



Estates, Facilities
& Residences

Residents Handbook 2021-22

Forming part of the Accommodation Licence Agreement

The Small Print

The Terms and Conditions of your Accommodation Licence Agreement can be found at the back of this handbook. The Accommodation Licence Agreement is a legal contract between you and the University which outlines your obligations and the University's obligations. Please ensure that you fully understand your obligations before accepting. If you do not understand the contents within this handbook, including the Accommodation Licence Agreement (found at the back of this handbook) and Licence Particulars (found in your Accommodation Licence Pack), then we advise that you seek legal advice.

Data Privacy Statement

Estates, Facilities & Residences collects, records, uses and in some cases shares personal information that we hold on the users of our various services for the purposes for which they were intended upon collection. Estates, Facilities & Residences is committed to the protection and safeguarding of our user's privacy through compliance of the General Data Protection Regulation (GDPR) and Data Protection Act 2018. Further information regarding use of your data and your rights can be found on the [University's General Data Protection webpage](#), and [Accommodation Office Data Protection Information webpage](#).

Welcome to Aberystwyth!

We hope this handbook provides useful information about living in University Accommodation so you can get the most out of living with us. Additional information can be found at www.aber.ac.uk/accommodation

USEFUL NUMBERS

24/7 University Helpline

+44 (0)1970 622900 - there is a phone in each building entrance (or in the communal block for PJM) which will connect you to this number.

Accommodation Office

(Monday – Thursday 08:30 – 17:00, Friday 08:30 – 16:30)

+44 (0)1970 622900 accommodation@aber.ac.uk

Student Support Services

+44 (0)1970 621761 student-support@aber.ac.uk

International Office

+44 (0)1970 622367 international@aber.ac.uk

Fees Office

+44 (0)1970 622043 / 628434 fees@aber.ac.uk

Information Services - for help with any hard-wired or wireless internet connection.

+44 (0)1970 622400 is@aber.ac.uk

Emergency Services - 999

Non-emergency Services - 101 (police) or 111 (NHS)



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Meet our Team

Our Residences Management and Accommodation Office Teams form part of the department of Estates, Facilities & Residences.

We strive to provide you with the best level of assistance & care and have a team of staff to help you with any queries you may have. No matter how big or small of an issue, we are always happy to help, to ensure you have a trouble-free stay.

Accommodation Office Team and Residences Management Team

Our teams can help with any general enquiries or day-to-day queries relating to your accommodation. See the About Us section on the webpage for details of where these are located and opening times.

Residence Assistants

Our Residence Assistants (RA's) are university students, living in residence themselves who are here to help you settle in and feel comfortable in your new home.

To find who your Residence Assistants are, and details of the service they provide, visit the Residence Life webpage.

Cleaning Team

You will see our Cleaning Team on a regular basis in your block, hall and communal learning areas. Feel free to stop and have a chat with them.

Porters

You may see our Porters going about their day-to-day jobs across the University. You may also see them in your residence to look at a maintenance issue you've reported - should our Porters be unable to resolve any reported faults/issues, they will pass it onto the relevant maintenance team.

Security Team

Our Security Team are available 24/7 and provide a staffed reception in Campus Reception. You may also see members of the team carrying out mobile and foot patrols around our residences. Whilst living with us, should you have any concerns, then please don't hesitate to contact the Security Team by calling the 24/7 University Helpline on 01970 622900.



Arriving into your new home



Pre-arrival

Before you arrive, you will need to know what to bring, what to leave at home and what is already provided. This information can be found on our [Moving In webpage](#), which also includes a handy, printable checklist.

If you do not want the hassle of bringing essential items, such as bedding and kitchen utensils, then why not pre-order with **UniKitOut** where you can buy necessities and get them delivered before you arrive!

All students at Aberystwyth University are provided with an Aber Card. It is really important that your Aber Card is ready for you when you arrive to avoid any delays accessing your accommodation. To make sure your card is ready for you, apply for it as soon as possible by uploading a photo to your Student Record.



Arrival

You will be able to collect your key for your room on the stated arrival time and date printed on your Licence Particulars.

You will be able to book your arrival slot when completing our Induction Programme, which forms part of your Accommodation Licence Pack.

For any more information regarding your arrival including where to collect your key from, please visit the [Moving In webpage](#).

Accessing your Accommodation

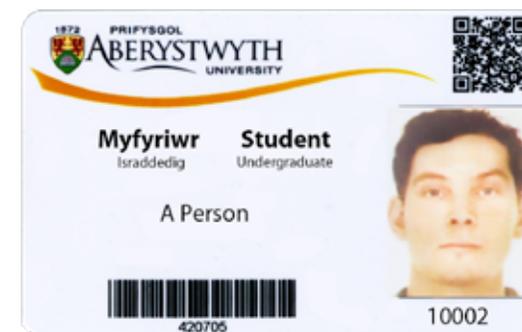
You will be able to gain access to your accommodation either by a key, fob or an Aber Card (each residence varies). Your card will only give you access to **your** block, hall, house/flat, room and any communal areas such as learning centres and laundry rooms.

Aber Cards and Keys

Locks are provided for every bedroom and flat/house door. Some larger communal areas are also controlled by a lock system. Please ensure your key, fob and/or Aber Card is always secure; do not lend them to anyone, including friends, family or flatmates. The University advises you to have your **University Aber Card** on you at all times.

If your Aber Card/key or fob is lost or stolen you must report this straight away. For any replacement keys/cards given to you, there may be a charge.

If you are locked out, don't worry, just contact the 24/7 University Helpline (01970 622900).



Accessing your Accommodation

Occasionally, others may also need access to your accommodation. **Remember: all staff are required to carry identification. It is your right to ask for identification and you can refuse entry if it isn't shown - if this happens please contact the Accommodation Office.**

Access by Staff to your Accommodation

Staff will need to enter your accommodation for inspections, safety checks and inspecting maintenance issues; you will be given notice of approximately 7 days. There are a small amount of reasons this notice cannot be given such as: welfare visits, to investigate a reported incident, notification of events, in an emergency, if there has been a noise complaint, if a Residence Assistant is making a delivery or visit, fire drills or if any health and safety issues arise.

For more details about Access please visit the [Living In Residences webpage](#).

Access for Repairs and Planned Maintenance

If you report a fault in your residence (whether this be by phone, email, the report a fault form or your inventory) you are authorising contractors to access the area in order to resolve it. Please note: if any maintenance issues are identified by staff carrying out inspections, they will be given to the relevant maintenance team. If you are not in at the time of their visit, they will leave a calling card to notify you if they have resolved the issue or if they will need to return.

In reporting a repair you are consenting to personnel entering your room or flat to assess or carry out the repair.

Inventory and Maintenance

Your accommodation should be in best possible condition when you arrive and should be maintained throughout your stay. However, sometimes this isn't possible for reasons such as wear and tear.

Online Room Inventory

Shortly after your arrival, you will receive an email asking you to complete an online inventory of your bedroom and shared areas. This is so you can tell us about the condition of your accommodation so we know of anything we need to fix or if there is any damage we need to be aware of. Reporting faults on the inventory will prevent you from being charged at the end of your licence period. You must complete the inventory within 7 days or it will automatically be recorded with no faults. Any maintenance issues reported on your inventory will automatically be passed to the Maintenance Team / Residences Management Team and, as a result, you consent to personnel entering your room or flat to access or carry out the repair.

Additional Items

You may decide that you'd like to bring additional furniture / equipment into your accommodation. Please see our [Additional Items webpage](#) for further information.

Maintenance

Please report any issues such as maintenance / repairs, damage, hazards and pest control issues, as soon as you notice them, via our online report a fault form. This can be found on the [Living In Residences webpage](#). All maintenance issues are prioritised depending on urgency (refer to Appendix 3).

Online fault reports will only be received and processed during normal office hours (Monday - Friday) excluding [Bank Holidays and University Closed Days](#). To check the normal office hours, please visit the Report a Fault webpage. If you have an emergency repair you can ring the 24/7 University Helpline, 01970 622900.

Facilities



TV Licence

You need to be covered by a TV Licence to watch or record live TV programmes on any channel, or download or watch BBC programmes on iPlayer.

If your accommodation has a TV provided by us,

we will provide the TV Licence so you don't need to worry. However; if you bring a TV / device with you for use in your room, you will need your own Licence. If you feel that you do not need a TV Licence, please declare this information on the TV Licence webpage. For more information please visit www.tvlicensing.co.uk.

Mail & Post

Mail will be delivered directly to your block, flat or house. It is crucial the sender includes your full postal address - details of this can be found on the [Living In Residences webpage](#). Any mail addressed incorrectly will be undelivered and returned to sender.



Any parcels will be delivered by Royal Mail or a Courier Company straight to your block, flat or house. If you are not in when they call, you will be left a calling card giving details of where you can collect your parcel from. Unfortunately, we are unable to accept parcels on your behalf. Delivery arrangements are between you and the delivery company, we are not responsible for any miss-delivered or lost parcels; therefore, if you experience any issues with delivery of mail, then you will need to contact Royal Mail or the company / courier directly. We do provide delivery companies with access to the relevant block doors to access flat letter boxes.

Any mail delivered after you have moved out will be returned to sender.

Heating, Hot Water and Lighting

Your Accommodation Fee includes residential use of electricity, water, sewerage, heating, lighting, water heating and (where the Residence is connected to gas) gas. To view heating and hot water times in residences please visit our Living in Residences webpage.

