Halls of Residence Handbook
2013–2014 Session
This booklet contains useful information about your room and services in halls, and provides answers to many questions frequently asked by students coming to halls of residence.

This booklet is divided into four main sections:

- Contractual agreement, terms and conditions
- General hall regulations
- Information applicable to all halls
- Information specific to individual halls

Note: The information contained in this handbook will form part of your contractual agreement in halls of residence and must be read and understood fully before you accept a room in a hall.

If this document is in a format not accessible to you, contact Corporate Communications and we will provide the information in a more suitable format for you. Please email corporate.communications@port.ac.uk.
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Dear student

Offer of a room in a University of Portsmouth hall of residence 2013/14

We are pleased to offer you a room in a hall of residence. The exact details of the offer, including the hall, accommodation fees and occupancy periods, are detailed on the Allocation Notice with this booklet. Before you accept the offer, it is very important that you read and understand the details of the offer, the contractual agreement terms and conditions, hall regulations and general information contained in this handbook. In particular, you should note the following:

If you decide to accept this offer, you must sign the enclosed Remittance Advice page of your Allocation Notice and indicate how you are paying your £250 advanced rent. Please return this signed form to The Finance Department, University House, Winston Churchill Avenue, Portsmouth, PO1 2UP.

Payment procedure for advanced rent: Payment of the advanced rent should be made online at webpay.port.ac.uk, over the phone by calling +44 (0)23 9284 5533 or by bank transfer (please refer to www.port.ac.uk/bankdetails). Due to processing (refund) costs, we would prefer if you did not pay by cheque.

If this offer is made after the start of the 2013/14 academic year, you will have to pay the accommodation fees for the first occupancy period or arrange to make payment by direct debit or recurring card payment, before collecting your keys and moving in.

Payment procedure for accommodation fees: Accommodation fees are due in October, January and April. Payment can be made online, by direct debit, recurring card payment, over the phone or in person at the cash desk in University House.

If you or a third party (e.g. your parents) would like to pay your fees by direct debit or recurring debit/credit card instalments, please complete the relevant request at webpay.port.ac.uk by 13 September 2013. You can choose to pay direct debit or recurring card instalments on a termly or monthly basis. Please note that the instalment facilities cannot be used for the payment of the advanced rent. If you are using your student loan to pay your accommodation fees, we strongly recommend that you choose to pay per term because the payment plan coincides with the receipt of your loan.

If you prefer not to make payment by direct debit or recurring card payment, please refer to the following list of preferred payment methods:

- Online at webpay.port.ac.uk
- By phone to the Finance Department on 023 9284 5533 for debit or credit card
- In person at the Cashier’s Office in University House

When paying in person, please remember to attach the Accommodation Fee Remittance Advice form (this will be supplied with your halls arrival information). This will ensure that your payment is correctly allocated to your account.

Should you need any assistance with the above, please contact our finance team on +44 (0)23 9284 5533. Please take note of the due dates (including termly direct debit collection) detailed on page 28 of this handbook as no further notification of them will be given.

We look forward to welcoming you to halls and wish you every success in your studies at Portsmouth. If you have any queries regarding your allocation, please contact Student Housing. If you have any queries relating to the actual hall facilities, please contact the reception of the allocated hall, details of which can be found in the halls section of this handbook.

The Student Housing Team
Contractual agreement, terms and conditions

Students should note that the acceptance of a hall of residence room by paying the advance rent and/or taking up residence, constitutes an agreement to abide by the terms and conditions of occupancy and general hall regulations, which are contained in this document. Any breach of the contractual terms and conditions and general hall regulations is an offence against University regulations and may result in University disciplinary proceedings (see page 9) and/or the withholding of a parchment for any certificate, degree or exit award. Students will also be obliged to attend a University of Portsmouth remedial workshop for which charges will be incurred. Please ensure you read the following carefully – you will be asked to sign an accommodation agreement stating that you agree to these terms and conditions before you move in. Please see the example agreement on page 30.

Our responsibilities
(The University of Portsmouth)

Standard of accommodation
1. All our halls of residence meet the criteria of the Universities UK (UUK) Code of Practice for university-managed student accommodation, which stipulates standards of facilities and their management. We will therefore provide accommodation that is maintained to a reasonable standard and complies with relevant health and safety laws and the UUK Code. Risk assessments will be available for inspection by residents at hall receptions.

2. We will ensure that the furniture provided is of a reasonable standard.

3. At the start of your occupancy we will ensure your study bedroom, kitchen and communal area within the flat are clean and tidy. During your occupancy we will assist residents to maintain standards by providing room checks, advice and equipment. We will also ensure that the communal areas within the hall (corridors, lifts, etc) are regularly cleaned.

4. We will carry out repairs within reasonable time limits. (Please see Service Level Agreement to be found on the halls website at www.port.ac.uk/halls).

Protection from eviction and harassment
1. If we want to take possession of your room, we have to take legal action in the courts (i.e. get a court order). We may take possession if you are in breach of the contract and/or there are rent arrears.

2. Possession proceedings will commence in the event of non-payment of rent. Prior to being served with a Notice to Quit, the University will arrange for non-essential room services to be withdrawn. For clarity, non-essential services means data and telephone services. Please note; these may take up to three days to be reconnected once the outstanding arrears have been cleared.

3. You are entitled to live in the accommodation free from any harassment from staff or other residents. Students should take into consideration the lively nature of living in halls of residence and that all reasonable steps are taken by the University to create a harmonious and considerate living environment for all occupants. Further information on the University of Portsmouth equal opportunities policy can be found at www.port.ac.uk/policies.

4. We will take any complaints very seriously and they will be dealt with in accordance with the complaints procedure detailed on page 11.

5. Our policy is to give 24 hours’ notice whenever we need access to your room. All endeavours will be made to give this prior notice. In some circumstances, especially cases of emergencies or where the University has to meet its duty of care to residents, notice may not be possible.

Your responsibilities
The following regulations are written for the safety and well-being of the students, University staff and visitors to halls and to ensure the smooth and safe running of halls of residence.

You agree that if you break any of the regulations set out in this document you may be subject to the procedures for misconduct as set down on page 9 of this booklet.
Rent liability and payments

1. If you are offered a room in a hall of residence before the start of the academic year, you agree to pay an advance rent of £250 to secure the room. This will be credited to your accommodation fee account at the beginning of occupancy and deducted from rent due for the first term.

The advance rent must be paid to the Finance Department before the date specified on the Allocation Notice. Payment should be accompanied by the Remittance Advice page of the Allocation Notice, which you should sign. If the advance rent is not paid by the due date, Student Housing reserves the right to cancel the offer. Please note that the £250 advance rent must be paid in addition to setting up a direct debit.

You agree that if you wish to cancel your accommodation allocation before the start of the occupancy period, you will inform Student Housing in writing before 23 August 2013, in order for the advance rent to be refunded in full. You agree that after this date any refund and rent liability is dependent upon if and when the room is re-let.

You agree that if you apply for a place in halls of residence after the start of the academic year/term and you are made an offer of a room, then you will pay the accommodation fees for the first occupancy period to secure the room before any keys are issued and occupancy taken up. Non-payment will result in the offer being withdrawn. The advance rent is not a damage deposit.

You agree that any damage to the room or the general hall environment caused by you or your guests will be charged separately.

2. You will pay the rent on the due dates (first day of each term) for the duration of the entire occupancy period as specified on your Allocation Notice.

3. You agree that if you move in after the start of term, you are liable for the rent from the start of the occupancy period, as specified on your Allocation Notice.

4. You agree that if you fail to pay your rent when requested, your non-essential room services will be withdrawn and you will be served with a Notice to Quit. Please note: the Notice to Quit will usually occur when you are eight weeks or more in arrears with your hall fees.

5. You agree that you remain liable for the rent for the entire specified occupancy period (normally until 1 June 2014), if you vacate the room outside the terms of the contract as detailed in this document. Where the University is in a position to re-let the room, this liability will be reassessed.

6. You agree that you remain liable for the rent for the entire occupancy period (normally until 1 June 2014), if you are asked to leave the hall of residence, either temporarily or permanently for breaking the terms and conditions of occupancy and hall regulations. If the University is in a position to re-let the room, this liability will be reassessed.

See the ‘Misconduct’ section on page 9 for further information.

7. You agree that where you have agreed to share a twin room with a particular person and the twin occupant leaves during the academic year, then you will remain liable for the full single rate of the room for the remainder of the occupancy period.

8. You agree that if you stop being a student of the University of Portsmouth, you will move out of the residence (e.g. if you withdraw or are withdrawn from the University). Before making any arrangements to vacate your room, you will inform the Hall Manager and provide them with confirmation of your official withdrawal. If you remain in residence, a court order will be required to regain possession.

9. In the exceptional circumstances where the Hall Manager gives you permission to vacate the room and be released from the accommodation agreement, you understand that you are liable for the rent until the agreed date of leaving or until the keys are returned to the hall reception, whichever is the later. Where keys are not returned, rent will continue to be charged. Obtaining a key receipt is essential as proof that you have returned your keys. Any keys/fob returned through the post must be sent by recorded delivery.

Withdrawal from halls accommodation agreement

The hall of residence agreement is binding for the period of occupancy as specified on the Allocation Notice. The University ensures that students are informed of this prior to signing the agreement and taking up their room. Please note that for the purposes of the Consumer Protection (Distance Selling) Regulations 2000, your right to cancel this contract ceases as soon as you take up occupancy of the accommodation.

