



University of
Lancashire

Halls Handbook

Living at the University
of Lancashire



Welcome to your New Home at the University of Lancashire.

We're so excited to welcome you to your halls of residence and to our vibrant university community.

A Message from the Student Accommodation Team:

"Hello and a huge welcome from all of us! We're thrilled to have you here and can't wait to see you settle in, make new connections, and start your journey. Whether you're joining us for the first time or returning for another year, we're here to support you every step of the way. Our team is dedicated to making your experience safe, enjoyable, and full of opportunities. Don't hesitate to reach out - we're always happy to help!

Our goal is to help you feel safe, supported, and truly at home here, so you can thrive both academically and personally. We encourage you to get involved, connect with others, and make the most of every opportunity. Throughout the year, we'll be hosting a variety of events and activities designed to help you meet new people, have fun, and feel part of the community. Keep an eye on your emails, posters around halls, and social media so you don't miss out!

This handbook is here to guide you through everything you need to know about living on campus - from key contact details for support services, to helpful tips for community living, and important information about your accommodation.

Our friendly Residences Team is available Monday to Friday during working hours (excluding Bank Holidays). If you have any questions - big or small - just pop into your Residences Office, give us a call, or send an email (you'll find all the contact details in this handbook). We're always happy to help.

We're here for you every step of the way. Here's to a fantastic year ahead - enjoy your experience and make it your own!"



Contents

Our Commitment to You	4	If You Need Something	10	Heating	18-19	Contractual / Halls Information	28
How to Contact Us	5	Repairs / Maintenance	10	Kitchen Appliances	20-22	Changing your accommodation and moving rooms within University accommodation	28
Useful Things to Know Before You Arrive	6	Security	10	A Few Important Rules	23	Leaving University accommodation to move into the Private sector	28
Insurance	6	Residences Offices	11	Smoking / Drugs policy	23	Withdrawal from University	29
Inventory	6	Emergencies	11	Noise	23	Summer Vacation Residence	29
Mail	6	Useful numbers	11	Guests	24	Departure / End of tenancy	30
Launderettes	7	Community Living	12	Overnight absence	24	Accommodation Charges	31
Car parking	7	Cleaning	12	Pets	24	Keys and key cards	31
Bicycles	7	Kitchens	12	Intercoms	24	Damages / Replacement charges	32-33
Transport	7	Environment and sustainability	12	Damages	25	Response times for repairs	34-35
Banking	7	Recycling	13	Respect for Your Flat and Hall	26	Counselling, Mental Health and Wellbeing	36
Health and medical services	7	Blue bag scheme	13	Posters	26	Harassment and Sexual Misconduct	37
Internet, WiFi, TV and flat telephones	8	Accommodation Safety	14	Ball games	26	Complaints and Suggestions	38
Flat inspections	8	Fire safety	14	Litter	26		
What to Bring to Halls	9	Electrical safety	15	Items Not Permitted in Halls	27		
		Gas safety	16	Not permitted in bedrooms	27		
		Personal safety	16	Not permitted in communal areas	27		
		Access to rooms	17				
		Health and safety visits by staff and contractors	17				

Our Commitment To You



Government policy dictates that university accommodation must be self-funding; in other words all the University's costs in relation to building, maintaining and managing the halls of residence must be met in full from rents. Nevertheless, the University provides good quality accommodation at a price which compares very favourably with other institutions, and we continually strive to ensure that our students receive the best possible value for money.

The University of Lancashire is committed to the Universities UK Code of Practice for the Management of Student Housing. The Universities UK Code of Practice student guide can be found at: universitiesuk.ac.uk



How to Contact Us

Contacting Your Residences Team

Each hall has an on-site Residences Team led by a Residences Officer and an Assistant Residences Officer. The Residences Team can be contacted during the day between 9am-5pm and an appointment can be made by visiting their office or calling them to arrange a time out of these hours if necessary.

The halls Residences Team ensure you get the most out of living in University halls, and events are run throughout the year to promote inclusion and build a community which you will be proud to be a part of.

Roeburn Office is located next to the Launderette at Roeburn Hall and can be contacted using RoeburnHall@lancashire.ac.uk

Whitendale Office is located at the entrance gates to Whitendale Hall and can be contacted using WhitendaleHall@lancashire.ac.uk

Douglas Office looks after the rest of the halls as indicated below and is located on the ground floor of Douglas Hall. The email addresses are below:

Ribble: RibbleHall@lancashire.ac.uk

Douglas: DouglasHall@lancashire.ac.uk

Derwent: DerwentHall@lancashire.ac.uk

Pendle: PendleHall@lancashire.ac.uk

The telephone number for all of the Residences Offices is **01772 892079**. You can report any maintenance on this number 24 hours a day.

Contacting the Student Accommodation Service

Visit our main office:

**Student Accommodation Service, Student Services, Student Centre
University of Lancashire, Preston PR1 2HE**

Opening hours:

Monday to Thursday: 9am to 5pm.

Friday: 9am to 4pm.

Any type of accommodation enquiry:

Telephone Student Accommodation **01772 892529**

Email StudentAccommodation@lancashire.ac.uk

Emergencies

Accommodation and Security staff all work together to help you with any problems and to maintain the Conditions of Residence.

Any type of emergency at any time: telephone

Security (01772) 892068 or telephone University Emergency

Number **333** from an internal phone.

The University of Lancashire offers you an added layer of safety and help when you may need it the most, through a new system called SafeZone.

SafeZone is a free app and electronic system, giving you extra peace of mind when starting university or returning to campus. It can be used to anonymously flag urgent issues and is available to download now from the Apple or Google Play store.

You can find your Residences Office on the campus map

Useful Things To Know Before You Arrive

Insurance

The University strongly advises that you take out a personal insurance policy to cover theft / damage to your property contained in your room and on your person.

Please report any such activity within the halls to the Security Control Centre in the Student Centre. Telephone **01772 892068**.

Inventory

(This is a statement of the condition of your room, furnishings and fittings). Information regarding your online inventory will be issued to you after you arrive. It is important that you check and agree this inventory, and note any discrepancies as requested.

Please do not remove University property from either your room or residence, as you will be deemed responsible for any subsequent damage/loss.

Mail

Mail is delivered to your flat letterbox on the ground floor of your stairwell by external service providers - Royal Mail or couriers. All mail should be clearly marked with your name, flat and room number and sent to the following addresses:

Derwent Hall: 5 Victoria Street, Preston, PR1 7QR

Douglas Hall: 3 Victoria Street, Preston, PR1 7QR

Ribble Hall: 13 Victoria Street, Preston, PR1 7QS

Roeburn Hall: Pedder Street, Preston, PR2 2QQ

Whitendale Hall: Harrington Street, Preston, PR1 7BG

Pendle Hall Main Building Flats 1-42:

Pendle Hall, Victoria Street, Preston, PR1 7AB

Pendle Hall Brook Street Flats 1-15:

Pendle Hall, Brook Street, Preston, PR1 7DE

Please Note: University staff are **unable** to accept parcels or mail on behalf of students. At the end of the accommodation contract in July all mail is returned to sender and it is your responsibility to make sure mail is redirected.

Amazon lockers are available in the Students' Union and Whitendale Hall courtyard.

Launderettes

There are two launderettes on campus. Residents living in Derwent, Douglas, Pendle, Ribble and Whitendale Halls can use our Pagoda Laundry which is located next to Eden Building, opposite Brook Building. Residents living in Roeburn Halls can use our Roeburn Laundry located in the courtyard, opposite the Residence Office. Both laundrettes can be accessed 24/7 using the fobs/cards you use to access your flats.