Internet

Your Accommodation Fee includes internet access via a wired Ethernet network socket in every study bedroom as the primary internet connection. Our wireless network (eduroam) is also available as a secondary connection. Information about this service and how to connect your devices to the network can be found on the Information Services webpage.

Insurance

Your Accommodation Fee also includes Student's Personal Effect Insurance and your items are covered inside your room against fire, flood and theft. To find out more information about insurance, including what is covered, the amounts items are covered for and how to extend and personalize your cover visit our Living in Residences webpage.

Learning Centres and Bookable Rooms

We have a range of Learning Centres and bookable rooms (open 24/7) which are available for you to use for free. For more information on this please visit the [Living In Residences webpage](#).

Facilities

Laundry

Laundry facilities are provided by Circuit Laundry. Laundry rooms can be found at: Cwrt Mawr, Rosser C, Rosser G (only available for residents of Rosser G), PJM Amenity Block, Pantycelyn (only for residents of Pantycelyn), and Fferm Penglais (x3).

You can operate the machines either by a phone app or card.

CircuitView allows you to go online and check availability of washers and dryers and also alert you when your cycle is complete.

For additional information and top tips on laundry facilities, please visit the [Living In Residences webpage](#).

Waste and Recycling

There are bins in your kitchen for food, glass, recycling and general waste. This waste should then be taken by you to the correct bins in the external bin stores. Any rubbish collected in your bedroom and en-suite (where applicable) should also be put directly into the external bin store **NOT** in your flat/house's communal bins.



Please see the chart on the following page of what can be recycled - anything not listed on the chart or things which cannot be recycled should be disposed of in general waste.

Material	Which bin?	YES please ✓	NO thanks ✗
Glass Jars & Bottles	Glass bin	All colours of glass	Ceramics, Pyrex, drinking glasses, non-glass items
Cardboard	Recycling	Any type of cardboard boxes	Any cardboard which contains non-recyclable products, eg food
Paper	Recycling	Newspapers, magazines, note pads, envelopes, letters or any other paper product	Beverage cartons eg juice, non-paper items
Food	Green food bin	Any type of food product	Any packaging, plastic bags, liquids, oil
Plastics	Recycling	Empty bottles, caps, straws, pots, tubs, cups and lids	Shrink wrap (Clingfilm), carrier bags, polystyrene, non-plastics items
Cans	Recycling	Aluminium & steel cans eg beer cans, foil	Hard metal items eg cutlery, non-metal items

Expectations

As a member of the University, and a resident of University Accommodation, you are expected to work and behave, both within and outside the institution, in ways that reflect the University's values and to be considerate and respectful of others at all times.

Noise

Excessive noise can be one of the biggest causes of friction between residents in accommodation. We ask that you keep noise to a minimum between 23:00-08:30 and be especially considerate in exam periods.

Smoking

All University buildings are non-smoking areas, which includes the use of e-cigarettes. If you are smoking outside, please stand away from the building and any windows to prevent the smell of smoke entering the premises and please use the cigarette bins provided, in line with AU smoking policy; see the [Smoking Policy webpage](#) for more information.



Alcohol

When consuming alcohol within your residence, please respect your other housemates. A big issue when drinking can be noise. Also respect that not everyone drinks alcohol and they should not be pressured into doing so.

Accommodating Others

Living with other people at university should be a fantastic experience and is an important part of student life. At Aberystwyth, we have a large, diverse community of people from all walks of life. Your behaviour may have a huge impact on someone else so please be aware of how you act. Small tensions can appear quickly and soon become big problems. If there is any difficulties with other residents we advise you to talk to them first but if this is not possible or the situation does not improve, please seek advice from a member of staff.



Visitors

Visitors are welcome to stay in your accommodation providing the following measures have been met:

- An overnight visitor must be over the age of 18.
- You may not have more than 1 visitor staying at the same time.
- A visitor can only stay up to three nights in a row and must not return within a seven day period.
- Visitors must stay in your room and not in any communal areas.
- All visitors must be registered and signed in to comply with Health, Safety and Fire Regulations. For further information, visit the [Living in Residences webpage](#).
- You are responsible for your guest and they must not be left unsupervised. If they breach the Accommodation Licence Agreement in any way, you will be responsible for their actions.
- Your guest must be respectful and behave responsibly - if not, they may be asked to leave.
- Discuss with your flat / housemates that you want to have a visitor staying prior to their arrival.

Failure to comply with the above could mean that your visitor request is denied. Reoccurring issues such as visitors being denied, visitors staying without being registered, visitors being loud and causing a nuisance, may result in you having a ban on visitors staying with you. The University reserves the right to change, alter and amend these requirements at any time for which no notice will be provided.

Cleaning & Inspections

All areas inside and outside your accommodation must be kept up to an excellent cleaning standard by you, your housemates and us. You will have access to basic equipment such as a Hoover and mop. It is your responsibility to buy your own cleaning products.

Your Room

You are fully responsible for ensuring your room is clean and tidy at all times. If you have an en-suite room you will also have to ensure the bathroom is kept clean.



Communal Areas

In self-catered residences, any communal areas inside your flat / house such as kitchens, corridors and bathrooms etc must be cleaned by everyone in the house or flat; it is a joint responsibility. In catered accommodation, you will be designated a kitchenette which you, along with others, will be responsible for cleaning. This includes, work surfaces, fridges, ovens and bins (where applicable). A good idea is to create/use a cleaning rota to help ensure your communal areas stay clean. Please contact the Residences Management Team if you need any help with this.

Outside Areas

Please also ensure that the areas close to your block stay clean from any rubbish, including cigarette ends. Please use the external bin stores and litter bins provided and the cigarette bins provided.

Our Responsibility

If you live in a block of flats we will clean any communal areas outside of your flat (hallways, stairs, entrances etc). You may see the cleaning team during the week and occasionally, they may access your accommodation to use university equipment, such as a Hoover. For catered halls we will clean your communal common areas and corridors. For Pantycelyn, as a catered hall, we will clean your communal areas (hallways, stairs, entrances, corridors and ground floor social spaces).

Inspections

Inspections are carried out to monitor the cleanliness of your accommodation and to monitor any maintenance, fire or health and safety considerations to ensure you are safe at all times. They are also carried out to give you the opportunity to ask us any questions you may have regarding your accommodation or any other part of university life.

Communal Inspections

These take place throughout the Licence Period. A member of staff will inspect the communal areas within your accommodation, eg, shared kitchen, shared bathroom etc.

Bedroom Inspections

These take place throughout Licence Period. A member of staff will inspect your bedroom and en-suite (where applicable).

Results of an Inspection

The outcome of any inspection will be sent to you by your Aberystwyth email, it will also contain a brief summary of the inspection.

Failed Inspections

If you fail an inspection, another may be arranged (dependant on circumstances). The outcome will be sent to your Aberystwyth email. If you and/or your flat / housemates fail a second time, the University will work with you to resolve the situation; if any costs are incurred, you may be charged for the cost of rectifying any failure. For any communal areas, any charges will be divided between all residents of the flat / house. Your room and/or flat may also be checked on a more regular basis and disciplinary action may be taken.

For more information on cleaning and inspections, please visit the [Living In Residence webpage](#) (refer to Appendix 5).

Personal Safety

Aberystwyth is recognised as one of the safest and friendliest university towns in the country. However; there are some things you need to be aware of to keep safe:

Out & About

- Always try to stay on busy, well-lit streets at night.
- Walk home with friends where possible.
- Don't flash any valuables.
- Always be alert.
- Make sure someone knows where you are and where you're going.
- Always lock all doors and windows. If you leave your door unlocked, you will not be covered by your **personal contents insurance**.
- Stay off the beaches and shore, away from the sea, during bad weather. Follow any warning advice given and for more information please view our [Water Safety and Adverse Weather](#) webpages.

Electrical safety

- Do not overload extension cables and/or adapters and make sure they're fused. If bringing these from abroad, please ensure you use the correct Voltage and plug size. Please see our **Electrical Safety and PAT Testing webpage** for more information.
- Do not use any kitchen electrical items in your bedroom - this will be a breach of your Accommodation Licence.
- Ensure you read the relevant instructions for use for each appliance. For more information on this, please visit the [Living In Residences webpage](#).

Portable Appliance Testing (PAT)

To help us manage our fire safety, all electrical items over 12 months old will need to be PAT tested prior to use in University Accommodation. You are required to have your items PAT tested before arrival so you know they are safe to use. Any electrical items, over 12 months old, which have not been PAT tested cannot be used within residences. Additionally, any electrical items which: haven't been PAT tested or for which there is no proof that they are under 12 months old, may be removed from your residences and kept for you to collect at the end of your Licence Agreement.

For further information, please see our **Electrical Safety and PAT Testing webpage**.

Fire Safety

The most significant hazard for students **Living In Residences** is fire. You should familiarise yourself with the fire action sign in your room as soon as you arrive.

If an item that is deemed to be dangerous and/or prohibited is discovered in your accommodation, it will be removed and a confiscated items receipt will be issued. You will then be contacted by the Residences Management Team. For more information on this, please see our [Living In Residences webpage](#).

Fire Safety Inspections

As part of our compliance with Universities UK Code of Practice (UUK), the University is mandated to carry out fire safety inspections during your time living with us. These inspections will include all common parts of your residence, such as corridors, landings, shared kitchens and social rooms. Fire safety inspection details can be found on our [Living In Residences webpage](#).