Please also note the following:

- Students are not able to withdraw from the contract due to subsequent alterations in their personal circumstances and preferences (e.g. wanting to move into shared accommodation outside halls or changes in academic contact hours).

- Where unforeseen changes in financial circumstances can be proven, consideration will be given to enable students to transfer to less expensive halls accommodation.

- If you suspend/interrupt or withdraw from your studies before 1 February 2014, but intend to return to study at the University of Portsmouth for the following academic year, you will be eligible to re-apply for halls of residence in line with our allocation policy for the forthcoming year. If you withdraw after 1 February 2014, you will be classed as a returning student and will not be eligible to apply for halls of residence.

Respect for others

1. As a University of Portsmouth student you will be expected to act responsibly in accordance with the Student Charter at www.port.ac.uk/studentcharter.

2. You agree to keep noise at a level that does not interfere with the study, sleep or comfort of other residents, staff, neighbours and the wider local community. This includes stereos, CD players, musical instruments etc. You must reduce the level of noise immediately if requested to do so. In addition, when travelling to and from the hall and around the University and city, you agree to keep noise to a level that does not disturb neighbours and members of the wider community.
3. You agree to behave with respect and consideration and use appropriate and acceptable behaviour at all times towards University staff or parties working on their behalf. Unacceptable behaviour, such as using foul or abusive language and/or threatening or intimidating behaviour, may result in University disciplinary proceedings.

4. You agree to behave with respect and consideration and use appropriate and acceptable behaviour at all times towards other residents, the fabric of the building and, in accordance with the University’s good neighbour policy, towards neighbours and members of the wider local community. This includes not injuring or damaging the personal property of others or the University, not using foul or abusive language and/or intimidating or threatening behaviour, not using other residents’ possessions without their permission or conducting any behaviour that constitutes a criminal or illegal act. In addition to University disciplinary proceedings, criminal acts will normally result in information being passed to the police for criminal proceedings.

5. You agree to conduct yourself in an appropriate manner that respects the rights of other residents to live comfortably in halls, free from bullying, harassment or anti-social behaviour.

6. You agree not to bring authentic or replica weapons or knives into halls of residence. This includes air guns and paintball guns (please note this list is not exhaustive).

7. You agree to keep your room/flat in a clean state and carry out your share of cleaning in the communal areas for which you are responsible (e.g. the kitchen).

8. You agree that if the kitchen and food preparation and storage areas of your flat, including communal kitchens, are not kept clean and hygienic, you will be responsible for costs if Halls Management find it necessary to carry out additional cleaning to maintain standards and prevent health problems and pest infestations. You also agree that where you behave negligently in respect to hygiene in food preparation and storage areas which creates an environment that is encouraging to pest infestations, you will be charged for any additional costs to the University for pest control and eradication services resulting from your behaviour.

9. You agree not to hold any parties without the written consent of the Hall Manager or their representative, who will require at least 48 hours’ notice of the proposed event.

10. You agree to limit the number of guests in your study bedroom to two after 11pm at night due to noise disturbance. You agree that University security officers have the right to restrict the number of guests invited into any one flat, based on concerns about health and safety or potential noise disturbance.

11. You agree to only smoke in your bedroom if it is labelled and registered as a designated smoking bedroom, as requested on your accommodation application form. The status of non-smoker on the housing application form is permanent and cannot be changed retrospectively after you have moved in. You understand that all other bedrooms and communal areas (including kitchens, lounges and balconies) are non-smoking and that Trust Hall is a strictly non-smoking hall containing no designated smoking bedrooms.

12. In order to maintain security within halls you agree to provide proof of identification when requested, i.e. Hall ID card, to University staff or parties working on their behalf. Hall ID cards must be shown to gain meals in all catered halls.

13. You agree that if as a result of your failure to drink responsibly, emergency services are required to assess your ability to be left alone, you will reimburse the University for any resulting costs required for extra staffing to supervise your safety until you are in a fit condition to be left alone.

14. You agree that if you are involved in a disciplinary case and wish us to include any mental health considerations, you agree that sanctions may include a requirement for you to contact and maintain supervision with the University of Portsmouth Mental Health Adviser and/or any other mental health professional the University deems appropriate.

**Respect for your accommodation/living environment**

1. You agree not to keep any pets in halls of residence. This includes, but is not restricted to, rodents or reptiles.

2. You agree to ensure the building and room/flat are left secure. For example, you must not prop open external or internal doors and you should lock your door and close the window when you are out. You should also carry your hall ID card and keys/fob with you at all times and not give your keys to any other person. Lost keys should be reported to the hall reception immediately, at which point a temporary key will be issued. If the original key is not found within a given period, a charge will be made for the replacement key/fob. Residents who repeatedly leave their keys/fob in their rooms may be subject to a charge to cover staff time to accompany them to unlock their door.

3. You agree not to bring into halls or use any bass systems and speakers including, but not restricted to, subwoofers, bass boxes, bass tubes etc.

**Damages**

1. To limit damage to the room, items are only to be pinned to the display board provided and no sellotape or blutac is to be used on walls, doors or ceilings. You agree to not display posters/notices in your window. Residents must not commit wilful damage to University buildings (including those leased or otherwise acquired) or to any fixtures, fittings, furniture and equipment. University-appointed specialists or suppliers will carry out damage repairs.

2. Due to insurance and possible building and equipment warranty implications, you agree not to purchase replacement items or attempt to carry out your own repairs to damaged fabric or fixtures and fittings within your hall of residence.

3. You agree to report any damages/repairs promptly using the reporting procedures available from the hall reception. By reporting a defect, it is assumed you have given permission for management and maintenance staff to gain access to your flat/room to investigate and carry out repairs without further notice. These would normally occur within office hours.

4. You agree to pay for any loss or damage you cause, either through negligence, deliberate act or accident. This applies to all areas over which you have sole or joint control (e.g. shared kitchen) and includes situations where the person who has caused the damage cannot be identified (see ‘Inventory and damages’ section on page 10). You have the right to appeal against such a charge (for details of the process see the damages charges and dispute procedure on the halls web pages at www.port.ac.uk/halls or ask at the halls reception).
5. Any guests are subject to the same terms and conditions of behaviour as you and you agree to be responsible for their behaviour whilst they are on University premises. This includes being responsible for any loss or damage they may cause in any area of the halls of residence or University.

6. You agree that the cost of damage in a hall which is not attributable to any one student or group of students, but for which residents or their visitors are deemed responsible by the Hall Manager, will be deducted by the Finance Department from the sums due to the Hall Student Council Fund (see ‘Hall Student Council Fund’ section on page 15 for further information).

7. You agree to ensure that your room and other areas that you have sole or joint control of (e.g. shared kitchen) are used in a manner that retains them in the general condition of their first occupation.

Health and safety

1. You agree that after you have moved in, you will familiarise yourself with, follow and abide by the hall fire regulations, including evacuation of the building within the stated time, stated on the fire notices located around the building and in your room. Failure to comply, including but not restricted to non-evacuation or late evacuation, may result in required attendance at the University Remedial Fire Safety Workshop and an invoice for the attendance fee of £60.

2. Due to fire risk, you agree not to have in your room/flat any portable electric or gas heaters or cooking equipment, or any item that produces a naked flame or heat (e.g. candles, tea lights, oil lamps). Deep fat frying is banned even with the use of specialised equipment, due to the level of fire risk.

3. You agree not to tamper with any fire alarms, electrical equipment, gas installation/appliances or let off any fire fighting equipment (unless you have due cause to do so).

4. You agree that the misuse, damage or loss of fire fighting equipment and fire alarms is strictly forbidden and is a breach of contract. Action will be taken against those found responsible, which may result in a consideration of major misconduct under disciplinary procedures, plus full replacement costs to the University (see ‘General hall regulations’ section on page 9 for further information). In addition to University disciplinary proceedings, criminal acts will normally result in information being passed to the police for criminal proceedings, which could include a fine of up to £2,000.

5. You agree that deliberate or negligent behaviour resulting in a fire or activation of the fire alarms is a breach of contract. Action will be taken against those found responsible, which will result in required attendance at the University Remedial Fire Safety Workshop with a £60 attendance fee and may result in a consideration of major misconduct under disciplinary procedures, plus full replacement costs to the University (see ‘General hall regulations’ section on page 9 for further information). In addition to University disciplinary proceedings, criminal acts will normally result in information being passed to the police for criminal proceedings and could include a fine of up to £2,000.

6. You agree that where it is not possible to identify those responsible for the replacement costs detailed in point 6 of the Damages section, such costs will be deducted from the sums due to the Hall Student Council Fund.

7. You agree not to misuse passenger lifts and to abide by operating instructions as displayed in the lift car, including responsibility for payments of financial penalties for unwarranted calls to the emergency services during lift entrapment.

8. You agree to maintain a safe environment within your room and hall. You agree to permit any electrical equipment brought into the hall by yourself to be inspected by a competent authority designated by the Hall Manager. If deemed unsafe, equipment will be removed from the building. Additionally, you will ensure that each electrical item is properly fitted with a standard fused plug, all cables are safe and the item has been professionally tested.

9. You agree not to remove or tamper with window restrictors. Any student/students found to have tampered with the window restrictors in halls will be disciplined and a new additional safety device will be fitted to the window to restrict its opening, the cost being paid by the student/students found to have broken the original safety device. This is to ensure that students living in halls are not able to cause harm to others or themselves.

10. In the event of an evacuation or fire, you agree to be responsible for informing your guests of the correct evacuation procedures and reporting any concerns regarding your guests to staff on site.

Other

1. You agree that if you accept a place in any of the Guildhall halls of residence, you will not keep a car in Portsmouth.

