occupies the Room as a single, private study room, he/she is permitted to have one overnight guest (over the age of 18) in the Room for no more than two consecutive nights in any one week, provided that:

##### 3.8.1

this does not annoy other occupants of the Halls of Residence or disrupt study;

##### 3.8.2

the Licensee signs his/her guests in at the relevant reception, does not give his/her keys/swipe cards (and/or copies) to any guest and takes reasonable steps to ensure that his/her guests are not left unattended at all reasonable times while in the Halls of Residence; and

##### 3.8.3

the Licensee ensures that such guests comply with the health, safety and fire safety procedures for the relevant Halls of Residence.

#### 3.9

The Licensee will at all times be responsible for the behaviour of their guests including any damage or disturbance caused by them.

#### 3.10

The University reserves the right to limit the frequency or fully prevent guests from staying in Halls of Residence if, in the University's reasonable opinion it is necessary to do so for the safety and wellbeing of other occupants of the Halls of Residence, to safeguard University property or for such other reason as the University may reasonably determine necessitates the prohibition of guests.

The Licensee agrees that the University may remove or exclude their guests from the Halls of Residence where the University has reasonable grounds to believe that this is necessary for the safety and/or well-being of other persons, to safeguard University property, or for such other reason as the University may reasonably determine necessitates the prohibition of guests.

### 3.11

No guests under the age of 18 are permitted to stay in the Room.

### 3.12

The University reserves the right for the University or any person acting on behalf of the University, to enter the Room, the Common Areas and the Halls of Residence at all reasonable times (including outside of the University's usual operating hours) on reasonable notice (save where urgent entry is deemed appropriate by the University, where no prior notice will be provided):

- (a) to inspect their condition and state of repair;
- (b) to clean (if applicable);
- (c) to ascertain whether the Licensee is complying with its obligations under this Licence;
- (d) to investigate any reported incidents in respect of the Room, the Common Areas or the Halls of Residence;
- (e) to comply with its obligations under this Licence;
- (f) to carry out such maintenance, repair and/or replacement works as the University deems necessary;

(g) for viewings on Open and Experience days;

(h) to serve any Notice pursuant to clause 8.4 of this Licence;

(i) for all purposes consistent with the University's interest in the Halls of Residence; and

(j) for any other purpose which in the reasonable opinion of the University requires entry.

### 3.13

#### **Suspension**

**Without prejudice to the University's right to terminate this Licence under clause 7.2, where in the reasonable opinion of the University, the Licensee presents a significant risk to the health and/or safety of other residents and/or students and/or themselves and/or University staff, the University may suspend the Licensee's right to occupy the Room whereupon the Licensee agrees to vacate the Room and accommodation in the Halls of Residence until such time as any disciplinary proceedings commenced against the Licensee under the University's Regulations on Student Health, Wellness, Discipline and/or criminal proceedings (including**

investigations) are concluded.

**The obligation on the Licensee to pay the Licence Fee continues during any period of suspension and will be payable in addition to any other accommodation charges the Licensee may additionally and separately incur by taking up alternative accommodation during any period(s) of suspension.**

**Where the Licensee is found not to be in breach of, or further subject to measures laid in accordance with the University's Regulations on Student Health, Wellness, Discipline and/or criminal proceedings, the University shall reimburse the proportion of Licence Fee paid by the Licensee during the period of suspension. The Licensee may appeal against the suspension of the right to occupy the Room in accordance with the procedure laid down in the relevant University Regulations <sup>1</sup>.**

When the proceedings are concluded, the University may either lift the suspension or terminate this Licence (see the University's right to terminate under clause 7.2).

Nothing in this clause 3.12 shall

prejudice the Licensee's statutory right to protection from eviction. If this Licence is terminated and the Licensee does not move out of the Room by the termination date, the University may take legal action in order to obtain a court order requiring the Licensee to move out. The Licensee shall be responsible for any costs properly incurred by the University in seeking and enforcing such an order against the Licensee.

## 4. Financial Matters

### 4.1

#### **The Deposit**

#### 4.1.1

Acceptance of an offer electronically on-line or by post of a place in Halls of Residence must be accompanied by payment of the Deposit.