Fire precautions

All buildings are equipped with smoke and/or heat detectors. We also have, and expect you to use when required, extractor fans (where applicable) in kitchens and bathrooms. Kitchens also have fire blankets that can be used on cooking fires. Buildings are equipped with fire doors which will automatically close and to prevent the spread of fire and smoke. All furniture provided in your accommodation complies with the relevant regulations.

Fire extinguishers are provided throughout each residence and can help manage a small fire. However, you are not expected to use an extinguisher unless there is a clear escape route and you are confident using one. Instructions are printed on the side but it is safer to just evacuate if you are unsure. Water extinguishers must not be used on anything electrical.

Fire alarms/drills

Fire alarms are tested weekly in every building so we know they are working properly.

A test schedule can be found on the [Living In Residences webpage](#). If the alarm sounds outside of the times stated, you must evacuate the building. If the alarm continuously sounds, even within your test time, you must evacuate the building.

If you discover a fire, please activate the alarm immediately by breaking the glass, evacuate the building and then ring 999.

As part of our compliance with Universities UK Code of Practice (UUK), the University is mandated to carry out fire drills during your time living with us. Failure to evacuate may result in disciplinary action. Some residences are supplied with an additional pre-alarm system. To see if your accommodation operates a pre-alarm system, please visit our [Living In Residences webpage](#).

Evacuation of Buildings

If you think you would have difficulty leaving the building during an emergency evacuation you may require a Personal Emergency Evacuation Plan (PEEP) or other adjustments. Can you hear the fire alarm in all situations (for example when sleeping or showering)? Can you move to the staircase easily if the fire alarm sounds? Can you go down the stairs easily and quickly without help? If you answer no to one of the questions, please contact our Accessibility Service to discuss your PEEP/required adjustments. Non-disclosure of significant accessibility issues may result in the allocation of unsuitable accommodation and you potentially being in breach of your accommodation licence agreement.

Storage

Items, including bikes, must not be stored/kept on corridors, stairways or where they are blocking any doors. This is a legal requirement for your safety to ensure escape routes remain clear. If you want to bring your bike to University, we have a number of secure indoor cycle stores around our accommodation sites for you to store them safely. For more information on secure cycle storage, please see our Living in Residences webpage.



Helpful tips & hints:

- Do not wedge open fire doors.
- Keep cookers and grill pans free from fat and grease; burning fat causes smoke.
Tip: line the grill with foil.
- Open the window / window vent whilst cooking.
- Never leave cooking food or electric appliances which are on, unattended.
- Never cook when you are tired or under the influence of alcohol/drugs.
- Don't place metal objects, such as cutlery, into microwaves or toasters.
- Make sure the extractor fan (where applicable) is on when cooking or taking a shower.
- Use aerosols, hair dryers/straighteners away from heat detectors.
- Keep shower doors shut during and after a shower to prevent steam escaping.
- Never tamper with smoke/heat alarms or any fire equipment. Report to staff immediately if anything is broken/used.

Health & Support

The University is here to help you with any issues or concerns you have. We want to make sure that you're feeling good - both physically and mentally.

If there is a medical emergency please ring 999.

Register with a GP

We advise you to register with a local GP as soon as you can so if anything does happen and you do get ill, you can contact a doctor.

There are a range of medical practices in Aberystwyth available whether you live on campus or in town.

Vaccinations

We recommend that you are up to date with the following routine vaccinations before arrival: covid, meningitis (MenACWY), MMR (measles mumps and rubella), diphtheria, polio, tetanus, Human Papillomavirus vaccine (HPV) and that students from countries with a high incidence of TB are vaccinated against TB.

Students who have ongoing health conditions

If you have ongoing health conditions, please ensure you bring a month's supply of up to date medication with you and consider how you will store your medication and dispose of equipment (such as epi pens) safely. Please contact us for advice on this.



Student Wellbeing Service

The Student Wellbeing Service provide advice and guidance on a range of emotional and wellbeing issues, whilst working with students to develop lifelong skills so they can thrive. The qualified counsellor and mental health specialist practitioners are able to offer quick chats, 121 appointments and self-development training sessions. You can complete their online registration form to tell them about your difficulties or raise concerns about another student and a practitioner will get back to you. Their webpages offer a range of helpful resources and information about accessing 24/7 help and advice and what to do in a crisis.

Student Accessibility Service

The Service provides advice and information to students with chronic and enduring health conditions, physical and/or sensory disabilities, specific learning differences (i.e. dyslexia) or autistic spectrum condition. The service assists students with implementing any reasonable adjustments necessary for accommodation or to help you access your course and can advise on funding options such as the Disabled Students' Allowance (DSA). Aberystwyth University has an Assessment Centre that assesses disabled students study needs through the DSA process.

To contact an Accessibility Adviser email: accessibility@aber.ac.uk

Advice, Information and Money Service

The Advice, Information and Money Service provides advice and support on a range of University procedures and financial issues. The Service also administers the University Hardship Fund and is able to advise on issues in respect of dignity and respect.

Advice and information is available from Student Support - 01970 621761 / student-support@aber.ac.uk.

Visa Advice

The International Student Adviser provides support for students who need advice with visas post entry. Further information can be found on the Visa Support & Advice webpage.

Careers Service

The Careers Service is available to help with planning your future. They can offer advice, guidance and information to all students of Aberystwyth University - even graduates! They can help you from the very moment you arrive by advising on local jobs, how to make the most of your time at university and how to get involved in activities to boost your CV. Whatever thoughts you may have about your future career path, even no ideas at all, the Careers Service can help.

For more information visit the [Careers website](#) or email careers@aber.ac.uk.



Aberystwyth Students' Union (AberSU)

Led by students and supported by a team of staff, the **Students' Union** wants Aber students to love student life and be ready for anything, and works to ensure that Aber students have an epic student journey, are happy, healthy and empowered, with lasting friendships and promising futures.

AberSU acts as the 'voice for students' while providing support and opportunities to Aber students during their time here.

There are hundreds of opportunities with AberSU whether it's joining a sports club or society, volunteering or representing other students academic and otherwise. It's the best way to meet new friends whilst trying something new, the hardest part is choosing which ones! More information can be found on the AberSU website.

The Students' Union Advice Service offers free, confidential and independent advice to all Aberystwyth students. Students' Union Advisors are trained staff that can help you with a range of issues and specialise in providing advice and support on University processes and procedures.

You can just drop in to speak to an Advisor - just ask at the Students' Union reception or you can contact via email: union.advice@aber.ac.uk. Check out the AberSU website for more information.

Sport, Exercise, Health and Well-being'

Being active is an important part of life. It can help keep you and your mind healthy. It is also a great opportunity to try new things and get to know new people. Our Students' Union offers you the chance to sign up to over 100 sports clubs and societies.

Sports Centre

As a resident you have **FREE Sports Centre Platinum Membership** - giving you unlimited access to many of the sports centre's facilities.

Play, workout, have fun, compete or relax... find a sport or activity that's perfect for you. We're more than just a gym:

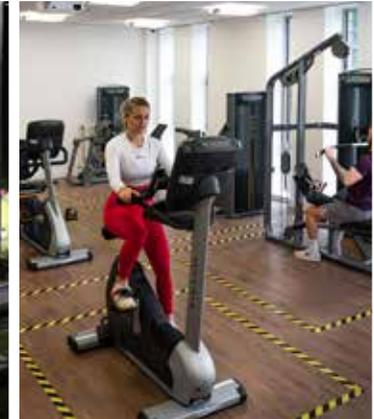
- Gym & Free Weights room - fitted with top of the range equipment
- Swimming pool with Saunarium
- BoxRox - indoor climbing wall
- Group Exercise and Group Cycle - lead with HIIT, Zumba, circuits, yoga, and many more fitness or mind and body classes.
- Whether you're a gym fanatic or it's something new for you, we have classes to suit everyone - not just for fitness but for your wellbeing!

Alongside our membership offer, you can book to use: dance room, squash courts, sports hall, sports cage, tennis courts, running track, floodlit artificial pitch and the 3G pitch.

New for 2021 our '24 hour' satellite gym located downstairs in The Hub right next door to Fferm Penglais and PJM. Packed with state-of-the-art Matrix fitness equipment for your enjoyment!

Please note these may incur an additional charge.

For any other information please contact: sports@aber.ac.uk or call 01970 622280



Hospitality Services

Hospitality Services have a number of Cafes, Restaurants and Shops across campus open 7 days a week. Here you can choose from main meals, snacks and drinks as well as topping up on your groceries at our convenience store. All with the added incentive of 10% off all food and drinks for all students.

You can take advantage of our fantastic value 'Eat with us, Shop with us' flexible meal plan packages even if you are living in self-catered accommodation! Eat what you want, when you want, where you want, from hot dinners to Starbucks on the go or just pick up some ingredients to cook yourself.

We also have our fantastic 'Nosh Da' delivery service - order from your mobile device for superfast hot takeaway meals or grocery shopping deliveries. We will deliver to any Aberystwyth University accommodation, on or off campus, 7 days a week. We accept payment by your Abercard as well as the usual debit and credit cards."

If you opt for one of our meal plan packages, your 'Aber card' will automatically be credited with enough money for at least one main meal a day in our award winning cafes, restaurants and food shops. As well as your 10% off when you pay, you will also receive vouchers to the value of £100 if you opt for the full year package or £25 for the termly packages.

For further details and to see the packages and costs on offer please visit our [Hospitality Services website](#).



Travel and Parking

There are many different ways to travel around Aberystwyth. Aberystwyth is a small town where most facilities are in walking distance. However, there are other alternatives if walking is not for you.