2. The only hall base with any car parking facilities is Langstone Student Village. You agree that if you are issued with a parking permit at this site, you will park the vehicle in the designated bays and display a current valid parking permit and abide by the parking policy and regulations. You also agree to drive responsibly and with due care and attention and that the vehicle will be roadworthy, taxed and insured (see ‘Car parking’ section on page 11 for further information).

3. You agree that if you have a bicycle, it will be kept in the designated areas and not taken into your flat/room.

4. If you have a television, you accept responsibility for buying a television licence (see ‘Do I need a television licence?’ section on page 17 for further information).

5. The rent in all halls of residence includes a small weekly charge to provide limited insurance cover for personal effects and personal liability. It is your responsibility to decide whether or not the cover is adequate for your needs (see ‘Insurance’ section on page 11 for further information).

6. You agree that the connection to the University telephone network is an integral part of the accommodation fees and no reductions are made if you do not wish to use the service.

7. You agree to abide by the terms and conditions in relation to the telephone, ResNet and internet television service as supplied by Information Services (IS).

8. You agree not to sublet your room.

9. You are entitled to have guests to stay in your flat/room, but this is for a maximum of three consecutive nights and a maximum of six nights in any one calendar month.
10. You agree not to use your room for any business purposes or illegal activity, including any activity relating to illegal drugs.

11. You understand that catered halls do not provide meals during University vacations. The accommodation fees account for this and no further reductions are made.

12. You understand that it may be necessary for operational or maintenance reasons to move students to an alternative room in any halls of residence. All reasonable endeavours will be made to ensure that the alternative room is suitable and as much notice as possible is given.

13. Due to data protection reasons, you agree to provide written permission if you wish for a third party to be involved on your behalf on any matters relating to your accommodation contractual agreement.

14. You agree that once you have signed your accommodation agreement at halls registration, the mobile phone number you supplied on your accommodation application form may be used during your 37-week occupancy period to contact you in an emergency (e.g. a major issue with the facilities in your hall or medical contingency).

General hall regulations

This section covers the following areas and should be read in conjunction with the contractual agreement terms and conditions and Code of Student Behaviour*:

- Misconduct
- Inventory and damages
- Complaints procedures and appeal
- Insurance
- Car parking
- Environmental management

Misconduct

The Hall Manager/Student Support Manager will, where possible, use a mediation process to resolve issues between residents. The Hall Manager will conduct an initial interview with the student in order to present the full details of the alleged infringements and take details of the student’s account. Such an interview shall, wherever reasonably possible, be conducted within seven working days of the alleged infringement being notified to a Hall Manager/Student Support Manager. Failure to do so shall not prevent the matter being dealt with in accordance with the following provisions (see Code of Student Behaviour).

Minor offences

Where the matter is a minor offence, (e.g. noise disturbance, poor hygiene in communal areas or minor misuse of facilities) one of the following sanctions may be applied by the Hall Manager/Student Support Manager (without limitation):

- Verbal warning that will be noted on the student’s hall accommodation record for the remainder of their accommodation agreement and will be taken into consideration if any further infringements occur.
- A written warning that will be noted on the student’s hall accommodation record for the remainder of the accommodation agreement and will be taken into consideration if any further infringements occur.
- Charges for damage to property and any other cost incurred by the University as a result of the infringement.
- Temporary withdrawal of a specified service or facility for a period of up to 90 days.

Repeated minor offences will lead to disciplinary action of a more serious nature and ultimately to the matter being treated as misconduct. Issues will not be discussed with third parties such as parents unless specific written permission has been received for a third party to be involved on your behalf.

Appeals

Students have the right to appeal against the findings of the hall management or against the penalty imposed. (See section 3.4 of the Code of Student Behaviour.)
Major offences
Where the matter is of a serious nature, an allegation of major offence is made to the Academic Registrar as per section 3.5 under the Code of Student Behaviour. Examples of such misconduct are threatening or abusive behaviour, malicious damage, illegal activities within halls, misuse of fire safety equipment, serious disturbance to halls and local community and persistent minor infringements. These could incur the following penalties:

- **Temporary suspension from halls of residence**
  Where the safety of residents, staff or University premises is in question following an allegation of misconduct, the hall management has the authority to temporarily suspend the student(s) involved until the case is considered. This can either be solely from their hall or include all University halls as deemed necessary.

- **Exclusion from halls**
  Exclusion from halls is one of the sanctions that can apply to cases of alleged misconduct. In cases with this outcome a Notice to Quit will be issued to seek possession of the student’s room on the basis of a breach of contract.

Rent liability following an allegation of misconduct
If you are asked to leave your hall of residence, either temporarily or permanently for breaking the terms and conditions of the accommodation agreement, you remain liable for the rent until the end of your occupancy period (normally 1 June 2014). If the University is able to re-let the room, the rent liability will be reassessed.

**Appeals**
A student has the right of appeal against the findings of a disciplinary panel and/or against the penalty imposed. A signed and dated statement should be submitted to the Academic Registrar which should be headed ‘Statement of Appeal’. See section 3.8 under the Code of Student Behaviour. You will have received a copy of this when you registered on your course. Alternatively, please refer to the University web pages.

A Statement of Appeal must be lodged no later than ten working days after the date of issue of the written decision. For full details on how to undertake an appeal, please refer to the section on disciplinary procedures in the University’s Code of Student Behaviour.

**Inventory and damages**
Students are encouraged to report any maintenance issues or defects and will not be charged for any subsequent repairs.

You are required to complete an online inventory within ten days of your accommodation contract start date. The inventory reflects the condition of your accommodation at the start of your occupancy, so it is important you complete this within the timeframe to ensure you are not charged for pre-existing damages and defects when you move out. Please note that after the ten-day period the inventory will be locked and you forfeit the right to amend it. You can register to view the inventory online before you arrive at http://onlineinventory.portsmouth.induction.org.uk.

It is each resident’s responsibility to check the details for their room and flat and to record on the inventory if the condition of furniture, fixtures, fittings and décor varies from that stated. This applies to single occupancy areas and those shared with others within a flat. The communal area inventory should be submitted by one person, but all members of the flat must agree the content. If you are in doubt about any item or have a question about how to record a comment, you should speak with the Assistant Hall Manager, who will advise.

Room and kitchen checks will be carried out at intervals during your stay and when you vacate the accommodation. All damages and losses are charged to the individual/individuals responsible for the inventory. Charges are based upon the University recovering full economic costs, including all direct and indirect costs associated with the damage or loss. University-approved contractors and suppliers will be used to carry out any necessary work. In calculating the cost of these charges, the Hall Manager will take into account the pre-existing condition of the item in question. An initial administration fee of £23 will be charged and unsettled damage charges requiring subsequent demands will also incur further administration fees.

The University may not replace an item immediately, even where a charge has been made. The University also reserves the right to undertake repairs and replacements of furniture, fixtures, fittings and décor, at a time it deems suitable to its own needs. There is a billing disputes procedure if you are charged for an item but believe a mistake has been made. Information about how to proceed with this can be found on the halls webpage www.port.ac.uk/halls or ask at the halls reception.

Those deemed to be responsible for any damage caused by wilful abuse or negligent use may be subject to a formal allegation of misconduct. See also the section on disciplinary procedures in the University’s Handbook of Student Regulations.

At the end of your stay, any outstanding charges will be billed to you using your University email address and you will have 14 days to pay or appeal. Following this, the University Finance office will pursue the debt.

For details please refer to the moving out guide which can be accessed at www.port.ac.uk/halls or at the halls reception.

You can access the specific inventory for your room and shared flat at any time. It is stored online at http://onlineinventory.portsmouth.induction.org.uk.

**Your log-in details are as follows:**
**Username:** University of Portsmouth student ID number
**Password:** Chosen by yourself when you first logged in to submit your inventory. If you cannot remember it use the ‘Forgotten Password’ facility.
Complaints procedures and appeal

If you have an issue to raise, such as a problem with your room or one of the services within your hall, please initially report this to the hall reception, who will normally be able to resolve most issues. For details please refer to the halls web pages at www.port.ac.uk/halls and see the ‘General complaints procedures’ section.

If, however, you are not happy with the outcome and wish to make a complaint, you should make a complaint to Management at your hall (before using the formal University Complaints procedure). This is still at an informal level, but is recorded and you will receive a written response.

If you are dissatisfied with the outcome of these informal stages of the process, you can make a formal complaint as laid down in the University’s Student Complaints Procedure by contacting the University’s Complaints Officer, Samantha Hill on ext 3642 or samantha.hill@port.ac.uk. The Complaints Officer will decide whether you have a valid formal complaint and, if so, will ask the Head of Residential Services to investigate the complaint.

A copy of the leaflet Guide to the Student Complaints Policy and Procedure is available from your hall reception, your academic department, from Academic Registry in University House, Winston Churchill Avenue or at www.port.ac.uk/accessoinformation/policies/academicregistry. The leaflet explains the full procedure, including provision for referral, if necessary, to the Office of the Independent Adjudicator for Higher Education, an independent body handling student complaints.

Being signed up to Universities UK Code of Practice, the University makes an annual report to this body, which includes a report of formal complaints.

Insurance

The accommodation fees in all halls of residence include a small weekly charge, subject to annual review, to provide limited insurance cover for personal effects and personal liability. A summary of the cover provided is available from Student Housing or your Hall Manager. The insurance policy arranged by the University does not cover any belongings kept outside the building in which students are actually resident. Bicycles are not covered by the University’s insurance policy. Students are responsible for satisfying themselves as to whether or not the cover is adequate for their needs.