The launderette is run by an external company, Circuit Launderettes. Their contact details, as well as instructions on how to use the machines, are publicised in the launderette or can be accessed at: circuit.co.uk

There has been a laundry upgrade. Laundry machines are now paid via contactless payment. Accepting contactless card, Applepay and Googlepay. There is still the 'CircuitGo' app that you can pay through if you wish.
circuit.co.uk/circuit-view

Car Parking

Parking is very limited on campus and is not normally available to students who live on campus. For more information on University permits particularly if you are a blue badge holder or require a car for placement please visit our website, email CParking@lancashire.ac.uk or telephone **01772 892888**.

Bicycles

Electric and non-electric bikes/scooters must not be stored in bedrooms, hallways or stairwells because they can obstruct fire evacuations and fire exits.

Electric bikes and scooters also come with an increased fire risk and for this reason must NOT be charged within any area of the building, especially not flats and/or bedrooms. Secure bicycle storage is available and is situated outside Roeburn and Whitendale Halls.

Further details can be obtained by emailing cycle@lancashire.ac.uk

Transport

The main public transport routes through the campus are Adelphi Street and Fylde Road with buses available to the city centre and beyond. Local transport is provided by Preston Bus with longer journeys by Stagecoach.

Banking

All major banks and building societies are represented in the city centre. The University campus is now cashless and therefore no ATMs. The nearest ATMs if needed will be either at local corner shops or the high street in the town centre. Be aware of your surroundings when withdrawing cash from ATMs, especially during the hours of darkness.

Health and Medical Services

It is vital that you register with the [Preston Campus Medical Centre](#), located in Foster Building which provides a caring and confidential service on a wide range of medical matters. Whether you are feeling ill, need contraception advice, are concerned about your sexual health, or need information on vaccinations for your trip abroad, staff at the Medical Centre can help you.

The Centre is open Monday to Friday, 8am - 6pm during term time. Outside of term time, it is open Monday, Wednesday, Friday between 8am - 6pm. To contact the Centre please call **01772 970079**.

Out of hours, please call NHS **111**.

Internet, WiFi, TV and Flat Telephones

Internet: Internet access is both hard-wired and wireless. For all issues with your internet connection, please contact the LIS Helpdesk on **01772 895355**.

You can also find guides on how to connect your device on the Accommodation [Student Hub pages](#).

Television and Licences: Television aerial points in University of Lancashire halls of residence are not supported for television services.

Therefore, televisions and set-top boxes are unlikely to work in University of Lancashire halls of residence rooms. To connect to television channels in halls you should use your laptop, pc, tablet or phone to access a number of services such as iPlayer and TV catch-up.

If you do bring a television onto the premises then you need to purchase an individual TV Licence, and you may still need a TV Licence if viewing TV programmes on a device other than a television, so for more information visit: tvlicensing.co.uk/students

Televisions are provided in the lounge/kitchen area in Ribble and Whitendale Premium Standard Flats and Roeburn communal spaces. These televisions have had the TV License paid for by the Student Accommodation Service - please note this License covers the televisions in the kitchens only, not for individual rooms.

Flat Telephone: Your flat is equipped with a telephone in the hallway for the use of the whole flat to contact Security **ext. 2068**, Student Accommodation Service **ext. 2529**. If you have any problems with your flat telephone, please contact your Residences Office via email or on **01772 892079** for assistance.

Flat Inspections

All rooms/flats in University halls are inspected by the Accommodation staff prior to you taking up residence and the condition of your accommodation will be notified to you via the room/ flat inventory. You will be emailed and given advance notice of any inspections of your room, which are planned to take place during the academic year.

Your room/flat will also be inspected when you vacate halls and if any recharges are to be made because of damage, etc., these will be notified to you via email, together with details of the appeals procedure.

Remember: all flat occupants have a responsibility to report communal damage as it occurs.



What to Bring to Halls

Do not bring too much, you can buy most supplies cheaply and easily once you are here. There may be limited storage space in your kitchen, especially fridge and freezer space, so plan your shopping accordingly.

Essentials

You must provide your own:

- Bedding including duvet and pillows
 - Towels and tea towels
 - Toiletries, including toilet roll
 - A small amount of crockery and cutlery, bottle openers, and can openers.
 - Pots, pans and basic utensils
 - Other small electrical items such as irons, air fryers, etc. (But please note that toasters, kettles and microwaves ARE supplied in all halls kitchens).
- All electrical appliances should be rated for 220-240 volts and compliant with the relevant British Safety Standards.**



If You Need Something

Security

Our Security Team maintains a presence at the halls on a 24 hour basis and they are pleased to help with any enquiries or issues you may have. They patrol the halls of residence regularly, responding to any incidents that occur, and are empowered to enforce the Conditions of Residence. They maintain a 24/7 service and can be contacted by ringing **ext. 2068** from your flat telephone or **01772 892068** from a mobile phone.

In case of emergency, Security can also be contacted by calling extension **333** from any internal University telephone.

The Security Control Centre is based in the Student Centre. Security can advise you on ways to keep safe, including preferred routes for walking to and from the city centre.

Never let strangers into the halls and always lock your door and secure windows when you are not in your room. Please note the window restrictors are there to prevent the window being blown completely open during windy weather and are not a security device to prevent a burglar gaining access. In an emergency Security can be contacted at any time.

There is also the SafeZone app which can be used to anonymously flag urgent issues and is available to download now from the Apple or Google Play store.

Repairs / Maintenance

If anything in your accommodation needs to be repaired or replaced, please telephone: **01772 892079**

(In an emergency don't leave a message - call Security on **01772 892068**).

You may also email your request to your hall's email address given on page 5.

Your Residences Offices are located as follows:

Whitendale Hall: At the entrance gates

Roeburn Hall: Next to the launderette

Ribble, Derwent, Douglas and Pendle Halls: Within Douglas Hall (Victoria Street entrance)

After you have requested a repair, the Residences Team will report this to the maintenance team as soon as possible. If a repair is needed in your room, the maintenance team will first knock and wait for you to reply. If you are not in, they will enter, assess the work required, and if possible will try to complete the repair straight away, in order that you receive a speedy and efficient service.

As part of the access system to the single occupancy flats in Pendle Hall, door bells have been installed with a bell push situated in the flat lobby. Staff requiring access to these flats will knock on the flat door and if they receive no response they will enter the lobby and ring the bell to alert the occupant

If you're not present when the maintenance team visits, they'll leave a slip confirming attendance. Sometimes a University contractor will need to be called to complete a repair. If you have any queries or concerns regarding the progress of a job, please contact the Residences Team.

If an emergency occurs out of hours please contact Security on **01772 892068** who will call out a contractor if necessary.

Residences Offices

Whitendale Residences Office:

01772 892079 or 2079 (internal)

Roeburn Residences Office:

01772 892079 or 2079 (internal)

Douglas/Derwent/Ribble/Pendle Residences Office:

01772 892079 or 2079 (internal)

Emergencies

Calling from your mobile

01772 892068 (Security Control Centre)

Calling from an internal phone

333 (The University Emergency Number)

For any other problems at your property, please ring 01772 892068 (Security Control Centre). If ringing internally please call 2068. Explain your problem, giving your name and the address of the property.