Cycling

Aberystwyth has an enthusiastic cycling community. It's a great way to get around the town! The University provides many secure cycle stores across a range of residences so you can ensure your bike is kept safe as they are not permitted in bedrooms or communal areas.



For more information on secure cycle storage, please see our Living in Residences webpage.

Bus Travel

There are a range of different, regular buses available for students which serve both main campuses of the University. You can also buy a student bus pass from the Students' Union to save money and get discounts on other bus services!

There is also a train station next to the bus station along with local taxis.

Cars, Motorbikes & Parking

Parking is limited within Aberystwyth both in the town and on campus. If a vehicle is essential for you, and you wish to park on campus, you will need a permit. For more information or to request a permit, please visit the [Parking webpage](#).



Moving Out

You may be at the end of your licence agreement or, moving rooms, or leaving residences earlier than anticipated. Either way we will be sorry to see you go. To ensure a smooth departure we have put together some simple steps to follow:

- You will need to leave your accommodation clean and tidy as you found it; your room (including en-suite where applicable) and all communal areas.
- All furniture must be present and put in its original place.
- Your room must be locked and you must return your keys by 10:00am on the last day of your Licence.
- See the **moving out checklist** for more information.

If you fail to remove all of your belongings from the residence, we will remove your belongings and store them for a period of 7 days after the end of your Accommodation Licence Agreement (unless your belongings are perishable in which case they will be disposed of immediately).

If you have not collected the item(s) 7 days after the end of your Accommodation Licence Agreement, or otherwise agreed date, the item(s) will be disposed of accordingly as the University thinks fit, including but not limited to arranging for such belongings to be stored or disposed of.

Leaving During the Licence Period

Once you have agreed and accepted the Accommodation Terms and Conditions and completed the Licence Pack, you are liable to pay the accommodation fee for the duration of the licence period even if you leave before the end of this period. However, you may be released from your Accommodation Licence Agreement if you are withdrawing from the University, there is a change to your academic studies or if you can find a suitable, replacement tenant.

If you are planning on leaving due to withdrawing from Aberystwyth University, you will only be released from your Accommodation Licence

Agreement once we have confirmation of your end date from the Academic Quality and Records Office. You will either be charged until the date you moved out of accommodation or your course end date - whichever is latest. You will be unable to remain living in university accommodation once your withdrawal has been confirmed as you will no longer be a registered student,

For further information on how to make a request to end your Accommodation Licence Agreement early please contact the Accommodation Office.

Transfers

We hope you will be happy in your accommodation, however we understand that this may not always be the case for a range of reasons. We therefore provide a [Transfer Requests Process](#) which provides you with the opportunity to request to move to alternative University accommodation. Please visit the [Transfer Requests webpage](#) for further information.

If you are unsure whether you wish to transfer rooms or have any questions before, during or after a transfer of accommodation, please contact the Residences Management Team or the Accommodation Office.

Unwanted Belongings

Don't throw away items you no longer want - you may be able to donate them!

For more information, please visit the [Moving Out webpage](#).

Any donated items will be passed on to local charities and the Students' Union.

Moving Out Module

Before you go, you will be asked to complete our 'Moving Out Module' which can be found in your Induction on the Accommodation Portal. During the course of this module we will provide with information on: Leaving at the End of or During Your Licence Period, Moving on Project, Getting your deposit back, Storage. You will also be asked to complete a short feedback survey.

Stay with us!

Just because your Licence ends, it does not mean you cannot continue living with us next academic year. We offer accommodation to all Undergraduate and Postgraduate students in their 2nd, 3rd and 4th years. We would love to have you back!

**LIVE
WITH US
STAY
WITH US**

Why Stay with Us?

- When you apply, you are not tied into a Licence until you confirm your place at a later date.
- All energy bills included.
- High speed hard wired and wireless internet.
- Free Sports Centre Platinum Membership.
- Choose to live with friends, or apply individually, or as a small group, to be allocated accommodation shared with other returners, in flats / houses of 5-10 bedrooms.
- If you already live with us, there's no further deposit to pay!*. If not, the deposit is only £100.
- Laundry facilities on site.
- 24/7 help and assistance - including staffed reception.
- Personal Contents Insurance included.
- Payment plans available for accommodation fees.
- Academic year licence - no summer rent, no guarantors needed & no joint & several tenancies.
- A range of Licence lengths plus University Summer Accommodation available.

*If you are already holding a deposit with us then any remaining balance will be used to secure your place for the next academic year; however, if your deposit has fallen below the required £100 then you will be required to pay any shortfall.

Breaches of your Licence

Refer to Appendix 1, 2, 4 and 6

Informal Warning	<p>You will be informed of the incident and outcome, in writing. As a result you may be provided with appropriate advice on how to improve your behaviour and you may be invited in to discuss the matter. This will be recorded on your accommodation record.</p>
Written Warning	<p>You will be informed of the incident, in writing. You will be invited in to attend a formal disciplinary meeting with the Residences Management Team where the details of the incident will be discussed and an outcome determined. This will be recorded on your accommodation record.</p>
Final Written Warning	<p>You will be informed of the incident, in writing. You will be invited in to attend a formal disciplinary meeting with the Residences Management Team where the details of the incident will be discussed and an outcome determined. Please note: at this stage you may be required to transfer accommodation or be asked to vacate your accommodation. This will be recorded on your accommodation record.</p>
Referral to the Appropriate Senior Officer	<p>In cases of very serious or persistent breaches of the Licence Agreement / University rules, the Appropriate Senior Officer will be informed. The Appropriate Senior Officer will then conduct a disciplinary hearing. Please note: you may then be referred to the Disciplinary Panel and may face suspension / exclusion from the University.</p>

It is imperative that you and any visitors you may have comply with all our regulations. Failure to do this will result in the following disciplinary procedure (opposite).

This disciplinary action may vary depending on the type and seriousness of the incident.

If you are asked to meet staff to discuss a breach of your license, you have the right to be accompanied when the matter is discussed.

Failure to attend two breach of licence meetings without giving reasonable notice and making alternative arrangements, will result in the meeting being held, and a decision being made, in your absence.

Breaches of your Licence

Whilst staff investigate a Breach of Licence, you may be asked to comply with requests made to prevent any further Breach of Licence or disruption.

Persistent or Serious Breaches

Residents who are found to persistently breach their Accommodation Licence Agreement, or who are in serious breach of their Licence, may be subject to the following action:

- Be banned from re-applying to University accommodation in future academic years.
- Be excluded from University accommodation in both current and future years.

In some circumstances, it may be necessary to transfer individuals in to alternative accommodation either on disciplinary grounds or welfare purposes. Although every effort will be made to transfer within similar priced accommodation, there may be a financial impact on residents transferring to alternative study bedrooms within a different price range.

Right to Appeal

You have the right to appeal the outcome of a Breach of Licence meeting. Appeals are to be made, in writing, to the Appropriate Senior Officer within 14 days of receiving a letter confirming the action taken.

Appendix 1 - Breaches of Accommodation Licence

PEOPLE					
Stages / Responsible Person					
EXAMPLE OF BEHAVIOUR		CATEGORY 1			Category 2
		Informal	Formal (1)	Formal (2)	
		A member of the Residences Management Team	A member of the Residences Management Team	A member of the Residences Management Team	Appropriate Senior Officer
Physical Misconduct (disruption to residents/ community including aggressive behaviour)	Punching / kicking / slapping / pulling hair / biting			X	
	Pushing / shoving			X	
Sexual Misconduct	Sexual intercourse or engaging in a sexual act without consent				X
	Attempting to engage in sexual intercourse or engaging in a sexual act without consent				X
	Sharing private sexual materials of another person without consent				X
	Kissing without consent				X
	Touching inappropriately through clothes without consent				X
	Inappropriately showing sexual organs to another person				X
	Repeatedly following another person without good reason				X
	Making unwanted remarks of a sexual nature				X
Abusive / Antisocial Behaviour <small>- Abusive to personnel - Disruption to residents / community including abusive behaviour</small>	Possession / use of weapons				X
	Threats to hurt another person				X
	Abusive comments relating to an individual's sex, sexual orientation, religion or belief, race, pregnancy / maternity, marriage / civil partnership, gender reassignment, disability or age				X
	Acting in an intimidating and hostile manner				X
	Bullying				X
	Repeatedly contacting another person (by phone, email, text or on social networking sites) against the wishes of the other person				X
	Noise nuisance	X			
	Improper interference with the functions, duties or activities of any student or employee of the University or any authorised visitor to the University				X

N.B. A repeat offence would normally escalate the stage at which the incident is dealt with.