To make a claim on the University’s insurance policy while staying in halls of residence, students should adopt the following procedure:

- Any incident that could lead to a claim must be brought to the attention of halls staff immediately.
- If a theft is involved, the police must be informed and a crime number obtained – the insurance company will not accept a claim without this information.
- Telephone Endsleigh on 0870 2416104 quoting University of Portsmouth, your hall name and room number. The claim form can then be completed over the phone and advice given.
- Please note there is an excess on any claim. Further details can be found at www.endsleigh.co.uk/uni.

Car parking

The University has agreed with Portsmouth City Council to participate fully in its policies aimed at alleviating traffic and parking congestion in the city. The University actively encourages students not to bring their car to Portsmouth and to use the free University bus and local transport links. It is therefore important that all residents note that there are no car parking facilities for students at the Guildhall and Rees/Burrell halls of residence. Please also note the following:

- Students who may wish to bring a motorcycle must contact the Mobility Office prior to bringing on campus to make suitable arrangements.
- Students who are allocated to and accept a place in any of the Guildhall halls of residence, agree not to keep a car in Portsmouth.
- Students resident at Langstone Student Village may apply for a parking permit by downloading an application form from www.port.ac.uk/carparking/permits or emailing car.parking@port.ac.uk. This must be done before bringing any vehicle on to the site (see ‘Applying for a parking permit for Langstone Student Village’ section on page 27).
- Any permits issued are covered by the University’s parking policy and regulations and will be enforced by the Mobility Office. Further information can be found at www.port.ac.uk/carparking.
- A fee of £75 will be charged for a parking permit that will be valid for one academic year. However, holding a permit is not a guarantee of a parking place; it simply allows access to the designated student parking areas. No reduction in the fee will be made if permit holders are unable to park.
- Students who are resident in halls of residence in 2013-14 who subsequently leave or move hall must forfeit their permit immediately.
- Students who accept a place in halls of residence will be expected to comply with these restrictions and disciplinary action may be taken by the University against any student who infringes them.

Environmental management

Halls fully comply with the University’s environmental policy. Students are therefore required to comply with and support procedures and new initiatives to reduce our carbon impact, improve energy efficiency and maximise the recycling potential of all waste. For further information on how you can be more involved, see the Hall of Residence section at www.port.ac.uk/lookup or contact your Residents’ Assistant.

Please see the University webpages for full details of the policy.
Telephone service acceptable use policy

1. Introduction:
The telephone service in halls is provided by Freewire (part of StudentCom). Freewire phone allows you to make calls through the University’s ResNet internet connection.

Instead of a conventional handset, you get a ‘virtual’ phone on your PC screen. You can hear people on the other end through your PC speakers, and they can hear you through your computer’s microphone.

2. Fees and charges for telephone service:
There are no set-up or subscription charges for this service. With Freewire, you can talk to friends and family anytime, anywhere in the world for free, when you both use the Freewire phone on your PCs – simply get them to download the Freewire softphone client from the StudentCom website shop.

For calls to UK and international landlines or mobiles, Freewire offer extremely competitive rates, with calls starting from less than 1p per minute.

Users will need credit on their Freewire account before making chargeable calls; this can be done either by bank card online, or a Freewire top-up card which can be purchased locally from halls reception.

Users must supply their own computer equipment when using the ‘virtual’ phone software and may require a microphone, speakers or headset.

3. Technical information:
Freewire uses the internet to make calls (using Voice over IP – aka ‘VoIP’), therefore calling Freewire to Freewire is free. If calling a traditional landline or mobile number, the call remains on the internet until it reaches the destination country, then ‘breaks out’ onto the normal telephone network locally, therefore calls are very cheap anywhere.

Users require an internet connection to use the ‘virtual’ phone. Students in halls will be connected to the ResNet when making calls. The ‘virtual’ phone can be used either on the ResNet, without on campus or from any broadband connection.

Students must register for a Freewire (StudentCom) account to gain access to all the benefits of the service. When you have registered with Freewire, you will be given your own Freewire username, password and telephone number to access the telephone service.

You can quickly make phone calls by downloading a simple software application that turns your PC into a telephone via the shop at www.studentcom.co.uk.

A limited number of students can borrow a University owned Freewire desktop IP phone which looks like a normal telephone, to use in your halls room if you find using the ‘virtual’ phone difficult. You are able to log in directly to the phone using your Freewire account, so you can receive/make calls on this as well as your PC.

The University does not guarantee connectivity with all manufacturers’ equipment.

4. Service support:
The University provides limited technical support to students using the Freewire telephone service when connected to the ResNet in halls.

Students in halls should report faults to the IS Service Desk on 023 9284 7777 giving as much detail as possible.

The University and/or Freewire will investigate or repair any reported fault as soon as reasonably possible at no charge, unless the fault was caused by negligence or breach of this Acceptable Use Policy (AUP) in which case the University may make a reasonable charge for any such repair.

Alternatively students, friends or family can contact Freewire directly for all levels of support including technical and account issues via email support@freewiretv.com or call 0333 123 0190.

The University and Freewire do not guarantee that the service will be fault-free. The University, where possible, will give advance notice of any disruption to or suspension of the service by displaying notices in halls or on the IT Help website and will try to keep such disruption to a minimum. Any breakdown in service will be rectified as soon as possible, but during vacations and over a weekend this may be the next working day.

5. Terms and conditions:
5.1. The Freewire telephone service connects to the internet, therefore must be used in accordance with the University’s Computer Use Regulations, Policies and Guidelines including the Computer Misuse Act (1990), the JANET AUP (www.ja.net/services/publications/policy/aup.html) and the law.

5.2. All users must adhere to copyright and license laws. The service must not be used for any illegal activity.

5.3. This service is used in conjunction with the ResNet Acceptable Use Policy and the Freewire/StudentCom Regulations, Acceptable Use Policies and Guidelines (www.studentcom.co.uk).

5.4. The University and Freewire (StudentCom) will monitor and check the service (including calls logs) for the purpose of ensuring the correct operation of the network or service, fair allocation of resources and other lawful purposes.

5.5. Your Freewire account and the University owned desktop IP phone (where supplied/provided) in your room is your responsibility. You will be held accountable for any misuse identified on your account or room.

5.6. The University owned desktop IP phone (where supplied/ provided) in your room must not be damaged or removed from the room for any reason. You will be held liable for the full replacement price of the phone itself and any reasonable administration costs.

5.7. You must not use or allow anyone else to use the telephone service to send any communication which is abusive, offensive, obscene, indecent or menacing, or a hoax call, or which may cause annoyance, inconvenience or needless anxiety to anyone, or which may violate or infringe the rights of any person, or to commit a fraud or criminal offence.

5.8. The services and equipment provided are for residential use. The service or any part of it cannot be sold for money or monies worth. The University has no liability, whether due to negligence or otherwise, for any losses whatsoever incurred by any business, trade or profession carried on by you or any other person using the services or equipment.

5.9. Any reports or incidents received or monitored by the University or Freewire, regarding unauthorised, illegal access or breach of this Acceptable Use Policy will result in immediate disconnection from the service, pending further investigations or disciplinary procedures. Where necessary, information will be passed on to the relevant authorities. Any breach of either the ResNet or Internet Television Acceptable Use policies can also result in the immediate disconnection from this service.

5.10. The University will not be liable for any damages or claims of any kind arising from the use of the telephone service or support provided by University staff of any privately owned equipment, including but not limited to direct, indirect, incidental, punitive and consequential damages, except where expressly agreed by the University.
1. Introduction: Residential Network (ResNet) is a service offered by the University of Portsmouth which provides up to 100Mbps broadband in halls rooms. ResNet is provided to help residents with their studies.

2. Fees and charges for ResNet: There are no charges for connecting to or using the ResNet service. Users must supply their own computer equipment to use on the ResNet.

3. Technical information: ResNet connections offer broadband speeds up to 100Mbps via standard wired Ethernet and the only protocol supported is TCP/IP via DHCP. Users must ensure that their equipment matches this configuration. The University does not guarantee connectivity with all manufacturers’ equipment.

You will need your own Ethernet CAT5 cable to connect to the wired ResNet in your room. If you do not have your own Ethernet cable, a cable can be purchased from your local halls reception.

4. Service support: The University provides limited technical support to users connecting to the ResNet service.

ResNet users should report faults to the IS Service Desk on 023 9284 7777 giving as much detail as possible.

The University will investigate or repair any reported fault with the ResNet as soon as reasonably possible at no charge, unless the fault was caused by negligence or breach of this Acceptable Use Policy (AUP) in which case the University may make a reasonable charge for any such repair.

The University does not guarantee that the service will be fault free. The University, where possible, will give advance notice of any disruption to or suspension of the service by displaying notices in halls or on the IT Help website and will try to keep such disruption to a minimum. Any breakdown in service will be rectified as soon as possible, but during vacations and over a weekend this may be the next working day.

5. Terms and conditions: 5.1. ResNet must be used in accordance with the University’s Computer Use Regulations, Policies and Guidelines including the Computer Misuse Act (1990), the JANET AUP (www.ja.net/services/publications/policy/aup.html) and the law.

5.2. All ResNet users must adhere to copyright and licensing laws. The ResNet must not be used for any illegal activity.

5.3. It is prohibited to use the ResNet to attempt unauthorised access to another computer or networked device (on or off campus).

5.4. User activity and hardware on the ResNet is monitored. The University monitors ResNet network traffic for the purpose of ensuring the correct operation of the network, fair allocation of resources and other lawful purposes.