#### 4.1.2

If, prior to the start of the Residential Year, the Licensee for whatever reason cancels his/her acceptance of a place in the Halls of Residence by notifying the University in writing<sup>2</sup>, the University will retain the full amount of the Deposit to cover its costs of seeking an alternative occupant for the Room. Where the University fails to find a

replacement licensee (who has not otherwise accepted a place in Halls of residence) by the start of the Residential year, the Licensee shall in addition pay to University **within 14 days of the University's demand** the Licence Fee on a sliding scale as follows:

Cancellation by 30th August 2023 a sum equal to 4 weeks' occupation

11th September 2023 a sum equal to 8 weeks' occupation

#### 4.1.3

Subject to clause 4.1.2 where the Licensee for whatever reason fails to take up occupation of the Room at the start of the Residential Year as identified in the Offer Letter or at any later date previously notified in writing<sup>3</sup> to the University, the University shall be entitled to terminate this Licence and retain the full Deposit and the Licensee shall in addition, remain liable for and shall pay the full Licence Fee to the University **within 14 days of demand**. The University shall take reasonable steps to find a replacement licensee as indicated in clause 4.2.4.

#### 4.1.4

Except as provided in clauses 4.1.1 to 4.1.3 above (inclusive), the Deposit shall be held by the University during the Residential Year as security against:

- (a) the performance of the Licensee's obligations under this Licence;
- (b) any damage to the Room, Common Areas and/or to the University's property within the Halls of Residence;
- (c) any missing fixtures, fittings, equipment or furniture for which the Licensee is liable or responsible under the terms of this Licence;
- (d) any reasonable removal and storage charges and disposal costs incurred by the University in relation to items of property and belongings left by the Licensee in the Room or other area of the Halls of Residence at the end of the Residential Year;
- (e) the University's costs, properly incurred in relation to enforcing, rectifying or remedying any breach by the Licensee under this Licence; and
- (f) any unpaid Licence Fee or any

other unpaid sums or monies due or payable by the Licensee to the University under this Licence.

and the University shall, without prejudice to any other right or remedy which may be available to it, be entitled to deduct such sums from the Deposit. Where the Deposit does not fully compensate the University, the Licensee shall remain liable to pay any shortfall to the University within such period of time as the University notifies to the Licensee.

#### 4.1.5

In the case of Withdrawal, the University will retain the full amount of the Deposit to cover its costs of seeking an alternative occupant for the Room.

#### 4.1.6

Where the University has used the Deposit or any part of it in accordance with clause 4.1.4 (other than in the case of Withdrawal) or as otherwise stated in this Licence, the Licensee must pay the University a further sum on demand to restore the original Deposit amount.

#### 4.1.7

The Licensee will not receive interest on the Deposit. The

Licensee is also not permitted to offset the Deposit against the Licence Fee or any other sum due to the University.

#### 4.1.8

The Deposit will be deducted from the final invoice for the Residential Year.<sup>4</sup>

### 4.2

#### The Licence Fee

##### 4.2.1

(a) The Licence Fee is determined annually by the University and will be notified to the Licensee prior to acceptance of the offer of a place in Halls of Residence. The Licensee must pay the Licence Fee for the Residential Year either in three instalments within the time specified on the University's invoice or in full at the beginning of the Residential Year. The obligation to pay the Licence Fee applies:

- (i) whether or not the Licensee moves into the Room;
- (ii) irrespective of the date that the Licensee actually moves into the Room (even if this is on a date later than the dates on which the Licensee is obliged to pay

the Licence Fee); and

(iii) irrespective of the Licensee's individual course dates (which may start later or finish earlier than the Residential Year).

(b) If someone other than the Licensee pays all or part of the Licence Fee to the University directly (e.g. a sponsor or a parent), this will not reduce or otherwise diminish the Licensee's responsibilities under this Licence or give rise to any tenancy or other rights benefitting that third party.