Useful Numbers

Security ext 2068 (internal) 01772 892068 (external)

Student Accommodation Service

ext 2529 (internal) 01772 892529 (external)

Medical Centre 01772 970079

Out of Hours Medical Advice 01772 788058

Samaritans 01772 822022

Student Support

ext 1828 (internal) 01772 891828 (external)

Counselling, Mental Health & Wellbeing

ext 3020 (internal) 01772 893020 (external)

Emergency: Ambulance/Police/Fire 999/112

Police Non-Emergency 101

Police Non-Emergency (textphone) 18001 101

NHS Direct 111

Community Living

Cleaning

Accommodation cleaners will clean the stairwells and landings in your hall but you are responsible for maintaining the cleanliness of your room and the communal areas of your flat. All flat occupants may be charged if extra cleaning is required in the communal areas.

A cleaning rota will be provided to all flats. This is a great way to split the workload and keep your kitchens and communal areas clean and tidy.

Take turns and make cleaning as easy as possible.

Kitchens

You are responsible for cleaning after cooking and removing any rubbish. You will be charged for excess cleaning if kitchens are left in an unacceptable condition. Be aware of food hygiene, and do not store any uncovered food unless it is stored in a plastic bag or container to eliminate cross contamination. Do not store uncooked meat/poultry in the fridge alongside or above food items that will be eaten raw, such as cheese, salad, etc.

All waste should be removed regularly. Bin stores are located close to each Hall of Residence.

Environment and Sustainability

The University is committed to energy conservation and it is the responsibility of everyone to conserve energy where they can. This can be achieved by simple actions such as turning off lights and other electrical items when leaving your room and ensuring that the correct temperatures are used when cooking. Ensure that all fridge and freezer doors are closed and that there is not a build-up of ice that prevents closure, if in doubt contact your Residences Office.

The times for hot water and flat heating have been set to deliver a plentiful supply of both when they are needed during reasonable times and to conserve fuel supplies. The fuel consumption of the flats in the halls of residence is monitored and compared to what is considered to be reasonable consumption.

Any excessive consumption will be investigated and may be followed with a written warning to the student(s) concerned. If this warning is not heeded, then an excess charge may be subsequently levied on the student(s) responsible.

Excessive energy consumption is usually caused when a student uses an unauthorised extra heating appliance, or one student takes excessively long showers and depletes the hot water supply for other flatmates.



Recycling

Students are encouraged to recycle their waste packaging etc., via the recycling bins that are strategically placed around the halls of residence. To enable you to carry your recycling to the bins you will find a **Blue Bag Scheme** carrier bag in your kitchen.

Blue Bag Scheme

Use the Blue Bag to transport your recyclables to the external Recycle Bins which are emptied regularly.

We recycle:

- Cardboard (Flattened please)
- Paper Tins & Cans (Flattened please)
- Plastic & Glass bottles (Rinsed please)

Enquiries - Recycling Team

Email: WasteAndRecycling@lancashire.ac.uk

There should only be one bag of rubbish in any kitchen at any time and any full bag of rubbish must be disposed of as soon as is practicable. Waste and Recycling staff will report the location of any domestic refuse that is found discarded outside accommodation blocks, and culprits will face disciplinary action under the Conditions of Residence.

Accommodation Safety

Fire Safety

If the fire alarm sounds:

DO vacate the building as quickly as possible, even if you think that there is not a real fire

DO contact Security staff if you know the cause and location of the activation

DO co-operate with Security staff and/or the Fire Brigade

DO NOT return until you are advised it is safe to do so

If you discover a fire:

DO make sure fire doors are closed

DO vacate the building as quickly as possible

DO activate the fire alarm at the nearest break glass unit if it has not already been activated by the flat smoke/heat detectors

DO NOT stay behind to try and fight a real fire yourself

DO NOT return until you are advised it is safe to do so

Every student has a responsibility in the avoidance of fire risk and must take notice of all advice given, written or verbal, by Fire Officers, Security and Accommodation staff. The Security staff take initial control of incidents in the halls of residence and all students must act upon their advice and instructions at all times and not hinder them or the emergency services in the execution of their duties. Fire blankets and fire extinguishers are provided in cooking areas and the extinguishers are of the foam variety.

Failure to evacuate is a severe breach of your Conditions of Residence and will result in disciplinary action.

Fire escapes: the maintenance of the means of escape is part of your responsibility in fire risk avoidance.

DO NOT block any fire exits

DO NOT block hall corridors

DO NOT leave anything in stairways, landings and hallways

DO NOT block the interconnecting fire doors between flats

DO ensure that electrical cables and leads do not cause trip hazards in the communal areas

DO NOT tamper with fire detection equipment. This equipment is there to protect the lives of all of the occupants as well as staff and fire fighters

DO NOT cover or disable smoke/heat detectors, or remove the warning sticker

DO NOT attempt to disconnect smoke/heat detectors

DO NOT tamper with fire extinguishers

DO NOT wedge open fire doors, ie the kitchen, flat and room doors

- If you tamper with fire detection equipment someone could lose their life as a result
- If you tamper with fire detection equipment you are committing a criminal offence and could be investigated by the police and prosecuted
- If you tamper with fire detection equipment you could jeopardise your future at the University

Students who activate Fire Alarms due to carelessness or ignore the Fire Regulations will also find that they face disciplinary repercussions. Repeated failures to observe Fire Regulations can also result in more serious disciplinary actions from the University.

Don't activate the fire alarm through careless or thoughtless behaviour:

DO NOT cook in your room

DO NOT leave cooking unattended

DO NOT cook using a dirty grill pan or hob

DO NOT wedge open fire doors – ie, the kitchen, flat and room doors

DO NOT spray aerosols directly beneath the detector in your room or the corridors of your flat or on the stairs (ie anywhere there are smoke/heat detectors)

DO NOT vape or smoke within halls of residence.

By following the few simple procedures above, the number of accidental activations will be reduced, which in turn could help save lives at a real fire elsewhere.

Tampering with smoke/heat detectors, extinguishers and other firefighting equipment is a criminal offence.

Electrical Safety

You must permit the University to inspect any item of electrical equipment belonging to you and/or kept on the premises and make such items of equipment available for inspection if required to do so by the University. Any item of electrical equipment which the University reasonably determines to be unsafe or undesirable must be removed from the premises.

Any electrical appliance used for cooking must not be left unattended for any reason. This includes appliances with automatic cut-offs and it must not be presumed that such systems will work.

All electrical appliances and leads must comply with BS1363.

To avoid danger from electric shock or fire:

- **DO NOT** use personal electrical appliances which are faulty or dangerous. This includes cables and leads
- If you are in any doubt as to the safety of your equipment, the University will give you advice
- **DO NOT** overload sockets by plugging in too many appliances at once, and remember that joining cables or wires together is **extremely dangerous**
- Cooking of food is not permitted in bedrooms
- Your electrical plugs and sockets must be compatible with the socket outlets in the halls, which are to British Standard specification. Many electrical adapters and plugs attached to appliances brought into the country from abroad are dangerous. Examples include 1/2 pin plugs and flat pin plugs. Please replace all non-British Standard plugs with ones to the correct specification.
- The University can impose an inspection, at the resident's cost, of any appliance that is deemed unsafe, and remove any such items from the accommodation
- All extension leads must be protected with a correctly rated fuse
- All electrical items brought into the country must conform to British Standard specifications
- Be aware that the voltage used in the UK is 220 to 240v and any appliance must be able to operate on this voltage

Gas Safety

If you smell gas:

DO stay calm

DO open doors and windows

DO remove any pots or pans and food from the cooker

DO make sure all gas appliances are turned off

DO extinguish all naked flames

DO use your flat phone (**not a mobile phone**) to call the University Emergency Number **333** or Security **2068**

DO evacuate the flat

DO keep people away from the area

DO NOT turn on or switch off any lights or electrical switches/appliances as this may cause a spark

DO NOT cause a naked flame to be ignited in the vicinity

Every gas installation and appliance is subjected to an annual safety test and all necessary maintenance will be carried out during this safety test. All these gas safety certificates are available for residents to view.