5.5. All equipment connected to the ResNet service (network point) in your room is your responsibility. You will be held accountable for any misuse identified on your ResNet network point. You are responsible for all network traffic originating from the ResNet connection in your room.

5.6. ResNet users must take all practical steps to make sure that equipment connected to ResNet is safe, secure and lawful.

Failure to comply with this may result in the ResNet being disconnected whilst the problem is resolved, responsibility for this will lie with the computer owner.

5.7. It is forbidden to provide any network services from any device connected to ResNet (including running web servers, file sharing or peer-to-peer software, as these can use excessive bandwidth and/or assist in the distribution of illegal images, counterfeit software, and bootleg music and video images). It is also prohibited to connect wireless equipment of any kind to the ResNet. If any such prohibited services or devices are discovered this may lead to the termination of the ResNet service.

5.8. ResNet is a shared resource, any activity or software application that use excessive bandwidth, inhibits or interferes with other users is prohibited (for example, continuous downloading and/or uploading at a high data rate for more than two hours).

5.9. Any reports or incidents received or monitored by the University, regarding unauthorised, illegal access or breach of this Acceptable Use Policy will result in immediate disconnection from the service, pending further investigations or disciplinary procedures. Where necessary, information will be passed on to the relevant authorities.

5.10. The University will not be liable for any damages or claims of any kind arising from the use of the ResNet or support provided by University staff of any privately owned equipment, including but not limited to direct, indirect, incidental, punitive and consequential damages, except where expressly agreed by the University.

5.11. The University reserves the right to disconnect users or services and make changes to the ResNet at any time without notice. Connecting to and using the ResNet service implies acceptance and understanding of this policy.

This ResNet AUP is subject to change at any time without notice. Any such changes will be those considered by the University in its reasonable opinion to be necessary for the smooth and safe running of the ResNet service and the University. Please visit the IT Help website for the latest internet television ‘AUP’ at www.port.ac.uk/ithelp.
Internet television service acceptable use policy

1. Introduction:
The internet television service in halls is provided by Freewire (part of StudentCom). Freewire TV is a digital TV service delivering broadcast quality TV through the wired ResNet data connection.

Students in halls can receive content from TV channels all over the world, including news, sports, entertainment and lifestyle.

You can watch TV channels when connected to the ResNet by downloading a small software application that turns your computer into a TV via the Freewire TV StudentCom Portal www.studentcom.co.uk.

Students need to register for a Freewire/StudentCom account (visit the University IT Help website for further details) to gain access to the service, the same account is used for the telephone service. When you have registered, you are given your own Freewire/StudentCom username and password.

2. Fees and charges for internet television service:
There are no setup or subscription charges for this service. With Freewire TV, you can watch a selection of Freeview channels for free.

You will be able to purchase additional (premium) channels via your Freewire TV account.

Users must supply their own computer equipment when using the Freewire TV software and may require additional speakers.

All students living in halls watching TV on a computer via the Freewire TV software will require a TV licence by law.

3. Technical information:
Any student living in halls using the ResNet can watch the Freewire TV service; it is available in every room.

The Freewire software client can be installed onto either a PC or laptop but the computer should be of a high specification or the quality of the TV will be unwatchable. Freewire TV picture quality will also be poor if you are running other software which demands a great deal of the computer resources.

The TV client itself can be downloaded for free via the shop at www.studentcom.co.uk. You will need to log into the TV client using your Freewire/StudentCom account.

You must be connected to the wired ResNet to use the Freewire TV service in halls. If you are using a local broadband switch in your room or the Freewire TV client itself is blocked by your firewall, you may see a ‘channel off air’ error message.

The University does not guarantee connectivity with all manufacturers’ equipment.

4. Service support:
The University provides limited technical support to students using the Freewire television service when connected to the ResNet in halls.

Students should report faults to the IS Service Desk on 023 9284 7777 giving as much detail as possible.

The University and/or Freewire will investigate or repair any reported fault as soon as reasonably possible at no charge, unless the fault was caused by negligence or breach of this Acceptable Use Policy (AUP) in which case the University may make a reasonable charge for any such repair.

Alternatively, students can contact Freewire directly for all levels of support including technical and account issues via email support@freewiretv.com or call 0333 123 0190.

The University and Freewire do not guarantee that the service will be fault-free. The University, where possible, will give advance notice of any disruption to or suspension of the service by displaying notices in halls or on the IT Help website and will try to keep such disruption to a minimum. Any breakdown in service will be rectified as soon as possible, but during vacations and over a weekend this may be the next working day.

5. Terms and conditions:

5.1. The Freewire television service connects to the internet; therefore must be used in accordance with the University’s Computer Use Regulations, Policies and Guidelines including the Computer Misuse Act (1990), the JANET AUP (https://community.ja.net/library/acceptable-use-policy) and the law.

5.2. All users must adhere to copyright and license laws. The service must not be used for any illegal activity.

5.3. This service is used in conjunction with the ResNet Acceptable Use Policy and the Freewire/StudentCom Regulations, Acceptable Use Policies and Guidelines (www.studentcom.co.uk).

5.4. The University and Freewire (StudentCom) will monitor and check the service for the purpose of ensuring the correct operation of the network or service, fair allocation of resources and other lawful purposes.

5.5. Your Freewire/StudentCom account is your responsibility. You will be held accountable for any misuse identified on your account or room.

5.6. Before you install the Freewire TV software client, any other television receiving equipment, watch television on a PC or otherwise in halls, you MUST purchase your own TV licence. The TV licence must be registered at your halls room address, this is the law. For further details on student TV licensing please visit www.tvlicensing.co.uk/check-if-you-need-one.

5.7. The services and equipment provided are for residential use. The service or any part of it cannot be sold for money or monies worth. You must not rebroadcast the television signal either online or otherwise, and must not exhibit or undertake public performance of the service.

5.8. Any reports or incidents received or monitored by the University or Freewire (StudentCom), regarding unauthorised, illegal access or breach of this Acceptable Use Policy will result in immediate disconnection from the service, pending further investigations and possible disciplinary procedures. Where necessary, information will be passed on to the relevant authorities. Any breach of either the ResNet or Telephone Acceptable Use Policies can also result in the immediate disconnection from this service.

5.9. The University will not be liable for any damages or claims of any kind arising from the use of the television service or support provided by University staff of any privately owned equipment, including but not limited to direct, indirect, incidental, punitive and consequential damages, except where expressly agreed by the University.

5.10. The University reserves the right to disconnect users or services and make changes (including channel line-up) at any time without notice. Connecting to and using the television service implies acceptance and understanding of this policy.

This internet television AUP is subject to change at any time without notice. Any such changes will be those considered by the University in its reasonable opinion to be necessary for the smooth and safe running of the internet television service and the University. Please visit the University IT Help website for the latest internet television AUP at www.port.ac.uk/ithelp.
Information applicable to all halls

Hall staff
All the staff are committed to making the halls as safe, comfortable and pleasant as possible for you, and any member of staff will be pleased to assist you whenever possible. However, certain members of staff have responsibility for specific aspects and you may find it more convenient to approach the correct person.

If you do find you have a problem and want some help or advice and you think that the experience of another student who has already been through their first year might help, then your nearest or most appropriate Residents’ Assistant would be the person to ask.

If, however, you feel the issue is more serious or of a personal nature, you should see the Student Support Manager or Hall Manager. Matters are treated in confidence and they will assist and advise you or help you contact the most appropriate service, such as the Student Finance Centre, Chaplaincy or Counselling. The main point is that you seek the support and advice that is in place to help you cope and continue with your studies.

Management structure
The Head of Residential Services has overall responsibility for the management of the halls of residence. The Hall Managers are responsible for the management of respective halls of residence and are assisted by the Deputy Assistant Hall Managers. Student Support Managers are responsible for welfare and maintaining the study environment. The Hall Student Council is elected annually from among the local residents of each hall. Student Housing are deemed responsible by the Hall Manager, will be deducted by student or group of students, but for which residents or their visitors are in doubt about other matters, start here; they will be pleased to direct you to the most appropriate person for your query.

Hall reception team
Reception is the first place you should report maintenance and service-related issues. If you are in doubt about other matters, start here; they will be pleased to direct you to the most appropriate person for your query.

Hall Manager and team
The Hall Manager and their team have overall responsibility for the management of all services, facilities and welfare issues in the hall. The Hall Manager will be happy to see any student who needs to discuss a problem – an appointment can be made at reception.

Chef Manager in catered halls
The Chef Manager reports to the Catered Hall Manager and is responsible for the day-to-day management of the catering facility. Their office is located in the kitchen. Catering queries should be directed to them in the first instance.

Student Support Managers (SSM)
Student Support Managers are available at various times, including the evenings and weekends, to assist with welfare concerns, as well as the maintenance of a safe and comfortable study environment. Hours and surgery times are advertised throughout the halls and at reception.

Residents’ Assistants (RAs)
These are returning students who live in halls of residence and are recruited to help you. They will make themselves known to you at registration or shortly after you arrive in halls. RAs are there to provide advice and guidance on general hall-related issues and have knowledge of the local area. This is particularly useful in the early part of your stay when you are familiarising yourself with your new surroundings.

Hall Student Council (HSC)
Each year the residents form a council to develop and promote social activities and amenities. They also provide information and advice to hall staff on disciplinary and welfare issues. The Residents’ Assistants will act as temporary HSC members until each post is filled by an elected member. Members of the council are elected each year from among the residents of the hall. This election also includes membership to a position representing the hall residents on the Students’ Union Executive.