(c) If the Licensee fails to pay in full any instalment of the Licence Fee by the relevant due date, the full amount of the outstanding balance of the Licence Fee for the Residential Year becomes immediately due and payable and the Licensee shall pay such amount within 7 days of the University's demand for payment unless alternative arrangements have been made with the Finance Team. If the Licensee fails to make payment within the 7-day period or has not made alternative arrangements with the Finance Team, the University may:

- (i) terminate this Licence by serving a notice of termination on the Licensee; and/or
- (ii) charge the Licensee interest on the outstanding amount at a rate of 3% above the Bank of England's base rate from time to time in force from the time when payment becomes due until actual payment; and/or
- (iii) charge the Licensee an administration charge to cover the University's expenses in chasing the Licensee for payment of any Licence Fee arrears; and/or
- (iv) seek recovery from the Licensee of the University's reasonable costs from the Licensee pursuant to clause 4.3.1.

If the University, using reasonable endeavours, finds a replacement licensee (who is not already occupying a University residence place), the University will repay to the Licensee the pro rata balance of the Licence Fee paid by the Licensee and for which the replacement licensee becomes

responsible as soon as reasonably practicable once the balance of the Licence Fee has been paid for in full to the University by the replacement licensee.

If the Licensee fails to vacate the Room within the time specified in the notice of termination, the University may apply to the Court for an Order to evict the Licensee from the Room.<sup>5</sup>

#### 4.2.2

Subject to the provisions of clauses 4.2.1(c) and 4.1.2. this Licence is for the duration of the Residential Year. Accordingly, the Licensee (unless otherwise agreed by the University) remains responsible for payment of the Licence Fee until the end of the Residential Year even when the Licence is terminated early. No refund of the Licence Fee will be made other than in the exceptional circumstances identified in clause 4.2.3.

#### 4.2.3

The University may refund the Licence Fee (in whole or in part in accordance with the relevant

provision of this Licence) where (1) the University finds a replacement occupier (as set out in clause 4.2.4); (2) the University is in serious breach of this Licence (as set out in clause 7.1.1); or (3) where the Licensee withdraws from the University, the Licensee will be liable for the Licence Fee for term that they withdraw. Where the withdrawal period is less than 4 weeks, a 4 week notice period will be applied.

Withdrawals will only be accepted upon completion of the Accommodation Office withdrawal form and the Registry withdrawal process.

It is the responsibility of the Licensee to advise the Accommodation department of their withdrawal from accommodation in writing, failure to make contact may result in further charges.

#### 4.2.4

Where a Licensee who continues to be a student at the University

vacates the Room and the University, using reasonable endeavours, finds a replacement licensee (who is not already occupying a University residence place), the University will repay to the Licensee the pro rata balance of the Licence Fee paid by the Licensee and for which the replacement licensee becomes responsible as soon as reasonably practicable once the balance of the Licence Fee has been paid for in full to the University by the replacement licensee. Where the University, having used reasonable endeavours, fails to find such a replacement licensee, the Licensee remains responsible for paying the Licence Fee in full.

#### 4.2.5

A proportionate reduction in the Licence Fee will be made for a Licensee who accepts an offer to occupy a Room after the beginning of the Residential Year. The Licensee will pay the remainder of the current instalment and other subsequent instalments of the Licence Fee in

accordance with clause 4.2.1(a).

#### 4.2.6

A Licensee who changes Rooms at his or her request during the Residential Year shall pay the Licence Fee for the new Room throughout the remainder of the Residential Year. If the original fee is higher than the Licence Fee for the new Room the University will reimburse any overpayment.

#### 4.3.

##### Other Charges

#### 4.3.1

The Licensee shall pay the costs and expenses properly and reasonably incurred by the University including any solicitor's or other professionals costs and expenses (incurred both during and after the end of the Residential Year) in connection with or in contemplation of the following:

- a). the enforcement of the Licensee's obligations under this Licence; and

- b). serving any notice in connection with this Licence or taking any proceedings or action against the Licensee under this Licence.