If you have concerns over the performance of any gas appliance please use your flat telephone to inform the Student Accommodation Service on **2526** during office hours and Security on **2068** out of office hours, and we will arrange for an inspection and if necessary, repair/replace the appliance.

Personal Safety

Always ensure your door and windows are securely locked when you're not in your room. Unauthorised individuals may attempt to access the halls of residence.

If you notice someone trying to gain entry without permission, contact Security immediately on **01772 892068**.

Remember, your personal belongings and shared amenities could be at risk. If you're ever unsure, it's better to be safe—call Security straight away.

Money and valuables should never be left unattended in public areas.

Always keep your room locked when you are not in it. If you don't, not only could you suffer considerable personal loss, you are also responsible for the loss or damage to any University property in your room.

See also the advice regarding insurance and crime prevention:

Be aware that campus - wide CCTV is in operation and is monitored 24 hours a day. If you require any further information regarding health and safety issues and statutory testing information pertaining to your accommodation (such as information regarding fire risk assessments, fire extinguishers, means of escape, fire alarms, emergency lighting, portable appliance testing, legionella, asbestos, notifiable diseases, etc) please contact your Residences Officer.

Crime Prevention Advice:

- Secure ALL doors and windows when your room / flat is unoccupied even if only for a short time
- Using a UV marker or engraver, all valuable property should be marked with your home address and postcode
- Never put expensive items in view of windows
- Carry debit/credit cards with you at all times
- Report crime or damage to the Police and the University, this enables early action and repair
- Report strangers found wandering in residential areas on campus to Security

Access to Rooms

If you have requested a repair, a member of staff or authorised contractor will respond as soon as possible, as detailed in the Response Times for Repairs, which is included at the end of this handbook. If the repair is needed in your room, they will first knock and wait for you to reply. If you are not in, they will enter, assess the work required, and if possible will try to complete the repair straight away, in order that you receive a speedy and efficient service.

Health and Safety Visits by Staff and Contractors

We are legally obligated to visit the communal areas of your flat to check on such items as the emergency lights, the fire extinguishers and adherence to Fire Regulations. Periodically, contractors will also need to visit your residences in order to carry out vital work to ensure that the University is complying with legislation to safeguard your health and safety whilst you are in residence.

For instance, there is a planned maintenance programme to help prevent any outbreak of Legionnaires Disease. You will be given 7 days' notice of any visits by contractors who will be carrying out this statutory maintenance. In some circumstances, however, immediate access to your room may be required by staff, authorised contractors or emergency services personnel, eg, during fire alarm activations, water leaks, urgent maintenance repairs, unattended music systems playing loudly, etc.

All authorised holders of master keys are permitted to enter a room in such urgent circumstances, if, having knocked on the door, there is no reply. University staff and authorised contractors have master keys to access storage and maintenance areas and to unlock rooms in case of emergencies.



Heating

Whitendale, Ribble, Derwent, Douglas and Pendle Halls:

The room heating in all halls (other than Roeburn) is by gas boiler and these are pre-set for both timings and heat output. You can adjust the temperature of the heating (during the pre-set times) via the thermostatic valve on the side your radiator. Please see below:

Adjustable Thermostat

Thermostat located in newly refurbished flat kitchens or corridors – temperature can be altered by turning clockwise to increase temperature or anti clockwise to reduce temperature (will only take place during pre-set times).



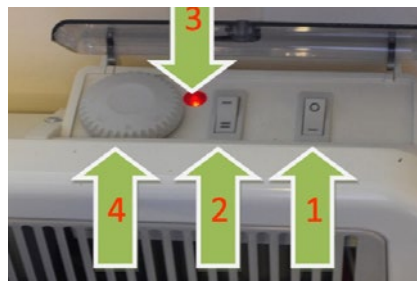
Thermostatic Valve

Thermostatic valve located on the side of the radiator - temperature can be altered by turning clockwise to reduce temperature or anti clockwise to increase temperature (will only take place during pre-set times).



Roeburn Hall

Two types of heaters that are used in Roeburn Hall.



Roeburn Heater Type 1

Roeburn Hall: Controls for the heater Type 3

- 1: Power switch is to turn the heater on or off. I = on. O = off.
- 2: Controls the amount of heat that is required. II = high. I = low.
- 3: Light indicates that the heater is on.
- 4: The knob is the temperature control, 1-6.

Safety notes

Ensure that the heater is not covered in any way.
No clothes are to be dried in front or on top of the heater.
The heater requires a free flow of air to function properly.

You must never place your bed in front of the heater as this can dangerously restrict the airflow to the unit.



Roeburn Heater Type 2

Roeburn Hall: Controls for the heater Type 4

- 1: Turn on the power switch on the wall.
- 2: Turn the heater on by pressing the touch timer.
- 3: Increase or decrease the temperature using the arrows on the dial.

Safety notes

Ensure that the heater is not covered in any way.
No clothes are to be dried in front or on top of the heater.
The heater requires a free flow of air to function properly.

You must never place your bed in front of the heater as this can dangerously restrict the airflow to the unit.

Kitchen Appliances

Cookers

All cookers in halls are electric with four cooking rings, a grill and an oven. The controls for these are on the front panel of the cooker and are clearly marked. There are four circular switches grouped together that control the cooking rings and additional circular switches, one for the grill and one for the oven.



All cookers can be isolated by the “cooker switch” which can be found on the wall by the cooker. When the unit is not in use the switch should be in the “Off” position.

In Roeburn, Whitendale, Douglas, Derwent and Ribble Halls the “cooker switch” also supplies power to the vented extraction system that starts when a cooker control switch is operated.

The extraction system continues to operate for several minutes after the “cooker switch” has been turned off. Do not remove the grill from the extraction unit, it is an essential part of the extraction system and its removal could cause a fire alarm activation.

If any item is faulty, report it straight away on [01772 892079](tel:01772 892079) or email your residences office (see page 5) or if out of office hours, call Security on [01772 892068](tel:01772 892068).

When cooking:

- Make sure the window is open
- Make sure the oven/grill is clean
- Make sure the extractor fan is switched on and working
- Make sure the cooking utensils are fit for purpose
- Make sure no metal objects are used in the microwave
- Make sure you switch off the cooker at the wall after use
- Make sure that your cooking area is clean and grease-free
- Make sure the kitchen door is closed - never wedge or prop it open, it is a fire door

Refrigeration

All refrigeration in halls is electric and there are fridges, freezers and fridge freezers in use. All refrigeration is controlled by a rotary switch found inside the cabinet or a rotary switch on the rear of the casing.

The higher the number, the cooler the cabinet.

The temperature is affected by the surrounding temperature so a higher setting may be required in summer.

Be aware that when a door is opened an internal light should switch on; if it doesn't check that the unit is switched on at the socket and report any fault on **01772 892079** or email your Residences Office (see page 5) or if out of office hours, call Security on **01772 892068**. Keep the fridge clean and be aware of hygiene when storing cooked and raw meats. Wipe any spills and monitor use-by dates on your food items.