Appendix 2 - Breaches of Accommodation Licence

PROPERTY					
Stages / Responsible Person					
EXAMPLE OF BEHAVIOUR The University reserves the right to deal with any case at a level other than as identified in the matrix.		CATEGORY 1			Category 2
		Informal	Formal (1)	Formal (2)	
		A member of the Residences Management Team	A member of the Residences Management Team	A member of the Residences Management Team	Appropriate Senior Officer
Damage to Property	Causing significant damage to University property or the property of students or employees of the University or visitors to the University				X
	Causing minor damage to University property or the property of students or employees of the University or visitors to the University, whether intentionally or through neglect		X		
Unauthorised Entering, Taking Or Use Of Property	Compromising residents' security e.g. wedging or leaving flat doors on latch / giving out keys / codes / cards			X	
	Unauthorised entry onto or unauthorised use of University premises				X
	Taking property belonging to another without permission		X		
	Misuse of University property (using property for purposes that it was not designed)		X		
Causing A Health Or Safety Concern	Possession of prohibited items			X	
	Act / omission that did cause or could have caused serious harm on University premises or during University activities (for example, possessing / supplying controlled drugs / drug paraphernalia)				X
	Act / omission that did cause or could have caused a health and safety concern on University premises (for example, smoking cigarettes in non-designated areas)		X		
	Untidy communal areas	X			

Appendix 2 - Breaches of Accommodation Licence

(continued)

PROPERTY						
Stages / Responsible Person						
EXAMPLE OF BEHAVIOUR	CATEGORY 1			Category 2		
	Informal	Formal (1)	Formal (2)			
	A member of the Residences Management Team	A member of the Residences Management Team	A member of the Residences Management Team	Appropriate Senior Officer		
The University reserves the right to deal with any case at a level other than as identified in the matrix.						
Causing A Health Or Safety Concern (continued)	Incorrect disposal of rubbish		X			
	Not cooperating during incidents		X			
	Fire Safety	Tampering with fire alarm system			X	
		Damage to fire door / closures			X	
		Inappropriate tampering with fire fighting equipment			X	
		Leaving food unattended whilst cooking		X		
		False alarm: cooking / smoking / aerosol / hairdryer etc.		X		
		Failure to attend mandatory Health and Safety training		X		
		Use of Barbeque on site		X		
		Cooking in bedroom		X		
		Intentionally starting a fire				X
		Malicious false fire alarm activation				X
		Fire doors wedged open			X	
		Possession / use of fireworks			X	
		Failure to evacuate during alarm			X	
Blocking evacuation routes		X				

N.B. A repeat offence would normally escalate the stage at which the incident is dealt with.

Appendix 3 - Maintenance Target Response Times

Cwrt Mawr, Rosser, Trefloyne, Pantycelyn, PJM

This table outlines target times for attending reported faults. In the case of an 'Emergency Fault' the immediate response may be a temporary fix, with the fault permanently repaired as soon as possible.

	Urgent Repairs	Permanent Repair	General Repair
Building fabric	6 hours	5 days	4 weeks
Drainage	6 hours	5 days	4 weeks
Fixtures and fittings	6 hours	5 days	4 weeks
Floors and floor coverings	6 hours	7 days	7 days
Decorative finishes	n/a	n/a	4 weeks
Heating, water system and sanitary fittings	6 hours	7 days	7 days
Electrical installation	6 hours	7 days	7 days
Fire and smoke alarms	6 hours	7 days	7 days
Fire extinguishers	Replaced with 24 hours		
Essential equipment (e.g. total failure of locks, cooker, fridge, bed)	Replaced with 24 hours		
Other equipment	Replaced with 7 days		
Roads, paths, etc.	1 day	5 days	4 weeks
External works	n/a	n/a	4 weeks
Pest Control	Reported issues will be responded to within 24 hours of call out		

Definitions:

Urgent Repairs means events that require immediate repair to prevent a serious health and safety risk and/or major consequential damage to the premises whether by means of rectification or temporary repair.

Event means in relation to any Management Obligation, a failure to achieve any relevant Performance Standard which has been reported to the Helpdesk.

Temporary Repair means in respect of an Urgent Repairs, works undertaken that are of a temporary nature until such time a Permanent Repair can be effected.

Permanent Repair means rectification of a Temporary Repair.

General Repair means any repair other than an Urgent Repair or a Permanent Repair of an Urgent Repair.

Appendix 3 - Maintenance Target Response Times

(continued)

Fferm Penglais

This table outlines target times for attending reported faults. In the case of an 'Emergency Fault' the immediate response may be a temporary fix, with the fault permanently repaired as soon as possible.

Rectification Priority Category	Rectification Period
Emergency Repair	6 hours
Urgent Repair	6 hours
General Repair	5 days
Pest Control	Reported issues will be responded to within 24 hours of call out

Definitions:

Emergency Repair means a repair that requires an immediate response to prevent a serious health and safety risk and/or major consequential damage to a building and/or the surrounding area.

Urgent Repair means a repair to rectify a health and safety risk and to secure and/or prevent minor consequential damage to a building and/or the surrounding area.

General Repair means a repair that is neither an Emergency Repair, an Urgent Repair or a Temporary Repair.

Appendix 4 - Prohibited Items

Please refer to Section 8.8 & 10.2 of the Accommodation Licence Agreement

University Rules and Regulations and the licence agreement prohibit you from bringing certain items onto the premises for general health & safety, fire safety and environment reasons. Disciplinary action will be taken if residents are found to have items which include, or are similar to, but may not be limited to, the following:

Item	Additional details
A	
Air activated weapons	
Aromatherapy oil burners	
B	
Barbecues	These are prohibited from all part of the campus including in and around your residence.
BB guns	
C	
Candles	Lit or unlit candles
Catapults	
Clothes washing and drying machines	
Crossbows	
D	
Darts	
Darts Boards	
Deep fat fryers	
DJ equipment	
E	
Electric blankets	
F	
Fairy lights	Battery operated fairy lights and LED lights are allowed.
Fireworks	These are prohibited from all part of the campus including in and around your residence.
Fondue sets	
G	
Gas appliances	
Grill machines	
H	
Halogen lamps	
Heated clothes horse / dryer	
Heaters	
I	
Illegal Substances	Including any form of drug paraphernalia. Possession, dealing in or taking banned substances by any Resident or his/her guest is a criminal offence, breaching University Rules and Regulations which leads to disciplinary action. The Police will be called. Possession of drug paraphernalia is not permitted.
Incense sticks	
Inflatable Furniture	
K	
Kettles	In bedroom
Knives (non domestic)	

Appendix 4 - Prohibited Items *(continued)*

Item	Additional details
L	
Laser pens	
Lava lamps	
Longbows	
M	
Matches	
Micro cookers	
Microwaves	
Mini coolers	
Multi-adapters fitting directly into a socket	
Music amplification	
O	
Oil appliances and lamps	
P	
Paintball guns	
Paraffin appliances	
Pellet guns	
Petrol appliances	
Pets	No animals of any type are permitted to be kept anywhere within Residences or the grounds.
Plug in air fresheners / Wax Melts	
Power tools	
Pyrotechnic devices	
R	
Replica guns	
Rice Cookers	<p>If the rice cooker conforms to the following criteria then they can be used in residences:</p> <ul style="list-style-type: none"> • It must have a British 3 pin plug • The 'CE' mark must be displayed on the appliance (usually found on the label on the side of the rice cooker) • It must be PAT tested • Residents must still ensure that they never leave their cooking unattended. • Adapters will not be permitted (with use on ANY appliance)
S	
Shisha pipes	
Slow cookers	
T	
Tanning equipment	
Toasters	In bedroom
W	
Weapons	<p>Any weapons or replica, pellet (BB), paintball and air activated weapons, laser pens, crossbows and longbows, catapults, and non-domestic knives and any other item deemed by the AU to be a weapon. Toy guns will be confiscated if they are used to cause a nuisance, and kitchen knives must only be stored in the kitchen area of your flat. Knives found anywhere other than in the kitchen will be deemed as weapons and they will be confiscated. Possession of any item by a Resident or their guest deemed likely to be a danger to themselves, any other student or a member of staff will lead to the item being confiscated. Action will be taken in line with AU Rules and Regulations, and Police will be involved where it is deemed necessary.</p>
3	
3D printers	

Appendix 5 - Standard Residential Charges

If something gets broken or damaged it will need to be repaired or replaced. This can cost much more than you think - labour, materials, delivery and VAT all add up!

CLEANING

This table contains some sample charges and is not exhaustive, however, please bear in mind that these charges are approximate, and may differ per residence.	
Carpet cleaning (per room)	£25
Mattress cleaning	£15
Desk chair cleaning	£10
Cleaning (1st person/hour)	£50
Additional Cleaner/hours	£15 per hour/person
Rubbish (per bag)	£10

REPLACEMENT / REPAIRS

This table contains some sample charges and is not exhaustive, however, please bear in mind that these charges are approximate, and may differ per residence.	
Mattress replacement	£90
Desk chair replacement	£90
Painting (for example, 1m ²)	£60

Appendix 6 - Charges Relating to Fire Safety

This table contains some sample charges and is not exhaustive, however, please bear in mind that these charges are approximate, and may differ per residence.	
Description	Charge
Fire Alarm Tampering or Activation: Damage, covering, removal of detector heads, break glass	costs
Fire Equipment Tampering or Misuse: Cost of refill+ costs of cleaning / drying	costs
Smoking in Residence	costs
Fire damage	costs

Accommodation Licence Agreement

Terms & Conditions of Residence in University Accommodation

**Incorporating the residents' handbook, university regulations
and (for catered licences only) card scheme terms**

This Licence incorporates the Particulars, and the terms of and regulations in the Residents' Handbook, the University Regulations and (for catered licences only) the Card Scheme Terms (as those terms are defined below).

This Licence only applies whilst the Student is a registered student of the University.

Some of the provisions in this document will only apply if this Licence is (as the case may be) for a Room or for a termly licence or for a catered licence or for a Room within a shared Flat/House. Such provisions are highlighted in this document as relevant.

This Licence is governed by the law of England and Wales.

This Licence creates legally binding obligations between the Student and the University. If the Student breaches their obligations in this Licence the University has a variety of remedies (including any under civil or criminal law) and potentially may terminate this Licence early and/or take disciplinary action.

Before agreeing to the terms and conditions of this Licence, the Student should read this Licence and the Residents' Handbook, University Regulations and (for catered licences only) Card Scheme Terms and take any legal advice they may need to ensure that they understand the terms, conditions and obligations under these documents.