#### 4.3.2

The Licensee shall pay to the University the reasonable costs incurred by the University as a result of any damage to and/or loss of the University's property caused by the Licensee and/or by the Licensee's guests. The Licensee shall pay the costs of such loss or damage to the University within 5 working days of being notified of the relevant amount, unless the Licensee disputes the amounts payable. In the event of such a dispute, the Licensee should notify the Residences Staff in writing<sup>6</sup> within 5 working days of notification of the amount payable by the Licensee to the University. Where the dispute is resolved in favour of the University, the Licensee shall pay the relevant amount for the loss and/or damage within 5 working days of the

1 Such notification should be sent to [accommodation@chester.ac.uk](mailto:accommodation@chester.ac.uk)

2 The guidelines in the Residents Handbook.

3 Further information on electrical safety can be found in the Residents Handbook.

4 The relevant policies can be found at [www.chester.ac.uk](http://www.chester.ac.uk)

5 If the Licensee is experiencing difficulties in paying any of the Licence Fee instalments by the due dates, he or she should contact the Credit Control Section of the Finance Department of the University prior to the date for payment

6 Such notification should be sent to [accommodation@chester.ac.uk](mailto:accommodation@chester.ac.uk)

date on which the Licensee has been notified of the outcome. Where the Licensee fails to pay the relevant amount within the deadlines specified in this clause, that amount shall be invoiced at the end of the Residential Year.

#### 4.3.3

(a) If damage is caused to the Common Areas and the perpetrator of the damage cannot be identified by the University following a reasonable investigation by the University, the Licensee shall, together with all other occupants of the flat or corridor or Halls of Residence (as appropriate) where the damage has occurred, account to the University for a reasonable proportion of the cost of remedying the damage as determined by the University.

**Note: When living in the Halls of Residence, the Licensee forms part of a community of students for the period of the Licence. Like any other community, it depends on each and every member playing a part in ensuring its safe and efficient running. Where safety and efficiency**

**are compromised and costs are incurred by the University as a result of damage to the Common Areas, it will be necessary to pass the reasonable cost of repair onto the Licensee and to other occupiers of the Halls of Residence collectively and in equal amounts. The communal damage charge will only be imposed, where, after reasonable investigation, the person or persons responsible for the damage cannot be identified.**

(b) The Licensee may appeal in writing against the imposition by the University of the cost of the damage to the Common Areas to the Accommodation Office or the Senior Operations Manager within 5 working days of the date of the notice of the charge. The decision of the Senior Operations Manager (or his/her nominee) shall be issued to the Licensee usually within 5 working days of receipt of the appeal, though this period may be extended in appropriate circumstances, for example where the Senior Operations Manager (and/or his/her nominee) is on annual leave.

(c) The Licensee shall pay the charges within 10 working days of the date of the invoice. Where the Licensee appeals against the imposition of the charge and the appeal is unsuccessful or where the charge has been varied as a result of the appeal, payment should be made within 5 working days of the date of the notice of the outcome of the appeal.

#### 4.3.4

A transfer fee of £25 will be charged to a Licensee who requests to change Rooms during the Residential Year.

The university may waive the fee if the student is requesting a move due to an ongoing maintenance issue or if they are moving as a result of the behaviour of other residents and have previously consulted the residential life team.

#### 4.3.5

A charge of £15 is made for the replacement of a lost key and/or a lost swipe card, which shall be paid by the Licensee direct to the University. If the key and/or swipe card is lost for a second time the University shall charge the licensee

£30. The Licensee may also be required to pay the reasonable cost of replacing locks caused by the loss of keys and in the case of lost swipe cards, the reasonable cost of reprogramming relevant equipment.

#### 4.3.6

A maximum charge of £12 per hour/ per staff member required is made for additional cleaning of the Room where in the reasonable opinion of the University the Licensee fails to maintain reasonable standards of cleanliness and tidiness.

The same fee is applicable for communal areas and will be shared between the residents that use that communal area.

#### 4.3.7

The University shall charge the Licensee £20 for each extra day in residence on termination or expiry of this Licence.

#### 4.3.8

The University shall charge the Licensee £75 for each key and/ or swipe card to the Room which is not returned to the Residences Staff on termination or expiry of this Licence.

#### 4.3.9

The Licensee shall pay to the University the reasonable costs of storage and/or disposal of the Licensee's personal belongings which the Licensee fails to remove on expiry or termination of this Licence and/or the reasonable storage or disposal costs of any dangerous object confiscated by the University.

It is the responsibility of the Licensee to ensure the Room is free of personal items upon termination or expiry of the Licence, the University will not be responsible for any losses in the event that items are disposed of.