In the unlikely event of a suspected coolant leak from your fridge or freezer, please:

- Open the kitchen windows and leave immediately, closing the kitchen door behind you.
- Contact Security immediately from the corridor phone on Ext **2068**, or your mobile on **01772 892068** and advise them of your suspicions.
- Do not re-enter the kitchen until allowed to do so by a Security Officer.

Freezers

If the temperature control is set too high the freezer will frost up over time and it will become necessary to defrost the unit. Contact your Residences Officer to arrange storage of your frozen foods whilst your freezer defrosts.

Microwave

All microwaves in halls are for re-heating food and cooking frozen meals. Some microwaves have integral grills or dual-action facilities for cooking food. The controls in use are "power settings" and "timer". Before using any microwave check that the unit is clean and if necessary clean any splash marks from the inside of the cabinet. It is advisable to buy a plate cover for use when warming food up to prevent splashing onto the cabinet walls. Before heating frozen food through, read the instructions on the food container thoroughly. If the exact power setting advised on the food is not shown on the microwave, set to the nearest one and then set the timer accordingly. Never leave your cooking unattended when using a microwave.

Vacuum Cleaners

Vacuum cleaners in halls are the "upright" type. With a number of people using one machine, the dirt collection compartment can fill up very quickly and this must be emptied on a regular basis.

Appliances - User Guides

Please see below for user guides for appliances found within your flat. Each item provides a link which you need to click on.

Toaster, Kettle, Microwave and Vacuum

[Russel Hobbs 18790 Futurea 4 Slice Toaster](#)

[Russell Hobbs 23910 Adventure Kettle](#)

[Haden 195579 20 Litre Microwave](#)

[Swan SC15834N Vacuum Cleaner](#)

[Swan SC15822N Vacuum Cleaner](#)

Cookers and Ovens

[Haden HCT60 Oven](#)

[Beko Freestanding Oven KDVC563AK](#)

[Beko KDVC563AK 50cm Double Oven Electric Cooker](#)

Fridges and Freezers

Large Free standing - [Haden HFF180W User Manual](#)

Large Freestanding - [Haden HFF200W User Manual](#)

Medium Freestanding – [Haden HFF152W User Manuel](#)

Small Freestanding- [Haden HK122W User Manuel](#)

Small Freestanding- [Lec T5039W User Manual](#)

Undercounter – [Haden HZ91W Freezer User Manual](#)

Undercounter – [Haden HL146W Fridge User Manual](#)

Televisions

Roeburn Hall - 43 inch TV- Cello C4320G - [Cello C4320G](#)

Roeburn Hall - 43 inch TV- Toshiba CT8553 - [Toshiba CT8553](#)

Ribble Hall & Whitendale - [Samsung LCD TV](#)

[Sharp TV](#)

A Few Important Rules

Smoking/Drugs

Smoking of any substance (including e-cigarettes) is not permitted in any University building, including the halls of residence, in compliance with the current University procedure. Do not stand close to any building whilst smoking outside, smoke may drift into rooms through open windows and cause annoyance to residents. Any student found smoking in the halls of residence will face disciplinary action under the Conditions of Residence, and you will be held responsible for your guests if they are found smoking in the halls of residence. Repeated breaches of these Conditions of Residence may mean referral under the University's Regulations for the Conduct of Students, and the possibility of more significant sanctions.

Under the Misuse of Drugs Act, 1971, it is a criminal offence for the University knowingly to permit the use, production or supply of any controlled drugs in residences. It should be clear, therefore, that any student involved with the possession, use or supply of illicit drugs on any of our premises will face disciplinary action.

The University makes available health information regarding drugs. If you have a problem or are concerned about drugs, you should seek advice from Student Support and Wellbeing [01772 893020](tel:01772 893020), the Medical Centre or your GP.

Noise

Excessive noise is not acceptable at any time.

You must remember that other residents may want to sleep or study. The volume of audio devices and TVs should be kept down at all times.

The most common complaint in any community is noise and one anti-social person can keep the whole flat/floor awake because noise travels easily in this sort of communal building. Slamming doors and talking and shouting in the corridors can be extremely irritating to someone trying to work or sleep.

If you are being annoyed by noise, and you are not comfortable in approaching the offender then you should raise the matter in the first instance with Security. If necessary, get together with other residents and make a joint complaint.

Anti-social people will face disciplinary action, and persistent offenders may be asked to withdraw from the halls or be suspended from the University. You may telephone Security anonymously through the Safezone App regarding noise abuse from neighbours, and staff will attend to solve the problem without involving you.

The University operates a "Good Neighbour Policy". Local people who live close to the halls of residence have a contact number for the Security Control Centre. Students are expected to respect the privacy of the local residents and any complaints from them will be dealt with under the Conditions of Residence and the Regulations for the Conduct of Students.

Please report any noise related issues to your Residences Team during office hours;

Tel: [01772 89 2079](tel:01772 89 2079)
or to Security out of office hours;

Tel: [01772 89 2068](tel:01772 89 2068)
or via the Safezone app

Guests

You may have guests for up to three consecutive nights during any week, three times per semester. Guests must be 18 years of age or older. We do not allow overnight guests during the first two weeks of semester, when students are settling into their accommodation. You must obtain a guest pass from your Residences Office.

Please ensure that you have spoken to your flatmates regarding your prospective guests and that they agree to your guest having use of the services available in your flat. To obtain a guest pass bring a copy of a letter which they have signed as their agreement to your guest staying. The guest pass form can be obtained from your Residences Office.

Guests are monitored on the frequency of their visits to ensure that constant visits do not cause friction. The Student Accommodation Service reserves the right to refuse permission. Remember that your guests are your responsibility while on site - this includes being responsible for (and paying for) any damage they may cause. Also, if you have an unauthorised guest who is discovered in the halls you may face disciplinary action and they will be told to leave the building irrespective of the time of day/night. You must not leave your guests unattended in accommodation at any time.

Overnight Absence

If you intend to stay away for more than two nights, you should, if possible, inform your flatmates and Security, leaving an address where you can be contacted. Please co-operate with this, as emergencies could occur and it is then essential that the University can contact you or account for your absence. If you change your contact details, home address, mobile telephone number, etc., please contact Student Accommodation with your new details.

Pets

All pets are prohibited in the halls of residence and we strongly advise against feeding animals which you may think are strays. This could lead to an animal being enticed away from its owner causing distress to the animal and owner. Please do not forget that you are only resident in halls for a 42-week period. If you think an animal is a stray please contact the RSPCA.

Intercoms

If your accommodation is equipped with an intercom, this enables you to determine the identity of callers at the front door of your block before going out to let them in.

The automatic front door entry has been deliberately disconnected to prevent the entry of people who have not been screened by residents. In the past, several hundreds of pounds worth of damage/vandalism has taken place in the stairwells through students simply letting people into the block without checking their identity.

The residents of each block are responsible for the security of that block. If any damage is caused to an intercom the residents of that flat may be charged equally for the replacement.

Damages

Any damage to your residence should be reported immediately. Cases of unreported and un-attributable damage to communal areas will be charged to residents in that area. Repairs to any damage caused by you will be charged to you, so the University doesn't suffer any financial loss. The communal areas will be inspected when you vacate your room - this could be after a room transfer, withdrawal from the University or at the end of contract, and any issues found that could involve a recharge will be notified to all students living in that flat.