1 Definitions

1.1 **Accommodation Fees Notice:** the University's accommodation fees notice in force from time to time and forming part of the Licence. The Accommodation Fees Notice can be downloaded from the following web page - www.aber.ac.uk/en/accommodation/fees.

1.2 **Card:** has the meaning given to that term in the Card Scheme Regulations (for catered licences only).

1.3 **Card Scheme:** the scheme for the pre-paid debit Card for the purchase of Catering Services (for catered licences only).

1.4 **Card Scheme Terms:** the University's terms and conditions in force from time to time for the Card Scheme. The Card Scheme Terms can be downloaded from the following web page - <https://www.aber.ac.uk/en/hospitality/aber-gift-card/>.

1.5 **Catering Services:** the supply of food and non-alcoholic drinks in the University owned or managed catering outlets which are specified in the Card Scheme Terms as the outlets at which the Card can be used for the purchase of Catering Services (for catered licences only).

1.6 **Common Parts:** all communal stairwells, corridors and lobbies, any common room facility and any laundry room within the Residence, any communal bicycle parking facilities and all footpaths providing access to and from the Residence and owned by the University.

1.7 **Contents:** the fittings, furniture, soft furnishings and effects contained in the Room and the Shared Areas from time to time as specified in the Inventory.

1.8 **Deposit:** the £100 paid by the Student as the Acceptance Fee and which, on commencement of the Licence Period, automatically converts to a security deposit to be held in accordance with clause 6.

1.9 **Early Arrival Request:** a request by the Student to arrive before the start date or (for termly licences only) the start dates referred to in the definitions of (as relevant) Licence Period and Licence Sub-Period in the Particulars to this Licence and which the University has agreed to under the Residents' Handbook.

1.10 **Flat/House:** a self-contained flat or house (as the case may be) at or within the Residence containing private study bedrooms and Shared Areas (this definition and any reference to Flat/House in this Licence shall only apply to licences of Rooms in flats or houses).

1.11 **Inventory:** the inventory of the contents in the Room and the Shared Areas as at the start of the Licence Period in relation to which clause 5 applies.

1.12 **Keys:** Keys, access cards, swipe cards, fobs and any other device for securing or gaining lawful access to the Premises.

1.13 **Permitted Use:** private study bedroom only for use by the Student.

1.14 **Residents' Handbook:** the University's Residents' Handbook issued in force from time to time which sets out various rules, regulations and guidance to students in residences at Aberystwyth University. The Residents' Handbook can be found at the start of this document.

1.15 **Shared Areas:** the corridors, hallways, kitchen, dining and any other communal areas within the relevant Flat/House (this definition and any reference to Shared Areas in this Licence shall only apply to licences of Rooms in flats or houses).

1.16 **University's Regulations:** the University's rules and regulations and in force from time to time applying to all registered students of the University, and irrespective of whether or not they are a resident within a University owned and managed property. The University Regulations can be downloaded from the following web page -

www.aber.ac.uk/en/aqro/handbook/regulations/. For the purposes of this Licence the Student is referred in particular to the introductory notes important information for students (including criminal convictions), Rules and Regulations for Students 1 (Introduction), 2 (Rules), 3 (Regulations), 4 (Penalties), 5 (Disciplinary Procedure), 6 (Information) and Appendix (Criminal Convictions) of the University Regulations.

2 Licence to occupy

2.1 This Licence is between the University and the Student referred to in the Particulars to this Licence.

2.2 Subject to the terms of this Licence, the University grants the Student a licence for the Licence Period to:

2.2.1 occupy the Room for the Permitted Use only; and

2.2.2 use the Contents, the Shared Areas and the Common Parts for their intended purposes.

2.3 Where the Student arrives early pursuant to an Early Arrival Request, the Licence Period or (for termly licences only) the relevant Licence Sub-Period (as the case may be) shall commence on the date the Student arrives, not the relevant date referred to in the definition of Licence Period or Licence Sub-Period in the Particulars to this Licence.

2.4 Where the Student stays after the end of the Licence Period pursuant to a Late Stay Request, the Licence Period or (for termly licences only) the relevant Licence Sub-Period (as the case may be) shall terminate on the date the Student departs, not the relevant date referred to in the definition of Licence Period or Licence Sub-Period in the Particulars to this Licence.

2.5 The licence to occupy granted by clause 2.2 shall only apply whilst the Student is a registered student of Aberystwyth University.

2.6 The University reserves the right to enter the Room, the Shared Areas, the Flat/House, the Common Parts and the Residence at all reasonable times on reasonable notice (save in emergencies when no notice is needed) and with or without University staff, its agents and workmen and any materials, tools and equipment in relation to:

2.6.1 examining the state and condition of the Room, the Shared Areas, the Flat/House, the Common Parts and the Residence;

2.6.2 carrying out any repair, maintenance and replacement works or any works required under statute to the Room, the Shared Areas, the Flat/House, the Common Parts and the Residence;

2.6.3 ascertaining whether the Student has complied with their obligations in this Licence;

2.6.4 investigating any reported incidents in respect of the Room, the Shared Areas, the Flat/House, the Common Parts and the Residence;

2.6.5 complying with its obligations in this Licence; and

2.6.6 the University's interest in the Residence.

3 Parties' obligations and incorporation of terms

3.1 The Student and the University will comply with their respective obligations in this Licence.

3.2 This Licence incorporates the terms, conditions, rules and regulations of the Residents' Handbook, the University Regulations and (for catered Licences only) the Card Scheme Terms.

3.3 The Student has not represented or failed to disclose and will not misrepresent or fail to disclose any circumstances to the University in order to acquire or maintain this Licence.

4 Accommodation Fee and other sums

4.1 The Student will pay the Accommodation Fee to the University in full or in instalments on specified due dates in accordance with the payment plan set up.

4.2 Where the Student arrives early pursuant to an Early Arrival Request, the Licence Period or (for termly licences only) the relevant Licence Sub-Period (as the case may be), the Student will pay the early arrival charges referred to in and in accordance with the Residents' Handbook. Those charges form part of the Accommodation Fee but are payable in addition to the Accommodation Fee sum set out in the Particulars to this Licence.

4.3 Where the Student stays after the end of the Licence Period pursuant to a Late Stay Request, the Licence Period or (for termly licences only) the relevant Licence Sub-Period (as the case may be), the Student will pay the late stay charges referred to in and in accordance with the Residents' Handbook. Those charges form part of the Accommodation Fee but are payable in addition to the Accommodation Fee sum set out in the Particulars to this Licence.

4.4 The Student will pay the Accommodation Fee and any other sums payable under this Licence on the due dates and in the manner specified in this Licence and the Accommodation Fees Notice without any deductions, counter-claims or set off.

4.5 If the Student vacates the Room before the expiry of the Licence Period or (for termly licences only) the expiry of each Licence Sub Period for any reason without the University's permission (which permission the University is not obliged to provide) then:

4.5.1 the Student will not be entitled to a refund of any Accommodation Fee they have previously paid unless the University relets the Room to another student for the whole or any part of the remainder of the Licence Period in which case the University will as soon as reasonably practicable repay to the Student the Accommodation Fee previously paid in respect of the period from and including the date of the reletting; and

4.5.2 the Student shall continue to pay accommodation charges at the same daily rate as the Accommodation Fee in respect of the period up to and including whichever is the later of:

4.5.2.1 the date on which they return the Room key to the University; and

4.5.2.2 the date they vacate the Room whether or not the University's permission has been given to the vacating of the Room.

5 Inventory

5.1 Upon moving into the Room and no later than 7 working days after the start of the Licence Period, the Student must:

5.1.1 check that the Inventory correctly identifies all Contents in the Room and the Shared Areas and any missing or damaged Contents as at the date on which the Student moved into the Room; and

5.1.2 complete and submit the online Inventory to the University listing any missing or damaged Contents.

5.2 If within 7 working days after the start of the Licence Period the Student has not completed the online Inventory to the University listing any missing or damaged Contents, the Student accepts that the Inventory supplied by the University is correct.

6 Acceptance Fee and Deposit

6.1 The Student will pay the University the Acceptance Fee on or before the date of this Licence in accordance with the accommodation offer from the University to the Student.

6.2 The Acceptance Fee will be refunded in full if the Student cancels the Licence, prior to moving in, by the date provided in the Accommodation Licence Pack. The right to cancel does not apply once the Student has collected the key. Once the key is collected, it is too late to cancel under this clause.

6.3 If the Student fails to take up occupation of the Room at the start of the Licence Period the University will retain the Acceptance Fee in full to cover its administrative costs in relation to that non-occupation and seeking an alternative occupier of the Room. This will not apply if the reason for the Student's failure to take up occupation is due to medical, welfare or academic reasons accepted by the University (in which case the Acceptance Fee will be repaid to the Student as soon as reasonably practicable after the start of the Licence Period).

6.4 On commencement of the Licence Period, the Acceptance Fee automatically converts to the Deposit in relation to which:

6.4.1 The Deposit will be held by the University during the Licence Period to compensate or partly compensate the University for:

6.4.1.1 any damage, or compensation for damage, to the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence or for any missing Contents for which the Student is liable under their obligations in this Licence;

6.4.1.2 the University's costs properly incurred in relation to or for rectifying or remedying any breach by the Student of their obligations under this Licence; and

6.4.1.3 any unpaid rent and any other unpaid sums or monies due or payable by the Student to the University under this Licence.