Apart from representation on the Students’ Union Executive, duties within a hall may include any or all of the following:

- advice to the Hall Manager and Student Support Manager on all matters of concern to residents
- organisation and financial supervision of social events
- consideration of proposals for alterations to the local hall rules

Hall Student Council Fund
To provide amenities and promote social activities within the hall, the University contributes an amount to a Hall Student Council Fund. The cost of damage in a hall, which is not attributable to any one student or group of students, but for which residents or their visitors are deemed responsible by the Hall Manager, will be deducted by the Finance Department from the sums due to the Hall Student Council Fund.

Frequently asked questions (FAQs)
How do I pay my accommodation fees?
The annual rent is payable termly and is due on 30 September 2013, 6 January 2014 and 22 April 2014. It is your responsibility to ensure that it is paid.

If you or a third party (e.g. your parents) would like to pay your fees by direct debit or recurring debit/credit card instalments, please complete the relevant request at webpay.port.ac.uk by 13 September 2013. You can choose to pay direct debit and recurring card instalments on a term or monthly basis. Please note that the instalment facilities cannot be used for the payment of the Advanced Rent. If you are using your student loan to pay your accommodation fees we strongly recommend that you choose to pay termly as the payment plan coincides with the receipt of your loan.

If you prefer not to make payment by direct debit or recurring card payment, please refer to the following list of preferred payment methods:
- online at webpay.port.ac.uk
- by phone to the Finance Department on 023 9284 5533 for debit/credit card
- in person at the Cashier’s Office in University House

www.port.ac.uk/accommodation
When paying in person, please remember to attach the Accommodation Fee Remittance Advice form (this can be found with your halls confirmation paperwork). This will ensure that your payment is correctly allocated to your account.

If you need any assistance with the above, please contact our finance team on 023 9284 5533.

What if my employer, local authority or foreign embassy wishes to pay my rent?
You should be aware that as the occupier of the room you have liability for the payment of your rent. If a local authority, embassy or your employer wishes to pay rent on your behalf, you should contact Student Housing initially to discuss invoicing options specific to your personal requirements.

When do I pay my accommodation fees?
Please refer to the table on page 28 for payment due and direct debit collection dates.

Can I set up monthly payments by direct debit?
If you choose the monthly direct debit or recurring card payment option, the annual fee less the £250 advance rent will be divided into eight equal instalments and collected at the beginning of each month from October to May. An advance notice confirming dates and instalment amounts will be sent to the payer a minimum of ten days prior to the first collection.

Should I cancel my direct debit if I can’t pay?
We do not recommend that you cancel the instruction as any remaining balance for the term will become due for payment immediately. You should contact the Finance Department on 023 9284 5533 for advice on how to proceed.

If a recurring card payment request is declined by your bank, a further request will be made three days later. If the second request is also declined, then payment of that instalment will need to be made by an alternative method. Please be advised that if more than one instalment request is returned unpaid, then the right to pay by instalments may be removed from your account.

What do I do if I cannot pay my accommodation fees?
If, for any reason, you are unable to pay your accommodation fees, you must contact the Finance Department (located in University House) immediately. There are many ways in which we can help, but if we are not aware that you have a problem, we will be unable to advise you.

The Student Finance Centre (located in the Nuffield Centre) may also be able to offer help and advice (telephone 023 9284 3014). We urge any student with financial difficulties, however large or small, to seek advice without delay, as non-payment of your rent can result in legal action to recover the debt and possession proceedings for the hall room, and could ultimately lead to your exclusion from the University.

Do I have to pay a damages deposit?
No. However, please refer to page 10 of this handbook for further information on damage charges.

Can I pay my advanced rent by direct debit?
Unfortunately you cannot. The direct debit and recurring card payment facilities are available for payments due after the beginning of the academic year. Please refer to the preferred methods of payment shown in the ‘How do I pay my accommodation fees?’ section on page 15.

What is included in my accommodation fee?
Your accommodation fee will cover the cost of your room, all heating and lighting, basic insurance cover and the use of the hall facilities for the occupancy period. The full occupancy period is detailed on your Allocation Notice. The occupancy period is usually 37 weeks, which is the same as the standard academic year for most courses. Some students may be allocated for different periods according to their course requirements. Please check your Allocation Notice for the occupancy period that you have been allocated.

The voice/data system is an integral part of your room and cannot be separated from your accommodation fee. For catered halls, your accommodation fee will also include meals and has already been adjusted to take account of the non-catered vacation periods.

Do I need insurance?
The University does provide basic insurance cover, but if you bring any items of particular value such as televisions, computers, hi-fi or musical instruments, we strongly advise you to take out additional cover (please see ‘Insurance’ section on page 11). Please note that the University’s insurance does not cover bicycles. A copy of the cover may be obtained from Student Housing. For further details on additional cover options visit www.endsleigh.co.uk/students.

Can I view my room before the term starts?
We understand that many of you will be keen to visit the University over the summer and have another opportunity to see a hall of residence before you move here in September. Unfortunately we are unable to show all of our halls of residence over the summer, as we will be preparing them for students moving in at the start of term. However, we have made arrangements for students and family members to view a sample room at each of our hall sites. Please contact the respective hall reception for arrangements to ensure a room is available on the day (see contact numbers on page 31).

Alternatively, you may wish to join one of the University’s guided tours which take place periodically throughout the summer vacation period. To find out when tours are running, plus information on how to find us, please visit www.port.ac.uk/visits.

What do I need to bring with me?
Your room: In addition to your personal belongings, you will need to bring bedding (pillows, a duvet or blankets, pillowcases and sheets) and towels.

Self-catered shared kitchens: Shared kitchens in self-catered accommodation are equipped with appliances such as cookers, microwaves and refrigerators. You should bring cooking equipment (i.e. pots, pans) and dining utensils (i.e. cutlery, cups, plates etc). (See ‘Information specific to individual halls’ section on page 19 for what is included in your kitchen.)

Part-catered shared kitchens: Shared kitchens in part-catered accommodation are equipped with appliances such as cookers or mini ovens, microwaves and refrigerators. You should bring cooking equipment (i.e. pots, pans) and dining utensils (i.e. cutlery, cups, plates etc). (See ‘Information specific to individual halls’ section on page 19 for what is included in your kitchen.)

You may wish to contact your flatmates via our Facebook groups (see below) before you arrive to see who is bringing what, so you don’t double up on equipment such as kettles etc. These items must be Portable Appliance Tested before use.

Please note, shared kitchen windows have a safety device which prevents you from opening them fully (health and safety regulations).

Students in catered accommodation (Rees/Burrell) may wish to bring a small amount of equipment for making snacks (i.e. cutlery, cups and plates).
I have been allocated a twin room; what is in my room?

Twin rooms generally contain two combination ‘study beds’, a special design offering daytime use as a study desk and neatly folding away to offer a standard single bed for sleeping. Each study bed incorporates unlocked, personal storage space for books and personal possessions.

These rooms will also contain drawer space, wardrobes, noticeboards, electrical sockets and a network connection for both occupants. Desk lamps are not supplied and students will have to provide their own bedding and towels. Due to logistical space restrictions, students should also be mindful that there will be limited storage for suitcases. For students allocated a twin studio room, there will also be a double bookshelf, small dining table and chairs and a small kitchenette providing cooking facilities within the room.

Please note: not all rooms will require combination ‘study beds’. For further details on twin studio and twin room designs and layouts, please contact student.housing@port.ac.uk.

Who do I see if there is a problem with my room?

If you have a problem with any of the facilities in your room or flat, you should report the matter to the staff at reception. The problem will be recorded and you should be able to get feedback on progress from reception. If the problem is not resolved within a reasonable time, then you should raise the matter with the Hall Manager.

It is obviously in your own interests to report any defects as soon as possible, as we cannot repair them if we do not know about them.

What am I not allowed in my room?

The following are not permitted within your bedroom (this is not an exhaustive list, but should give you an idea of what is not allowed – we need these restrictions for safety reasons and to ensure that the hall facilities are maintained in good order):

- use of cooking or heating equipment (e.g. deep fat fryer)
- washing lines
- use of naked flames (e.g. candles and oil burners)
- authentic or replica weapons of any sort
- air guns or paintball guns
- use of spray paints, glues etc. used for working on art/design projects
- moving or rearranging furniture or introducing additional furniture
- keeping of pets
- dart boards
- storing of bicycles, surfboards or other large outdoor equipment
- displaying or hanging items at windows

You are not allowed to make any structural changes to your room or attach anything to the furniture or walls, such as hooks or rails.

For electrical safety reasons, if you intend to bring more than one personal computer or a large number of electrical appliances to the hall, you must inform the Hall Manager.

Can I bring an additional fridge for my flat/bedroom?

It is not permitted to bring an additional fridge or mini-fridge cooler except in exceptional circumstances approved by your Student Support Manager.

Where can I put up posters in my room?

Sticking pictures and posters on walls will cause damage over a period of time and therefore we impose restrictions on where they may be placed. Each room has a pin board designed for notices and posters. All other areas are restricted unless the Hall Manager has given express permission. Any damage will incur the full economic cost to bring the wall or room up to standard.

Can I have a television in my room?

The television service in halls is provided by Freewire. Freewire TV is a digital TV service delivering broadcast quality TV and radio stations, all through the ResNet data connection. Please refer to the section on the ResNet acceptable use policy for further information.

Do I need a TV licence?

Please visit www.tvlicensing.co.uk. All students living in halls watching TV, either on a computer or on a normal television using the Freewire set-top box, will require their own TV licence by law. You are not covered by the hall’s licence and the authorities do check and can fine you for not having a licence.

Can I transfer to another hall room?