All flat occupants have a responsibility to report communal damage as it may occur.

When the communal areas are inspected after your departure, you will be notified of any charges via your personal email address and appeals against all charges must be submitted to your Residences Officer via email.

Any appeal should be submitted by the 31 August of the academic year in which the charge was made. Any appeals made after this date will not be considered.

Pendle Hall Toilet Cisterns

Please be aware that the toilet cisterns in Pendle Hall are not suitable for the placing of disinfectant blocks into the water. If you do attempt to do this you could damage the lid assembly and you may be recharged for the damage caused or for the replacement of the cylinder if any damage caused cannot be repaired.



Respect for your Flat and Hall

Posters

Each year we find that some students attach self-adhesive hooks, posters, etc., using blue tac, white tac, drawing pins, sticky tape as well as other self-adhesive items which inevitably causes damage to the painted wall surfaces.

Therefore we strongly advise the following:

- Do not attach any items to the paintwork by any means.
- Use white-tac to attach to wooden surfaces only.
- Use drawing pins to attach to notice boards.
- Do not attach posters to walls - this is likely to cause damage to the paintwork and if this occurs you will be charged for repainting costs.

Ball Games

Ball games are not permitted, either inside or outside the halls of residence, whether a sign is displayed or not.

Litter

All students are expected to behave responsibly and to avoid causing or adding to litter on the campus and public thoroughfares. In the halls of residence students are expected to dispose of litter/rubbish in a proper manner via the correct containers that are placed by their accommodation, including recycling containers.

There should only be one bag of rubbish in any kitchen at any time and any full bag of rubbish must be disposed of as soon as is practicable. Waste and Recycling staff will report the location of any domestic refuse that is found discarded outside accommodation blocks, and culprits will face disciplinary action under the Conditions of Residence.

Items not Permitted in Halls

Not permitted in bedrooms

- ✗ Portable Heaters
- ✗ Any portable gas appliances
- ✗ Microwave ovens
- ✗ Plug-in cookers / hobs
- ✗ Deep fat fryers
- ✗ BBQ trays
- ✗ Washing machines
- ✗ Driers
- ✗ Rice cookers
- ✗ Toasters
- ✗ Kettles
- ✗ Coffee Machines
- ✗ Air Fryers
- ✗ Fridges
- ✗ Freezers
- ✗ Candles, incense sticks, tea-lights, fireworks or any other items operating with a flame
- ✗ Nitrous Oxide or pressurized gases of any type, in cylinders of any size and type, except for prescribed medical use
- ✗ Any substance which is capable of producing a psychoactive effect in a person who consumes it, and is not an exempted substance under the Psychoactive Substances Act 2016

Not permitted in communal areas

- ✗ Portable heaters
- ✗ Any portable gas appliances
- ✗ Deep fat fryers
- ✗ Washing machines
- ✗ Driers
- ✗ Fridges and Freezers
- ✗ Plug-in cookers / hobs
- ✗ BBQ trays
- ✗ Candles, incense sticks, tea-lights, fireworks or any other items operating with a flame
- ✗ Nitrous Oxide or pressurized gases of any type, in cylinders of any size and type, except for prescribed medical use
- ✗ Any substance which is capable of producing a psychoactive effect in a person who consumes it, and is not an exempted substance under the Psychoactive Substances Act 2016

Contractual / Halls Information

Changing your Accommodation and Moving Rooms Within University Accommodation

If you have any queries about the terms of your contract then please ask the Accommodation Team. Below are the answers to some of the most frequently asked questions:

There are a number of reasons why you may want to change rooms and although we accommodate these requests wherever possible, it obviously depends on whether there are other rooms available. All room changes must be approved in writing and are subject to an administrative levy of £25. Students who have unauthorised debts with the University will not be allowed to change their accommodation until their payments are up to date. Please note that unauthorised transfers will incur a financial charge.

To request a room move please follow this link and fill out your details:
lancashire.ac.uk/moverequest

Leaving University Accommodation to Move into the Private Sector

You have signed a legally binding contract of accommodation. This means:

- That you can move within the different types of University Accommodation if vacancies exist
- You cannot normally move out of University Accommodation to the Private Sector before the end of your contract unless you find a replacement to take your room who is not currently a resident in University Accommodation and is acceptable to the University Accommodation Service

- If you do move out without finding an approved replacement you will still be liable for the total charge for your University accommodation. You can visit the Student Accommodation Service if you still want to move to the Private Sector, and we will do our best to assist you to find a replacement.

If you wish to be released from your accommodation contract you should be aware of the following:

- There is no guarantee that a replacement tenant will be found
- The onus to find a replacement student tenant is yours – the replacement student tenant must be acceptable to the University
- The University prioritises rooms where no student is contracted, this means other rooms may be re-let before yours
- At certain times of the year new students arrive on campus unexpectedly. If we have your room key we are more likely to be able to re-let the room to these students, thus releasing you from your obligations. The decision to leave your key with us before the end of your accommodation contract, however, is entirely up to you, and you will still be able to change your mind and recollect your key to access your room until an acceptable replacement is found or your contract terminates.
- If you return your key and we have not already re-let your room you are free to make arrangements to recollect your key by telephoning the Accommodation Office on **01772 895636** during normal office hours. Please refer to the Conditions of Residence.

Withdrawal from the University

Your attention is drawn to the Conditions of Residence:

Option to terminate if not a student

- (i) The University grants the Student the right to occupy the Premises in order to enable him/her to attend the University as a student. The Student occupies the Premises under Schedule 1 Paragraph 8 of the Housing Act 1988 and not by virtue of any assured tenancy. If the Student fails to enrol with the University or fails to take occupation of the Premises or ceases to be a student of the University (for whatever reason) the University may bring the Accommodation Contract to an end by giving at least 28 days' notice in writing to the Student.
- (ii) If the Student withdraws from the University he/ she should provide written notification of this to the Student Accommodation Service as soon as possible. On receipt of this written notification, the Accommodation Contract shall terminate:
 - (a) 28 days after the date of written notification of withdrawal given by the Student to the Student Accommodation Service or, **if later**,
 - (b) the date on which all of the keys or means of electronic entry for the Premises are returned to the Student Accommodation Service.

Termination is conditional upon verification of the Student's withdrawal from the University. The Student shall remain liable for the Total Charge up until the termination of the Accommodation Contract or if later, the date on which all of the keys and/or means of electronic entry for the Premises are returned to the Student Accommodation Service.

It is **your** responsibility to inform the Student Accommodation Service, in writing, that you have withdrawn from the University.

Summer Vacation Residence

During the Summer vacation major refurbishment and maintenance programmes take place in the halls of residence. Halls are also used for conference guests in order to help keep the rents low for students. With this in mind if you require accommodation during the Summer vacation you must re-apply by the required date. We do advise current student residents of the deadline date for applying for Summer accommodation as availability is limited.

You may not be able to retain your term-time room and if this is the case you will be transferred to other residences provided there is availability. The Conditions of Residence and University Regulations continue to apply during the vacation. Students who have unauthorised debts with the University will not be allowed to take up vacation residence.

Departure / End of Tenancy

The contract you signed when you agreed to take on the room will stipulate the date on which your contract expires and you must vacate the property on or before that date. Towards the end of the summer term, you will receive an invitation to complete our electronic check out procedure. This will advise you where you need to return your keys.

At the end of your contract, or whenever you move out of residence, your key and electronic card must be returned to either your Residences Office in person or using the key drop off box. Alternatively you can drop them off at the Security Control Centre in the Student Centre.