6.4.2 If:

6.4.2.1 the Student breaches any of the Student obligations in this Licence; or

6.4.2.2 the circumstances in clause 9.4.2 apply the University may make deductions from the Deposit to compensate it or partly compensate it for any of the matters referred to in clause 6.4.1.

6.4.3 If the Deposit will not fully compensate the University for any of the matters referred to in clause 6.4.1 or in any of the circumstances referred to in the Residents' Handbook, the University may require the Student to pay the shortfall to the University within such period of time as the University (acting reasonably) notifies to the Student in writing.

6.4.4 If the University has made any deductions under clause 6.4.2, it may but need not require the Student to pay to the University the shortfall between the original Deposit and the amount of the Deposit (if any) after any such deduction with the intent that the Deposit shall at all times be not less than the amount of the original Deposit. Such shortfall will be payable within such period of time as the University (acting reasonably) notifies to the Student in writing. Any such shortfall paid will form part of the Deposit for the purposes of this Licence.

6.4.5 Clauses 6.4.2-6.4.4 will not affect and will be in addition to any other remedies available under the civil and criminal law of England and Wales.

6.4.6 The Student will receive no interest on the Deposit and any interest earned on the Deposit will belong to the University.

6.4.7 As soon as possible after the end of the Licence Period, the University will reimburse to the Student any part of the Deposit still remaining after it has deducted any monies required to compensate or partly compensate it for any matters referred to in clause 6.4.1.

6.4.8 Prior to the end of the Licence Period the Student will be required to provide valid UK bank details for the University to reimburse to the Student any part of the Deposit still remaining as referred to in clause 6.4.7. It is possible with prior arrangement to make international bank transfers; however a charge may apply.

6.4.9 If the Student secures University accommodation for the following academic year the Deposit can be transferred and used as the Acceptance Fee for that Licence Period. If the University has made any deductions under clause 6.4.2, the Student will be required to pay to the University the shortfall between the Deposit and the required Acceptance Fee.

7 Utilities

7.1 The Accommodation Fee includes residential use of electricity, water, sewerage, heating, lighting, water heating and (where the Residence is connected to gas) gas.

7.2 The University will use reasonable endeavors to ensure uninterrupted supplies of electricity, water, sewerage and (where the Residence is connected to gas) gas services to the Residence. However, the University cannot guarantee the supply of electricity, gas, water and sewerage supplies and will not be liable for any loss or damage resulting from the failure by the service provider to supply such services.

7.3 The University will promptly pay any electricity, gas, water and sewerages services bills for the Residence.

7.4 The Student will pay for all charges (including any connection, rental and other necessary charges) for the use of any telephone line installed in the Room or in the Shared Areas under clause 10.4. In respect of any such telephone line in the Shared Areas, the students in the Flat/House (including but not limited to the Student) will be jointly responsible for such charges.

8 Use

8.1 The Student will only use the Room for the Permitted Use and for no other purpose.

8.2 The Student will only use the Contents, the Shared Areas, the Flat/House, the Common Parts and the Residence for their intended purposes and for no other purposes.

8.3 The Student will not use the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence for any commercial activity, business, trade or profession.

8.4 The Student will not use the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence or allow them to be used for any illegal or immoral purposes.

8.5 The Student will not create or allow to be created any noise at any time which

causes or is likely to cause a nuisance or annoyance to others or which can be heard outside of the Room or the Shared Areas.

8.6 The Student will comply with the Residents' Handbook, the University Regulations and (for catered Licences only) the Card Scheme Terms incorporated into this Licence.

Statutory obligations and health and safety

8.7 The Student will comply with all relevant legislation and codes of practice in relation to their use and occupation of the Room and their use of the Shared Areas and the Common Parts (including but not limited to health and safety, furniture, soft-furnishings and fittings and fire safety legislation regulations).

8.8 The Student will not bring into or keep in the Room the Shared Areas, the Flat/House, the Common Parts or the Residence:

8.8.1 anything which in the reasonable opinion of the University is or may become dangerous, noxious, offensive, combustible, corrosive, inflammable, radio-active or explosive or any weapons or anything which may reasonably be perceived as such (including but not limited to fire arms, air rifles, pistols, crossbows, gas cylinders, knives and laser pens); and

8.8.2 candles, incense sticks, oil burners, plug in air fresheners and fairy lights.

8.9 The Student will not smoke in any part of the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence (including but not limited to outside entrances, windows and any other areas where smoke could enter the Residence).

8.10 The Student will not tamper or interfere in any way with any fire safety and precautionary equipment (including but not limited to fire alarms, fire extinguishers, blankets, smoke detectors and fire doors) and any other equipment or installation within the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence.

8.11 The Student will not change the locks to the Room the Shared Areas, the Flat/House or the Residence and will not make or have made any duplicate keys and/or key-cards and will return all keys and key-cards to the University at the end of the Licence Period.

8.12 The Student will not do or allow to be done anything which may adversely affect the University or any buildings insurance in relation to the Residence which may increase the buildings insurance premium.

8.13 The Student will not obstruct the Shared Areas, the Common Parts and the

escape routes from the Room or the Flat/House or allow them to be obstructed.

8.14 The Student will not put anything harmful in or which is likely to cause blockage to any pipes and drains.

Animals, pets and bicycles

8.15 The Student will not keep animals or pets of any description (including but not limited to birds, fish, reptiles or insects) within the Room, the Flat/House or the Residence except for any registered assistance or guide dog which the Student has first notified to the University.

8.16 The Student will not store any bicycles in the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence (other than in any external communal bicycle parking facilities) in the Common Parts.

Threatening behaviour

8.17 The Student will not assault, threaten or abuse (whether physically or verbally) any officer or employer or student of the University or any sub-contractors of the University or any person authorised by the University to enter the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence.

University's rights

8.18 The Student will not do anything which may prejudice the good estate management and smooth running and efficiency of the Residence and/or the conduct of the University's business.

8.19 The Student will not impede the University in the performance of its duties and comply with any reasonable instructions issued by the management and pastoral staff acting on behalf of the University.

9 Condition of accommodation

9.1 The Student will not damage or mark the Room, the Contents, the Shared Areas, the Flat/House, the Common Parts or the Residence.

9.2 The Student will keep the Room and the Contents in a clean and tidy condition and will not cause the Shared Areas, the Flat/House, the Common Parts and the Residence to be unclean or untidy.

9.3 The Student will not remove or transfer any of the Contents from any part of the Room or the Flat/House. If the University so requires, the Student will pay the University the reasonable cost of returning any such removed or transferred Contents back to the Room or the Flat/House.

9.4 The Student will be responsible for:

9.4.1 the cost of repair or replacement of any Contents which they have damaged or marked in breach of their obligations in this Licence; and

9.4.2 an equal proportion divided amongst the occupiers of the whole or the relevant area of the Flat/House or the Residence (as relevant) of the cost of repair or replacement of any damage to the Flat/House or the Common Parts or of any contents in the Flat/House and the Common Parts where the students who caused such damage cannot be or have not been identified.

Any replacement of any Contents or contents under this clause 9.4 will be with similar articles supplied by the University of at least equal value to the relevant damaged or marked Contents or contents.

9.5 The Student will promptly report to the University any disrepair or defect of which the Student is aware in:

9.5.1 the Room, the Contents, the Shared Areas, the Flat/House and the Common Parts and any installation therein;

9.5.2 the structure or exterior of the Residence.

9.6 The University/Licensor will use reasonable endeavours to repair the structure of the Residence.

10 Alterations

10.1 The Student will not make any alterations or additions to the Room, the Contents, the Shared Areas, the Flat/House, the Common Parts or the Residence (including but not limited to using or driving into or fastening any nails, screws, similar objects or any other items which may adversely affect the decorative state of the Room, the Contents, the Shared Areas, the Flat/House, the Common Parts or the Residence).

10.2 The Student will not bring into the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence any additional furniture (including but not limited to any inflatable furniture) without the University's written consent (which consent the University is not obliged to provide) and prohibited items as listed in the Residents Handbook.

10.3 The Student will not attach to the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence any satellite dish, radio or television aerial or similar equipment or allow them to be attached.

10.4 The Student will not install or permit the installment of any telephone line in

the Room or the Flat/House without the University's prior consent (which consent the University is not obliged to provide).

11 Disposals and guests

11.1 This Licence is personal to the Student.

11.2 The Student will not transfer occupancy of the Room to or share occupancy with or sub-let the Room or the Shared Areas to any person without the University's prior written consent (which consent the University is not obliged to provide).

11.3 The Student will not entertain any visitors, other residents or external third parties overnight in the Room and the Flat/House without obtaining permission from the University (which consent the University is not obliged to provide).

11.4 The Student will be liable for any breach of this Licence caused by the conduct of any guest of the Student.

12 Statutory notices

12.1 Within seven days of the Student receiving any order, notice or correspondence addressed to the University or the occupier of the Room or the Flat/House, especially any given made or issued under or by virtue of any statute, regulation, order, direction or bye-law by any public or competent authority, the Student will send a copy of the order, notice or correspondence to the University.

12.2 Without delay following written notification by the University to the Student, the Student will take all reasonable steps to comply with such order, notice or correspondence.

13 Contents insurance

The Student will be responsible for obtaining insurance of their personal belongings not included in the Students' Personal Effects Insurance cover.

14 Card Scheme (for catered licences only)

Under and subject to the Card Scheme Terms:

14.1 The Accommodation Fee includes the fixed sum referred to in paragraph (d) of the definition of the Accommodation Fee in the Particulars to this Licence towards the purchase of Catering Services. The University will credit that sum to the Card, pro-rated at a daily rate at the start of each term.