Generally, it is not possible to transfer to another room. However, in exceptional circumstances you may request a transfer from your Student Support Manager. If permission is given, your Student Support Manager will forward their authorisation to Student Housing, who will endeavour to deal with your request. Please bear in mind that your Student Support Manager will not be able to address this issue for the first four weeks of term and that this will be reliant on a suitable vacancy arising and a satisfactory finance check. If permission to transfer to another room is given, the amount of your accommodation fees due will be altered according to any change in room rate.

What do I do if I withdraw from the University?

If you withdraw from the University you must vacate your room. You should complete the online withdrawal process and inform your hall management before making any arrangements to leave halls.

You should ensure that you receive an official receipt to prove that you have returned your keys and prevent extra accommodation fees being charged. Please note, you will be charged for your room until your keys are returned to the appropriate hall reception or your official withdrawal date from University, whichever is later.

Can I move out of halls?

By accepting a room in halls of residence you make a binding contract for the agreed period. You cannot withdraw from this contract part way through. If you do leave the halls, you are liable for all accommodation fees as detailed on your Allocation Notice, unless you withdraw or are withdrawn from the University. Please refer to the ‘Withdrawal from halls accommodation agreement’ section on page 6.
If you withdraw from the University you should ensure that you receive an official receipt to prove that you have returned your keys and prevent extra accommodation fees being charged.

What happens at the end of the academic year?
Follow the instructions in the Moving Out leaflet given to you shortly before the end of your stay. You will need to vacate your room no later than 10am on the Sunday. You should hand in to reception all keys and hall ID cards issued to you and collect and retain a receipt for the returned keys. Failure to hand in your key will result in accommodation fees or lock replacement charges being made. Please ensure that you take all personal property with you and that your room is left clean and tidy. We are not responsible for storing items left after departure.

Can I have a friend to stay overnight?
One guest is allowed to stay with you in your room overnight, but must be registered at your hall reception prior to or on arrival. This is for reasons of safety and fire regulations, so their details can be added to the fire list. The guest may stay a maximum of three consecutive nights and a maximum of six nights in any one calendar month. At all times, you will be held responsible for your guest’s behaviour. In catered accommodation, you will be able to purchase meal tickets for your guest from reception for both breakfast and dinner.

Who is responsible for cleaning my room and flat?
You are. Hall staff are only responsible for cleaning the public areas and for carrying out checks in student flats and rooms to assist you in keeping satisfactory standards of cleanliness and hygiene. They will provide guidance, advice and supply vacuum cleaners and other equipment. When using shared facilities in kitchens, it is important to keep appliances such as cookers and refrigerators in a clean condition as well as floors, worktops and other surfaces.

After using the kitchen, we ask you to work closely with your flatmates to leave it as you would wish to find it. Maintaining a satisfactory standard of cleanliness and hygiene forms part of hall regulations and if hall staff consider that residents are not maintaining adequate standards of cleanliness in kitchens then they will take steps to promote satisfactory standards by providing advice and support on cleaning methods and rotas.

Where the residents of a flat fail to maintain and improve standards, the Hall Manager reserves the right to bring the kitchen up to an acceptable standard of hygiene and charge the residents of the flat for reparation of costs. This also applies if individual rooms are found in a dirty condition during the periodic room checks or at the end of the stay. Advanced notification of a couple of days is normally given to residents of when their room check will be carried out. Hall staff are concerned with hygiene and factors that could have a permanent effect upon room surfaces and furnishings, and the health and safety of other users.

If residents behave negligently in respect to hygiene in food preparation and storage areas which creates an environment that is encouraging to pest infestations, they will be charged for any additional costs to the University for pest control and eradication services resulting from this behaviour.

Can I cook in my room?
Under no circumstances are you allowed to cook in your room. Appliances such as microwaves, toasters, deep fat fryers and electric rice cookers should not be brought to the hall for use in your room.

Am I allowed to smoke in halls?
You may only smoke in a designated smoking bedroom, which you must have requested on your accommodation application form (see Student Housing in Portsmouth Information and application brochure 2013–2014). The status of non-smoker on the application form is permanent and cannot be changed retrospectively after you have moved in. Smoking is not permitted in any other bedrooms or communal areas. Trust Hall is strictly non-smoking throughout and does not have any designated smoking bedrooms.

Do I need to tell anyone if I am going away overnight?
If you intend to be away from your room overnight, it is in your interest to advise your hall reception. For example, it may be useful to register your absence to avoid any charges resulting from disciplinary issues in your flat while you are away. You may also deposit your keys for safekeeping. A record of absence is kept for safety purposes only.

Do I need to register with a local doctor and dentist's surgery?
It is very important that you register with a local doctor and dentist as soon as possible. For more information go to www.port.ac.uk/health. Remember to bring your medical card with you.

Who can talk to the Student Support Managers?
All students are encouraged to approach a Student Support Manager to talk confidentially about any matter that is causing them concern, from difficulties with flatmates, to concerns about whether they are on the right course. Issues will not be discussed with third parties, unless you give specific written permission for a third party to be involved on any matter or aspect of your stay in halls.

For specific information relating to your hall accommodation, please see pages 19–27.
Information specific to individual halls

Guildhall Halls

Bateson Hall, Harry Law Hall, James Watson Hall, Margaret Rule Hall, Trafalgar Hall

The Guildhall Halls comprise five halls offering self-catering facilities: Bateson Hall, Harry Law Hall, James Watson Hall, Margaret Rule Hall and Trafalgar Hall. Each hall has its own unique atmosphere and is close to the majority of University buildings, the Students’ Union and sports facilities. They are located in the heart of the city’s vibrant and bustling late-night entertainment area and are conveniently situated for the main shopping centres. The main reception for the group is situated at Bateson Hall and each hall has its own launderette facilities. All offer the chance to meet other students from different courses, cultures and backgrounds.

Bateson Hall
Bateson Hall is located in Mary Rose Street opposite Harry Law Hall. This purpose-built, self-catered hall accommodates 281 male and female students in single-sex flats. Each flat comprises four to six bedrooms, a shower/toilet facility and a kitchen. There are communal laundry facilities in this hall.

Harry Law Hall
Harry Law Hall is close to Bateson, Margaret Rule and Trafalgar Halls. It provides accommodation for 295 male and female students in single study bedrooms. All rooms have en suite facilities. There are also six en suite studio flats containing a kitchenette and five permanently twinned rooms. The hall is based on a corridor design and is self-catered with kitchen/dining facilities for every eight or nine rooms. The hall also has communal facilities including a laundry room and bicycle compound in the basement.

James Watson Hall
James Watson Hall is situated off Winston Churchill Avenue and is in the heart of the Guildhall Campus. There are three inter-linking buildings containing 688 en suite rooms arranged in flats of four to seven, each sharing kitchen/dining facilities. There are also six en suite studio flats containing a kitchenette and 16 one-bedroom en suite flats containing their own separate kitchen/dining area.

Margaret Rule Hall
Margaret Rule Hall is adjacent to Bateson Hall and next to Portsmouth and Southsea train station. There are 342 rooms with en suite shower/toilet facilities arranged in flats of four to seven, each sharing kitchen/dining facilities. There are also six studio flats containing a kitchenette. The hall has a limited bicycle shed on the ground floor. There are three laundry rooms in the hall.

Trafalgar Hall
Trafalgar Hall is situated off Winston Churchill Avenue. There are 288 rooms with en suite shower/toilet facilities arranged in flats of six, each sharing kitchen/dining facilities. The building has 14 floors, the top two floors of which comprise 40 studio flats that have en suite facilities and separate kitchenettes and are prioritised for postgraduate students.
**Moving in**

**When should I arrive?**
Your room will be ready from 10am on your date of arrival. If you arrive during the main UK/EU move in weekend you will have chosen your arrival date/time when you completed your e-intro before setting off. To ensure you are processed as quickly as possible, please arrive as close to this time as possible.

**Where do I register?**
Registration for Harry Law and Bateson Halls will take place at Bateson Hall reception. Margaret Rule residents are to proceed directly to your hall. Residents of James Watson will receive separate instructions prior to arrival. Trafalgar Hall residents are to register in Eldon Building, which is situated adjacent to Trafalgar Hall. There will be ‘help points’ and plenty of staff at each location to assist and advise you on arrival.

**What do I need to bring with me to register?**
Two copies of your Contractual Agreement, which is available for you to print out at the end of the e-intro process. You should ensure that you have read and fully understood the terms and conditions which are contained within the Halls of Residence Handbook as they form part of your accommodation contract with the University. If you have not brought a copy with you please ask for one.

**What happens next?**
You are now free to move in once you have been issued with a key/lob which provides access to your room/flat, front door of your hall and mail box, and have been given directions to your accommodation.

Please also note that once you have signed your accommodation agreement, the telephone/mobile phone number you supplied on your accommodation application form may be used during your occupancy period to contact you in an emergency (e.g. for a major issue with the facilities provided within your hall or medical contingency).

**Security**
Security officers conduct internal patrols of all Guildhall Halls throughout the day and night. There is a permanent security officer present in James Watson Hall foyer from 9pm–5am. In emergencies phone 023 9284 3333 or non emergencies 023 9284 3418.