The University will not be responsible for any loss of property in storage in full board accommodation during the Christmas vacation periods.

#### 4.3.10

The Licensee shall pay the reasonable costs of portable appliance testing provided by the University under clause 5.3.8

## 5. Conduct and safety

### 5.1

The Licensee will not do anything which may prejudice good estate management and the smooth running and efficiency of the University and will comply with all reasonable instructions issued by the University.

Note: Conduct which puts the health or safety of the Licensee him/herself and/or other persons at risk is regarded as a serious breach of this Licence. Such conduct (e.g. failing to evacuate promptly any area of the Halls of Residence in the event of a fire alarm) may result in the University invoking its rights of suspension under clause 3.12 and disciplinary action will be taken under the University's Regulations on Student Discipline which may culminate in the imposition of a fine (up to £500), temporary expulsion from the Halls of Residence or University, termination of this Licence or expulsion from the University.

The Licensee should consult the Residents Handbook for further information to assist the Licensee in complying with the conduct

and safety requirements of this Licence.

### 5.2

In particular, the Licensee will:

#### 5.2.1

comply with this Licence and the University's Regulations on Student Discipline;

#### 5.2.2

comply with all University Regulations, health and safety and fire safety guidance, any misuse will be subject to the University's disciplinary procedures and the Licensee may be subject to fines and repairs to the equipment and any costs incurred for the Fire Service attendance;

#### 5.2.3

not obstruct the entrance passages, stairways and lifts and not to wedge open fire doors;

### 5.3

not bring into the Halls of Residence, and/or use, produce and/or supply within the Halls of Residence any drugs and/or other such substances including New psychoactive substances (NPS) (commonly known as legal highs)

whose use, possession, supply and/or production is unlawful under the Misuse of Drugs Act 1971 (or as amended or replaced) or under any other applicable legislation;

#### 5.3.1

shall not bring into the Halls of Residence any weapons and/or anything which in the University's opinion is or may become dangerous, offensive, combustible, corrosive, inflammable, radioactive or explosive;

#### 5.3.2

shall not interfere with any fire alarm, smoke/heat detector, fire extinguisher, fire exit, fire signs or any other fire equipment in the Halls of Residence;

#### 5.3.3

shall not interfere with any electrical installation in the Halls of Residence and shall not use any form of heating for the Room and/or Common Parts or electrical adapters except those provided by the University;

#### 5.3.4

shall not otherwise do anything that will put the health and/or

safety of the other residents or University staff at risk;

### 5.3.5

shall follow guidelines<sup>7</sup> for the prompt evacuation of any area of the Halls of Residence in the event of a fire alarm;

### 5.3.6

shall not cook food or use electrical kitchen equipment in the Room or in any area in the Halls of Residence other than the kitchens unless the Room is a studio flat;

### 5.3.7

shall not use barbeques and open fires, these are not permitted anywhere in the Halls of Residence or their grounds

### 5.3.8

shall ensure that all electrical appliances used by the Licensee in the Halls of Residence (other than those provided by the University) are Portable Appliance Tested, safe and comply with current British or European Union (EU) equivalent safety standards and that such appliances display the relevant British or EU safety certification<sup>8</sup>. Where such safety certification is not apparent and/or the University

has reason to believe that the appliance may not be safe, the University will either remove the appliance in accordance with clause 5.4 or require the Licensee to submit the appliance to the University for a portable appliance test and the Licensee shall pay to the University the reasonable costs of such testing. The Licensee shall not be permitted to use the appliance in the Halls of Residence unless and until such testing has been completed and the appliance has been deemed safe.

### 5.4

The University may in its absolute discretion without notice enter and search the Room in circumstances where the University reasonably suspects that the Licensee and/or any other person is/are engaging in conduct which presents a risk to health and/or safety and/or may amount to a criminal offence and shall be entitled to confiscate any article which in the University's reasonable opinion presents a risk to the health and safety of the Licensee and/or other residents and/or staff of the University and should not be in the Room. The article will then either be handed

<sup>7</sup> The guidelines in the Residents Handbook

<sup>8</sup> Further information on electrical safety can be found in the Residents Handbook.

over to the police or retained by the University, at the Licensee's expense, until collected by the Licensee and removed from University grounds. If at the end of the Residential Year the article has still not been collected by the Licensee, the University will give the Licensee 14 days' notice to retrieve the article and if unclaimed after such period the University reserves the right to dispose of it.