If you fail to return your key and electronic card by the end of the contracted period you may face a continuing charge for your room or be charged for replacement locks and/or replacement keys/electronic cards.

If you fail to vacate your room at the end of your accommodation contract the University may take legal action against you.

The accommodation must be cleaned prior to your departure. Failure to do so will result in a charge for additional cleaning together with an administrative fee.

There should be no deterioration of the property (including communal areas) beyond fair wear and tear. Any deterioration caused by neglect or malicious damage will be charged for.

Important: When your flat/accommodation is vacated permanently at the end of the accommodation contract, please make sure all fridges and freezers are switched off/unplugged and the fridge and freezer doors are left open.

In the past fridge/freezer units have been turned off with food still inside them, or empty fridge/freezer units have been left with their doors closed, and the units have been ruined by the rotting food or mould. If any unit is found in this condition, the cost of a replacement fridge/freezer will be charged to the appropriate residents of the flat concerned.

Accommodation Charges

The residential charge entitles you to stay in this room for the dates stipulated on your Accommodation Contract. If you require accommodation beyond this time you must contact the Student Accommodation Service, Student Services, University of Lancashire, Preston PR1 2HE

Any student involved in breaching the Conditions of Residence may not be considered for future University accommodation or extensions to existing contracts. The fees, per person, for your accommodation are as stated in the Accommodation Contract. These fees are inclusive of electricity, water and gas. You should have made arrangements for payment of accommodation fees prior to arrival. If you have any queries regarding payment, please contact the Accommodation office on **01772 892529**.

If you feel that you have a financial problem that will not allow you to meet your accommodation payment deadlines, you must contact us, sooner rather than later. It may be possible to re-arrange your payment schedule.

Telephone Student Accommodation: **01772 892529**
or Email: StudentAccommodation@lancashire.ac.uk

There is financial advice available on the [Student Hub](#).

Keys and Key Cards/Fobs

Electronic locks are fitted to the entrance doors of the accommodation blocks and launderettes. At the start of your tenancy you will be issued with a key and electronic swipe card/fob which carries the encoded identity of your flat and room. Any lost keys and electronic cards/fobs must be reported immediately to your Residences Office during office hours and to the Security Control Centre in the Student Centre at any other time. Depending on the circumstances, keys and electronic cards/fobs are replaced for a charge of £25, and £5 respectively.

Keys are not able to withstand being thrown repeatedly to the ground from upper floor windows to give guests access to the halls. The electronic cards/fobs are provided in a robust card holder and the card can be damaged if it is removed from this holder and bent. Replacement card holders issued during the academic year will be recharged at £1.50. When permanently vacating your room, keys and electronic cards/fobs should be returned to your Residences Office in person or using the key drop off box. Alternatively you can drop them off at the Security Control Centre in the Student Centre.

Failure to return the key and electronic card/fobs which was programmed for your personal use may result in a continuing charge for your room and a charge for your key, electronic card and a replacement lock. All electronic cards are checked upon return and any found not to be working because of damage will be charged at £5 per card to that student's account. Whilst all issued keys and electronic cards are matched together before issue it is not unknown for students to return cards other than the one with which they were issued.

Please note that if you return a card/fob that does not contain the I.D. of the card that was originally issued to you, that card/fob will be recorded as returned against the student whose address information is recorded in that card. Staff and authorised contractors are instructed to lock your room in your absence, even if your room was open when they entered it, so please keep your key and electronic card with you at all times.

Damages / Replacement Charges

Damages in individual flats are charged to all occupants unless a resident admits sole responsibility. Damages in individual study bedrooms are charged to the occupier. Damages caused in stairwells can be charged to the entire block. The following list is a guide, is not exhaustive and damages will be recharged according to the actual costs (inclusive of labour and VAT) that have to be met by the University at the time.

Labour Charges

Admin charge, per item	£30
Electrician, per hour	£40
Plumber, per hour	£30
Joiner, per hour	£30
Heating Engineer, per hour	£40
Cleaning per hour	£30 (minimum 0.5 hour charge)

Call out charges may also be charged when trades people have to attend incidents out of office hours.

Replace Flooring (prices from)

	Full Room	Full Kitchen	Full Corridor
Phase 3 - Douglas, Derwent, Ribble	£600.00	£1000.00	£900.00
Phase 4 - Whitendale (4 bed)	£600.00	£1000.00	£900.00
Phase 4 - Whitendale (5 bed)	£600.00	£1000.00	£900.00
Phase 5 - Roeburn	£600.00	£1000.00	£900.00

Repaint (prices from)

	Full Room	Full Kitchen	Full Corridor
Phase 3 - Douglas, Derwent, Ribble	£240.00	£350.00	£500.00
Phase 4 - Whitendale	£240.00	£350.00	£500.00
Phase 5 - Roeburn	£240.00	£350.00	£500.00

***All charges are approximate and subject to change**

Damages / Replacement Charges

Description (prices from)							
Cabinet		Glass		Chair		Mattress	
Kitchen unit door	£48	Door glass panel	£144	Bar stool	£70	New	£40
Fire		Window	£132	Dining chair	£65	Table / desk	
Fire blanket	£55	Mirror		Arm chair	£200	Kitchen table	£200
Extinguisher water	£55	New	£50	Settee	£360	Study desk	£180
Extinguisher powder	£55	Cleaning		Study chair	£150	Coffee table	£80
Extinguisher foam	£55	Kitchen	£45	Recover study chair	£55	Drawer unit	£110
Smoke / heat detector	£75	Room	£25	Light		Bedside cabinet	£55
Locks and Keys		Kitchen appliances		New fitting	£45	Handles	
Mechanical lock	£50	Cooker	£240	Toilet		Grill pan	£18
Mechanical key	£25	Fridge	£120	Brush and holder	£10	Cupboards / drawers	£25
Electronic lock	£450	Freezer	£120	Roll holder	£20	Window furniture	
Electronic card	£5	Fridge freezer	£220	Seat	£30	Stay	£25
End of Tenancy		Microwave	£55	Towel rail	£20	Restrictor	£25
Non-return of keys	£60	Vacuum	£60	Door - fire		(All prices shown are inclusive of VAT at the current rate)	
Curtains / blinds		Noticeboard		Bed / flat / bath / WC	£290		
Cleaning	£30	Large	£150	Kitchen door	£384		
Room curtain	£40	Small	£90	Door - non fire			
Room blind	£70			Pendle kitchen/bath	£160		
Kitchen blind	£160			Roeburn en-suite	£160		

***All charges are approximate and subject to change**

Response Times for Repairs

Category A

Emergency - Immediate Response

Type of Repair

All gas leaks
Dangerous structural faults
Dangerous electrical faults
Major water leaks which cannot be turned off
Major fire, flood, lightning and storm damage
A need to gain entry when no other access available
Blocked drains - depending on problem, may be emergency to 14 days.
Loss of electrical power**
Burglar alarm that won't turn off
Any problems which pose immediate major danger to health and safety of residents
Other emergency works not covered above

****N.B. These repair priority categories do not include areas which are the responsibility of Statutory Utility Providers (eg Gas / Water / Electricity).**

Category B

Response within 24 hours

Type of Repair

Insecure flat entrance door
If replacement door required see Category F. All efforts will be made to effect a temporary repair in the meantime.
No Mains Water**
Broken external window (where security breached)
Board within 24 hours.
Broken internal glazing (eg door or inner pane of double glazing)
Glazing will be made safe.
For replacement see Category F.
No heating (in Winter)
If problem cannot be repaired within 24 hours, then portable heaters may be supplied.
Faulty WC (if only one in residence)
Major leaks that can be turned off
Faulty light (when only light in room)
If repair cannot be effected within 24 hours, then desk lamp may be provided.
Faulty freezer
Whilst awaiting repair/ replacement, then food to be transferred to an alternative freezer.