14.2 The Student may use that sum within the Licence Period for the purchase of Catering Services.

14.3 The Student must top up the Card for any Catering Services used in excess of that sum – see the Card Scheme Terms.

14.4 At the end of the Licence Period the Student will forfeit any proportion of that sum that has not been used.

14.5 If the Licence is terminated early under clause 18 and the Student has spent:

14.5.1 more than the pro-rated daily rate referred to in clause 14.1 for Catering Services, the Student must pay for the overspend; or

14.5.2 less than the pro-rated daily rate referred to in clause 14.1 for Catering Services, the pro-rated daily rate for the period of occupancy will be charged and the balance will be adjusted accordingly and repaid to the Student in accordance with clause 18.

14.6 Subject to clauses 14.4 and 14.5 the Student may continue to use the Card indefinitely beyond the last day of the Licence Period subject to the Card Scheme Terms.

15 Transfer to another room and re-letting

15.1 This Agreement does not relate to a specific private study bedroom within the Residence.

15.2 The University reserves the right to transfer the Student to a different private study bedroom in the Residence or in any other residence if the University reasonably decides that such a transfer is:

15.2.1 to improve the Student's circumstances;

15.2.2 due to the Room and/or the Flat/House and/or the Residence lacking facilities which are reasonably required for the use and enjoyment of the Room or the Flat/House or the Residence;

15.2.3 to protect the interests of any other student or students; or

15.2.4 for disciplinary or pastoral reasons.

15.3 A Student may request to the University a transfer to another private study bedroom within the Residence or in any other residence during the Licence Period in relation to which:

15.3.1 The University will consider any such request on its merits and in the light of the availability of alternative private study bedrooms and the practical and financial implications for the University of granting such consent.

15.3.2 If the University agrees to any such request then the Student must sign and enter into a new Accommodation Licence Agreement for the new bedroom for which a transfer fee may be required by the University.

15.3.3 If the University agrees to any such request and the Accommodation Fee for the different private study bedroom is less than that of the Accommodation Fee of the current private study bedroom then the Student will be required to continue to pay the Accommodation Fee of the current Residence. Release from the obligation to pay the Accommodation Fee of the current Residence will only be granted when the University finds a replacement tenant (a current student not currently living in residence) to occupy the current private study bedroom such that there is no loss to the University. The University shall be entitled to fill any rooms which are already vacant before allocating to the current private study bedroom in order to release the Student.

15.4 If the Student vacates the Room before the end of the Licence Period or (for termly licences only) the Sub Licence Period or this Licence is terminated early under clause 18, the University may relet the Room to another student of the University's choice or allow such a student to occupy the Room.

16 Breaches of Student obligations

16.1 In relation to any breach of the Student obligations in this Licence, the University may (as it thinks fit depending on the seriousness of the case):

16.1.1 reprimand the Student; and/or

16.1.2 impose a fine or charge not exceeding £100; and/or

16.1.3 temporarily exclude the Student from the Room, the Flat/House and the Residence; and/or

16.1.4 terminate this Licence under clause 18; and/or

16.1.5 disciplinary action under the Residents' Handbook and/or the University Regulations.

The Residents' Handbook provides guidance on how various breaches of this Licence will be dealt with initially and appeals procedures for different types of breaches.

16.2 If the Student breaches their obligations in this Licence, the Residence Management Team, may, on behalf of the University, decide which of the above remedies apply and (in the case of a fine or charge) decide what fine or charge to impose (not exceeding £100).

16.3 If the University takes any of the actions under clause 17.1 against the Student, the Student may appeal against such action in accordance with the appeal procedures set out in the Residents' Handbook and the University Regulations (as relevant).

16.4 In addition to any of the remedies referred to in clause 17.1 the University retains and may seek any remedies available under the civil and criminal law of England and Wales.

17 Early termination of Licence

17.1 This is a fixed term Licence and both the University and Student understand that it is not possible to bring this Licence Agreement to an end before the end date of the licence other than in accordance with the terms of the licence. The Licence may be terminated with the consent of the University if the Student finds a suitable replacement student for their room (a current student not currently living in residence).

17.2 The Student may terminate this Licence before the end of the Licence Period if:

17.2.1 the Student withdraws from the University at any time after the start of the Licence Period and the University has given its prior consent to the withdrawal in relation to which:

17.2.1.1 the Student remains responsible for the payment of the remainder of the Accommodation Fee and any other sums due under this Licence in respect of the period up to and including the date of their withdrawal; and

17.2.1.2 as soon as reasonably practicable after the date of the Student's withdrawal, the University will reimburse to the Student:

- (a) the pro-rated balance of any Accommodation Fee paid in advance in respect of the period after the termination date;
- (b) the Acceptance Fee (subject to clauses 6.4.2 and 6.4.7); and
- (c) any other sums which are properly due to the Student; or

17.2.2 the University seriously breaches its obligations under this Licence. In these circumstances the University will as soon as reasonably practicable reimburse to the Student:

17.2.2.1 the pro-rated balance of any Accommodation Fee paid in advance in respect of the period after the termination date;

17.2.2.2 the Acceptance Fee (subject to clauses 6.4.2 and 6.4.7); and

17.2.2.3 any other sums which are properly due to the Student.

17.3 The University may terminate this Licence before the end of the Licence Period if:

17.3.1 the Student is no longer a registered student at the University (and on the Student no longer being a registered student at the University, they shall vacate the Room and comply with clause 19.1 on the date of de-registration); or

17.3.2 the Student materially or repeatedly or persistently breaches their obligations under this Licence and/or the Residents' Handbook and/or the University Regulations; or

17.3.3 the Student fails to pay the whole or any part of the Accommodation Fee or of any other sums payable and properly due to the University under this Licence. The University reserves the right to withdraw the Accommodation Offer if the Student fails to pay any part of accommodation fees from a previous Licence period; or

17.3.4 in the University's reasonable opinion the behaviour or actions of the Student adversely affect the other students in the Flat/House or the Residence

17.4 Upon the termination of this Licence under this clause 18, clause 19 will apply.

18 End of Licence

17.1 At the end of the Licence Period or (for termly licences only) at the end of each Licence Sub-Period (in either case, however that may occur including but not limited to any early termination under clause 18) the Student will:

17.1.1 vacate the Room;

17.1.2 promptly remove all the Student's belongings from the Room, the Shared Areas, the Flat/House, the Common Parts and the Residence;

18.1.3 ensure that the Room, the Contents the Shared Areas and the Flat/House are left properly repaired, decorated, cleaned and kept in accordance with their obligations contained in this Licence;

18.1.4 return the room key to the University; and

18.1.5 pay charges for accommodation at the same daily rate as the Accommodation Fee up to and including the date on which the Room key is returned to the University under clause 19.1.4, regardless of any confirmation of withdrawal from the University to the Student.

18.2 If the Student fails to remove all their belongings from the residence, under clause 19.1, the University will remove the belongings and store them for a period of 7 days after the end of your Accommodation Licence Agreement (unless the belongings are perishable in which case they will be disposed of immediately). If the Student has not collected the item(s) 7 days after the end of your Accommodation Licence Agreement, or otherwise agreed date, the item(s) will be disposed of accordingly as the University thinks fit, including but not limited to arranging for such belongings to be stored or disposed of. The Student will pay the University's costs of any such storage and disposal on written demand (to the extent that the University has not deducted the whole or any part of such costs from the Deposit under clause 6.4.

19 Notices under this Licence

19.1 Any notice under this Licence must be in writing and must be delivered personally or sent by pre-paid first-class post or special delivery or recorded delivery to the recipient at the following address:

19.1.1 notices to the University - the address given in the Particulars to this Licence; and

19.1.2 notices to the Student - the Room at the relevant Flat/House at the relevant Residence.

19.2 Any notice is deemed to have been duly received:

19.2.1 if delivered personally, when left at the relevant address under clause 20.1; or

19.2.2 if sent by pre-paid first-class post or special delivery or recorded delivery, at 12pm two working days after posting.

19.3 A notice under this Licence cannot be validly given if sent by e-mail. However, the party serving the notice can send a copy of the notice to the recipient's email address given in the Particulars to this Licence.

20 Severance

20.1 If any court or competent authority finds that any provision of this Licence (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this Licence shall not be affected.

20.2 If any invalid, unenforceable or illegal provision of this Licence would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

21 Rights of third parties

A person who is not a party to this agreement may not enforce any of its terms under the Contracts (Rights of Third Parties) Act 1999.

22 Governing law and jurisdiction

22.1 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 law of England and Wales.

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

23 Licence

This Licence is a licence not an assured shorthold tenancy due to Section 1 and paragraph 8 Schedule 1 of the Housing Act 1988 and related legislation.

UUK Code of Practice

The University has committed to the Universities UK Code of Practice for the Management of Student Housing in respect of its accommodation sites.

The Code was introduced in 2006 and has already raised standards of accommodation. The Code aims to promote best practice over a range of management activities including; maintenance and repair regimes, environmental quality, landlord and tenant relationships, student welfare and anti-social behaviour.

Information about the code and details of the full code can be found on the [Living In Residences webpage](#).

The University is committed in providing you with the best possible service in line with the UUK Code of Practice. However, from time to time we may get our service wrong or you may feel unhappy with some part of our service. We aim to resolve any misunderstanding or complaints quickly and at local level. The University does operate a Complaints Procedure and more details can be found on the Living in Residences webpage.



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