#### 5.5

We together with anyone authorised by us have the right to enter the Accommodation at all times, for any reason and without having to give you prior notice. We would normally however, only enter the Accommodation at reasonable times and upon giving reasonable prior notice (except in case of emergency where we may enter at any time and without prior notice) and entry will normally be for one of more of the following reasons

- (a) in an emergency,
- (b) in order to clean, inspect or repair the Accommodation, or any other part of the Halls to comply with our responsibilities under this Agreement and/or

(c) for any other reasonable purpose.

#### 5.6

In the interests of the well-being of fellow residents, the Licensee shall not engage in anti-social behaviour within the Halls of Residence. In particular the Licensee shall:

##### 5.6.1

not impede University staff and/or contractors in the performance of their duties and shall comply with reasonable instructions issued by Residences Staff and any other staff or persons acting on behalf of the University. Such instructions may include, but are not limited to, providing University identification when reasonably requested to do so;

##### 5.6.2

not create loud noise audible outside the Room at any time, and in particular between 11:00 p.m. and 8:00 a.m., and shall not permit parties to be held in the Halls of Residence without the written permission of the Accommodation Team;

##### 5.6.3

not cause damage and/or

nuisance to other residents in the Halls of Residence, and/or to University staff and/or to occupants of neighbouring properties;

##### 5.6.4

not keep pets (except guide dogs) in the Rooms or elsewhere in the Halls of Residence;

##### 5.6.5

not to remove any furniture, equipment, fittings, or fixtures from the Room and/or Common Areas and/or cause damage to the University's property;

##### 5.6.6

not smoke anywhere within the Halls of Residence and comply with all instructions regarding smoking including E-Cigarettes, which are posted in the Halls of Residence;

##### 5.6.7

not make the Common Areas dirty and/or untidy;

##### 5.6.8

refrain from any behaviour either in person or online which may be perceived as nuisance to and/or harassment of other residents and/or staff and/or neighbours

on any basis and in particular on grounds of sex, race (which includes colour, nationality, ethnic and national origins), disability, religion/belief, age, pregnancy, gender reassignment and/or sexual orientation;

##### 5.6.9

refrain from any behaviour which may be perceived as causing fear, alarm or distress to staff and/or other residents and/or neighbours including (but not limited to) behaviour that may amount to unlawful harassment under protection from harassment legislation;

##### 5.6.10

not behave in such a manner as to bring the University into disrepute.

#### 5.7

The Licensee shall comply with the University's policies<sup>9</sup> relating to Halls of Residence

### 6. Additional Responsibilities of the Licensee

#### 6.1

During his or her occupation under this Licence the Licensee is responsible for:

#### 6.1.1

the tidiness and cleanliness of the Room and communal facilities;

#### 6.1.2

the behaviour of visitors who are in the Halls of Residence at his or her invitation, including for payment of the reasonable costs incurred by the University as a result of any damage or loss to the University's property and/or equipment caused by the Licensee's visitors.

#### 6.2

On arrival the Licensee shall:

##### 6.2.1

check the University's property against the inventory for the Room and the Common Areas;

##### 6.2.2

check the Room and Common Areas for damage and cleanliness.

Any discrepancy should be recorded on the inventory form and reported to the Accommodation Team not more than 2 working days after moving in. A mechanism for this purpose will be issued when the Licensee collects the key to the Room.

9 The relevant policies can be found at [www.chester.ac.uk](http://www.chester.ac.uk)

### 6.3

On departure:

#### 6.3.1

the Licensee shall check the University's property against the inventory for the Room and shall check the Room and the Common Areas for damage and cleanliness.

#### 6.3.2

the University will inspect the Room and the Common Areas as soon as possible at the end of the Residential Year or earlier termination of this Licence and any damage or loss of the University's property shall be paid by the Licensee in accordance with Clause 4.