Category C

Response within 48 hours or, if after 4pm on Friday, on next working day)

Type of Repair

Defective main cooker (i.e. all hobs and oven not working)
If repair or replacement is not possible within 48 hours, then a portable cooker and/or a microwave to be supplied.
No hot water (when affecting sole bathing supply)
Insecure block entrance / bedroom doors
Minor leaks
Lift failure (when occupants not trapped and access for wheelchair users unaffected)

Category D

Response within 7 days

Type of Repair

Replacement showers / shower valves
Replacement of faulty freezers
Replacement of faulty fridges
Faults to part of main cooker (eg a hob or oven not working)
If repair or replacement is not possible within 48 hours, then a portable cooker and/or a microwave to be supplied.
Faulty lights, where light is not only source of illumination in room (excluding desk lamps)
Faulty door closers
Blocked sink
Suspected infestation (i.e. rodents, pigeons, insects) Resolution will depend on nature of treatment and co-operation of residents.
Faulty microwave
Repairs / replacement locks, to block entrance/ bedroom doors (where not a security issue)
Faulty taps
Repairs to broken items of furniture
No hot water (where not affecting sole bathing supply)
Ease doors
Minor repairs to windows (eg easing windows, draughts)

Response Times for Repairs

Category E

Response within 14 days

Type of Repair

Reglazing to broken external window (where security breached)

Non-dangerous electrical faults (eg faulty socket)

Damaged ceiling tiles

Faulty desk lamp

Faults with tiling in shower area

Repairs to / Replacement of tanks and cylinders

Category F

Response within a month

Type of Repair

Faulty doorbell

Repair work to cupboard doors

Minor roof/gutter repairs

Dependant on weather conditions.

Replacement doors (for security reasons)

Reglazing to broken internal window / door

Replacement of broken item of furniture

Reglazing to external window where security not breached

Category G

Work to be carried out as part of annual refurbishment programme

Type of Repair

Replacement cupboard doors

Roofing repairs

Sink units

Draining boards

Renew bath

Non-dangerous flooring repairs / replacement

Installation of repairs to tiled surround

Repair or renewal of skirting boards or architraves/ beadings

Repairs to internal doors

Replacement of door / window furniture

Replacement of doors and windows

Repairs to plaster

Painting and decorating

Repairs to blocked or leaking gutters and fall pipes

Repairs to roof slates and tiles

If possible these repairs may be undertaken more quickly if minor, and weather conditions are favourable.

Repairs to rendering

Pointing to brickwork

Repairs to paths and steps

Flagging and fencing

All other bricklaying, joinery or painting repair work

New electrical installation work

New plumbing installation work

Counselling, Mental Health and Wellbeing

Our team of knowledgeable and experienced Mental Health and Wellbeing Advisors are waiting to support you with any issues that may arise throughout your academic journey.

There may be times when you feel overwhelmed, stressed, experience difficulties with your health, housing, personal life or studies. If you feel like this at any point or are finding things difficult in any other way, our Counselling, Mental Health and Wellbeing Service can help, support and advise you.

You can come along to see us in the Student Centre on our Preston Campus, which is open from 9am to 5pm Monday to Thursday and 9am to 4pm Friday.

If you are based at our Westlakes or Burnley campuses, then please come along to the Student Support desk who will be able to help you make initial contact or book an appointment at a time that works for you. You can also book your own appointment via the link below.

[Counselling, mental health and wellbeing service](#)

Contact us by emailing wellbeing@lancashire.ac.uk

Alternatively, you can telephone us on **01772 893020**. Both our email and voicemail are monitored during our office opening hours.

24/7 Wellbeing Support

Free and confidential support for all students.
Available in multiple languages.

- Anxiety and depression
- Loss and grief
- Friendships and relationships
- Stress and work-life balance

Call or message:

UK: **+44 (0)800 0318 227**

International: **00353 1 518 0277**

WhatsApp: **+44 (0)7418 360 780**

Sign up using your university email address and the code 'LANCS':

universityofcentrallancashire.spectrum.life/login

Our Stance on Harassment and Sexual Misconduct

Here at the University of Lancashire we are committed to fostering a community where everyone can live, work, and study free from harassment, sexual misconduct, abuse, coercive behaviour, or related misconduct.

It is important to us that every member of our community can fulfil their potential without fear. Any form of harassment or sexual misconduct is unacceptable, and we are committed to preventing and responding to any incidents that may occur.

We understand that these issues affect people across society, including within university settings and that is why we've developed a range of resources to support your learning journey during your time with us and beyond.

[Our stance on Harassment and Sexual Misconduct webpage](#) outlines the University's approach to preventing and responding to harassment and sexual misconduct. It includes key information about our policies, procedures, investigation processes, outcomes, and our Code of Practice on Freedom of Speech.

The webpage is designed to provide all the relevant information you may need during your time at university, while also reflecting our shared commitment to cultural change and a respectful learning environment for all.

Expect Respect: Harassment and Sexual Misconduct - Student Training

Designed for our learning community in collaboration with university experts and the Student Unions, we have created a new student educational resource which will be available for all new and incoming students to the university this year. The resource aims to empower you with the knowledge and skills to:

- Recognise harassment and sexual misconduct
- Understand boundaries and consent
- Respond appropriately and access support
- Share concerns safely and confidently
- Contribute to a respectful and inclusive culture

During your induction period, you will hear more about this from your academic team, who will guide you through what's expected. Additionally, you will also receive regular email communication from the University encouraging you to complete the training.

What to expect:

Duration: Approximately 45 minutes, however you can pause and return at any time.

Support: We recognise that individuals may have personal experiences related to these topics. That's why we've included supportive tools and options throughout the training to help you engage at your own pace

If you're a returning or progressing student and would like access to the training, please contact the CMHW Team for support.

How to share concerns

Report and Support

If you or someone you know has experienced harassment or sexual misconduct, or have witnessed it yourself, you can make a disclosure, anonymously or with your contact details, through the University's [Report + Support](#) platform.

Making a disclosure through Report and Support does not initiate a formal investigation but ensures that we can contact you to offer appropriate support and guidance from the University (where a named report is made).

The Student's Union

As an independent body, the Students' Union can offer a confidential space to talk to someone and get practical advice. They can support you through university processes, help you access support, and advocate on your behalf if needed.

The Students' Union is also a third-party hate crime reporting centre, meaning you can report incidents of hate or discrimination through them, if you don't wish to go directly to the police.

Complaints and / or Suggestions

You should address any complaints or suggestions you have regarding the service in writing or in person to the Student Accommodation Service, University of Lancashire, Preston, PR1 2HE or email StudentAccommodation@lancashire.ac.uk

If you wish, you can complete the following form in writing.

For further information about our complaints procedure see: lancashire.ac.uk/legal/complaints

We will endeavour to investigate and resolve any complaint that is made within an agreed timescale with the complainant. If we are unable to resolve any complaint there is a right of appeal within the University complaints procedure and if necessary referral can be made to external bodies, including the Office of the Independent Adjudicator.





University of
Lancashire

Student Services