### 6.4

Clauses 6.3.1 and 6.3.2 shall apply on termination of this Licence whether at the end of the Residential Year or on earlier termination.

## 7. Termination of licence

### 7.1

This Licence may be terminated by the Licensee if:

#### 7.1.1

The University is in serious breach of its obligations under this

Licence. In these circumstances, the University will reimburse the Licensee the balance of the current period of the Licence Fee and any other sums which are properly due to the Licensee; (an example of serious breaches by the University include persistent failure by the University to provide essential services such as power or water, or failure within a reasonable time to repair serious damage to the Room coupled with failure to offer alternative accommodation where the damage renders the Room uninhabitable); or

#### 7.1.2

If the Licensee withdraws from the University in the course of a Residential Year, provided the Licensee provides the Accommodation Office with written confirmation of withdrawal from the appropriate department and completion of both Accommodation and Registry withdrawal forms before departure then the Licence Fee may be reimbursed in accordance with clause 4.2.3 if the University finds a replacement licensee. If no replacement licensee is found then the full Licence Fee remains payable.

### 7.2

This Licence may be terminated by the University, in the event of:

#### 7.2.1

serious breach by the Licensee of this Licence in accordance with the procedures contained in the University's Regulations on Student Discipline (non-exhaustive examples of serious breaches of this Licence include wilfully or recklessly damaging University property, including fire equipment; possession of weapons or drugs (Inc NPS), bullying or harassment of other residents or University staff; conduct that puts the physical and / or mental health or safety of other residents or University staff at risk, violent or abusive behaviour, persistent minor breaches of this Licence);

#### 7.2.2

serious breach by the Licensee of the University's Regulations on Student Discipline in accordance with the procedure contained therein;

#### 7.2.3

the Licensee having failed to pay when due all or any part of the Licence Fee to the University;

**Note (1): A Licensee will not be**

**permitted to remain in a Room at the beginning of a new term if any part of the Licence Fee which is due for payment is still outstanding.**

**Note (2): By exercising its right to terminate this Licence for non-payment of some or all of the Licence Fee, the University is not prevented from exercising any other right or remedy available to it. For example, the University may seek to recover from the Licensee any outstanding payments including outstanding charges and costs for terminating the Licence.**

#### 7.2.4

the Licensee no longer being an enrolled student at the University;

#### 7.2.5

in accordance with clause 4.1.3 the Licensee fails to take up occupation of the Room;

#### 7.2.6

where the Licensee receives a caution or is convicted of an offence under the Misuse of Drugs Act 1971 (as amended, replaced or supplemented), or receives a caution or is convicted of an offence which the University reasonably concludes renders

the Licensee a serious risk to the safety of other residents and/ or University staff. The University reserves the right to invoke its right of suspension under clause 3.12 where the Licensee is charged with or convicted of such an offence.

### 7.3

Upon termination or expiry of this Licence, the Licensee will vacate the Room and remove all personal belongings from the Room and Common Areas. At the end of each term as specified in the Offer Letter and at the end of the Residential Year this must be done by 10:00 am on the last Saturday of the Residential Year. Failure to remove all belongings will entitle the University to remove belongings from the Room and/or the Common Areas and place them in storage. The University will give to the Licensee 14 days' notice to retrieve the belongings and if unclaimed after such period the University reserves the right to dispose of them.

Note: Where a Licensee refuses to vacate the Room at the end of the Residential Year or on early termination of this Licence for whatever reason, the University



will be required to obtain a Court Order to evict the Licensee and the costs of obtaining and enforcing such a Court Order shall be payable by the Licensee.

#### 7.4

Termination of this Licence by either party shall not affect the rights and obligations of the parties accrued prior to the date of termination. Any provision of this Licence that expressly or by implication is intended to come into or continue in force on or after termination shall remain in full force and effect.

### 8. General Provisions

#### 8.1

##### Personal Property

Except in cases of damage and/or direct loss suffered by the Licensee as a result of the University's negligence, the University will not be liable for the loss of, or damage to, personal property in the Halls of Residence

**Note: Licensees are strongly recommended to obtain adequate insurance for their personal property.**

#### 8.2

##### Utilities

#### 8.2.1

While the University will take reasonable steps to supply gas, water, and electricity, it cannot guarantee a continuous supply and will not be held liable for any loss, damage resulting from the failure on the part of the service provider to supply such services and which are reasonably beyond the University's control. This clause does not intend to exclude liability for damage and/or direct loss suffered by the Licensee as a result of the University's negligence.

#### 8.2.2

While the University will take reasonable steps to supply internet access, it cannot guarantee a continuous supply and will not be held liable for any loss or damage suffered by the Licensee as a result of interruptions to or loss of internet access, unless such loss or damage is caused by the University's negligence. Further the University has no liability whatsoever for any act, default, omission and or negligence of the ISP, its servants or agents.

#### 8.3

##### Severance

If any clause in this Licence or part of it is held to be illegal or unenforceable under any

enactment or rule of law then that clause or part of it shall not form part of this Licence and the enforceability of the remainder of this Licence shall not be affected.

#### 8.4

##### Notices

#### 8.4.1

Any notice served by the University on the Licensee shall be sufficiently served if it is in writing and in English and is delivered by hand to the Room or by hand or by first class post to the Licensee's academic department at the University or by first class post to the last known address of the Licensee.

#### 8.4.2

Any notice served by the Licensee on the University shall be sufficiently served if it is in writing and in English (or accompanied by an accurate translation into English) and is sent by email to [accommodation@chester.ac.uk](mailto:accommodation@chester.ac.uk)

#### 8.4.3

Any notice issued pursuant to clauses 8.4.1 or 8.4.2 shall be deemed to have been received :

(a) if delivered by hand, at the time the notice is left at the proper address;

- (b) if sent by pre-paid first-class post or other next working day delivery service, at 9:00am on the second Business Day after posting; or
- (c) if sent by email, at the time of transmission, or, if this time falls outside business hours in the place of receipt, when business hours resume. In this clause 8.4.3(c), business hours mean 9:00am to 5:00pm Monday to Thursday and 4:30pm on Fridays on a day that is not a public holiday.

#### 8.5

##### Third party rights

For the avoidance of doubt nothing in this Licence shall confer on any third party any benefit or the right to enforce any provision of this Licence. For the avoidance of doubt, a person who is not a party to this Licence shall not have rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Licence.

#### 8.6

##### Dispute resolution

Any dispute arising under this Licence shall be subject to the exclusive jurisdiction of the English courts. This is without prejudice of

the right of the Licensee to make a complaint relating to this Licence to the Office of the Independent Adjudicator for Higher Education, once the Licensee has exhausted the University's internal complaints mechanism.

#### 8.7

##### No waiver

The rights and remedies of either party in respect of this Agreement shall not be diminished, waived or extinguished by the granting of any indulgences, forbearance or extension of time granted by such party to the other nor any failure of or delay by the said party in ascertaining or exercising any such rights or remedies.

#### 8.8

##### Entire agreement

This Licence and any document referred to in it set out the entire agreement between the University and the Licensee with respect to the subject matter hereof, supersede all previous agreements and understandings between the University and the Licensee with respect thereto and may not be modified except as notified by the University in writing or by email to the

Licensee and accepted by the Licensee or by an instrument in writing duly signed or acceptance electronically by the authorised representative of the University and by the Licensee.

#### **8.9**

No transfer

The Licence is personal to the Licensee and he/she shall not transfer any of his/her rights under this Licence to a third party.

#### **8.10**

Force Majeure

The University, shall not be in breach of this Licence, nor liable for any failure or delay in performance of any obligations under this Licence arising from a Force Majeure Event.

#### **8.11**

Governing Law & Jurisdiction

##### **8.11.1**

This Licence and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England and Wales.

##### **8.11.2**

The University and the Licensee irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claims that arises out of or in connection with this Licence or its subject matter or formation (including non-contractual disputes or claims).



[www.chester.ac.uk/accommodation](http://www.chester.ac.uk/accommodation)

If you have any questions about our accommodation, please contact  
our Accommodation Office:

E: [accommodation@chester.ac.uk](mailto:accommodation@chester.ac.uk)

T: 01244 513000



Hospitality and  
Residential Services