**Postal addresses and telephone number**

<table>
<thead>
<tr>
<th>Name and room number</th>
<th>Name and room number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bateson Hall</td>
<td>Block D</td>
</tr>
<tr>
<td>The Mary Rose Street</td>
<td>James Watson Hall</td>
</tr>
<tr>
<td>Portsmouth</td>
<td>White Swan Road</td>
</tr>
<tr>
<td>PO1 2BL</td>
<td>Portsmouth</td>
</tr>
<tr>
<td></td>
<td>PO1 2BF</td>
</tr>
<tr>
<td>Margaret Rule Hall</td>
<td>Block N</td>
</tr>
<tr>
<td>Isambard Brunel Road</td>
<td>James Watson Hall</td>
</tr>
<tr>
<td>Portsmouth</td>
<td>White Swan Road</td>
</tr>
<tr>
<td>PO1 2DS</td>
<td>Portsmouth</td>
</tr>
<tr>
<td></td>
<td>PO1 2BF</td>
</tr>
<tr>
<td>Harry Law Hall</td>
<td>Block A</td>
</tr>
<tr>
<td>The Queens Mall</td>
<td>James Watson Hall</td>
</tr>
<tr>
<td>Portsmouth</td>
<td>White Swan Road</td>
</tr>
<tr>
<td>PO1 2SP</td>
<td>Portsmouth</td>
</tr>
<tr>
<td></td>
<td>PO1 2DF</td>
</tr>
</tbody>
</table>

The reception for Guildhall Halls is at Bateson Hall and the telephone number is 023 9284 3880.
Hall facilities

Bateson Hall and Harry Law Hall

What is in my room?
Bateson Hall accommodation is grouped into single-sex flats, each one having four to six study bedrooms sharing shower/toilet/washroom facilities and a kitchen. Your room will have a bed, study desk, drawers, wardrobe, a noticeboard, electrical sockets and a network connection. Desk lamps are not supplied. Students have to provide their own bedding and towels.

Harry Law Hall rooms are all en suite and are clustered around a shared kitchen, all leading onto a main corridor. Your room will have a bed, study desk, drawers, wardrobe, noticeboard, electrical sockets and a network connection. Desk lamps are not supplied. Students have to provide their own bedding and towels.

What is in my kitchen?
Bateson Hall and Harry Law Hall residents have the use of a shared kitchen facility. When using shared facilities, it is important to keep appliances such as cookers, microwaves and refrigerators in a clean condition and we ask that after using the kitchen you leave it as you would wish to find it.

Each student is given a cupboard to store food. Students need to bring crockery, cutlery, cooking pans, tea towels and washing up equipment. You will have to share the refrigerator with other students, but will usually have your own or part of a shelf for your fresh items.

Each kitchen is provided with a dining area and students are responsible for cleaning their own kitchens. Kitchens should be left clean after use and dining utensils should be cleared to enable other students to use the facility if they wish.

Where can I do my laundry?
Bateson Hall and Harry Law Hall both have a card-operated launderette. In Bateson Hall, it can be found in the basement of the reception and in Harry Law Hall, in the basement of the hall. Please note that you will need to provide your own liquid detergent and conditioner. In line with other universities, and working with our suppliers, we offer user-friendly, clear instructions and environmentally-friendly equipment. We endeavour to keep prices as low as possible.

Bicycle storage
There is secure bicycle storage located in Harry Law car park. You will need to obtain access to the bicycle store by visiting Bateson reception. Please note that hall insurance does not cover bicycles and we advise you to take out your own insurance cover. Bicycles are not permitted in bedrooms/flats or communal areas within halls.

How do I register with a doctor?
It is very important that you register with a local doctor and dentist as soon as possible. For more information go to www.port.ac.uk/health. Remember to bring your medical card with you.
James Watson, Margaret Rule and Trafalgar Halls

What is in my room?
James Watson, Margaret Rule and Trafalgar Hall rooms are all en suite with a shower, toilet and washbasin. Your room will have a bed, study desk, drawers, wardrobe, noticeboard, electrical sockets and a network connection. Desk lamps are not supplied. Students will have to provide their own bedding and towels.

What is in my kitchen?
Each hall has a shared kitchen facility. When using shared facilities it is important to keep appliances such as cookers, microwaves and refrigerators in a clean condition and we ask that after using the kitchen you leave it as you would wish to find it.

Each student is given a cupboard to store food. Students need to bring crockery, cutlery, cooking pans, tea towels and washing up equipment. You will have to share the refrigerator with other students, but will usually have your own or part of a shelf for your fresh items.

Each kitchen is provided with a dining area and students are responsible for cleaning their own kitchens. Kitchens should be left clean after use and dining utensils cleared to enable other students to use the facility if they wish.

Where can I do my laundry?
In James Watson there are two launderettes located in N and D Block on the first floor. In Margaret Rule there are three launderettes located on the second floor, fourth floor and fifth floor. In Trafalgar the launderette is situated on the ground floor. Please note that you will need to provide your own liquid detergent and conditioner. In line with other universities, and working with our suppliers, we offer user-friendly, clear instructions and environmentally-friendly equipment. All halls have coin operated launderettes. We endeavour to keep prices as low as possible.

Bicycle storage
There is secure bicycle storage in all halls, although there are limited spaces in each store. You will need to initially visit Bateson reception to obtain access to the bicycle store. Please note that hall insurance does not cover bicycles and we advise you to take out your own insurance cover. Bicycles are not permitted in bedrooms/flats or communal areas within halls.

How do I register with a doctor?
It is very important that you register with a local doctor and dentist as soon as possible. For more information go to www.port.ac.uk/health. Remember to bring your medical card with you.

Studio flats
(Harry Law, James Watson, Margaret Rule and Trafalgar Halls)
All studio flats are en suite with a shower, toilet, washbasin and a kitchenette. They contain their own bed, desk, small dining table, chairs and vacuum cleaner. The kitchenette contains a microwave, small larder fridge, sink and a two-ring hob.

One-bedroom flats
(James Watson Hall)
All flats are en suite with a shower, toilet and washbasin. The kitchen has an oven, hob, small fridge, microwave, vacuum cleaner, and food preparation and dining area. The bedrooms are equipped as standard James Watson bedrooms, as detailed above left.

Please note: students are responsible for cleaning their own studio or one-bedroom flat.
Rees Hall and Burrell House

Rees Hall and Burrell House both offer catered accommodation and are situated close to the seafront and all of Southsea’s facilities. Rees Hall overlooks Southsea Common and the Solent, with Burrell House located just behind in close walking distance and offering excellent community living for its residents. The University buildings, Students’ Union, sports facilities and the city centre are all within easy walking distance. Students at both halls share the dining facilities, launderette area and main reception located in Rees Hall, where all meals are taken. Each hall has its own unique atmosphere and both offer the chance to meet other students from different courses, cultures and backgrounds.

Rees Hall

This catered hall overlooks Southsea Common and the esplanade and provides accommodation for 267 male and female students in single study bedrooms. All rooms have ensuite facilities. Rees Hall also has two communal rooms, both with televisions.

Burrell House

Burrell House is located in Hambrook Road, just behind Rees Hall. This catered hall, with 131 single bedrooms for male and female students, promotes an excellent sense of community for its residents to live and study in. Each room has a washbasin and there are six shared shower facilities with separate male and female toilets on each floor. Each floor also has a communal kitchen with appliances suitable for making light snacks and there are communal TV lounges on the second and third floors. All catered meals are taken in nearby Rees Hall.

Postal addresses and telephone number

Your postal address will be:

Name and room number
Rees Hall or Burrell House
Southsea Terrace
Southsea
Hampshire
PO5 3AP

The telephone number for reception at Rees Hall is 023 9284 3884.

Mail for Rees and Burrell

All incoming mail is delivered to Rees Hall and is distributed to the appropriate mailbox. You will have keys to a shared mailbox for letters. Parcels, recorded delivery mail and special mail will be held at reception and you will be notified by email if you have a parcel or registered mail for collection. Please note you must produce proof of ID to collect your mail.

Security

Security officers conduct internal patrols of all halls of residence throughout the day and night. In emergencies phone 023 9284 3333 or non emergencies 023 9284 3418 from your mobile.
Moving in

When should I arrive?
Your room will be ready from 10am on your date of arrival. You should go direct to your hall in order to register. If you arrive during the main UK/EU move in weekend you will have chosen your arrival date/time when you completed your e-intro before setting off. To ensure you are processed as quickly as possible, please arrive as close to this time as possible.

Where do I register?
Registration for Rees Hall will take place in the Pier Room adjacent to reception. You will be able to park outside Rees Hall for a short period to unload before moving your vehicle to on-street parking.

Registration for Burrell House will take place on the first floor. You will be able to park in the car park before moving your vehicle to on-street parking.

What do I need to bring with me to register?
Two copies of your Contractual Agreement, which was available for you to print out at the end of the e-intro process. You should ensure that you have read and fully understood the terms and conditions which are contained within the Halls of Residence Handbook as they form part of your accommodation contract with the University. If you have not brought a copy with you please ask for one.

What happens next?
Once you have signed your accommodation agreement you will be issued with a key that provides access to your bedroom and a swipe card that provides access to the front door of both Rees Hall and Burrell House.

Also please note that once you have signed your accommodation agreement at halls registration, the mobile phone number you supplied on your accommodation application form may be used during your 37-week occupancy period to contact you in an emergency (e.g. for a major issue with the facilities provided within your hall or medical contingency).

How do I register with a doctor?
It is very important that you register with a local doctor and dentist as soon as possible. For more information go to www.port.ac.uk/health. Remember to bring your medical card with you.

Hall facilities

What is in my room?
In Rees Hall all the rooms are single study bedrooms and have en suite facilities consisting of a shower unit, toilet and washbasin. You will have a bed, wardrobe, study desk, chair, drawers, noticeboard, bookcase, electrical sockets and a network connection.

In Burrell House the rooms are equipped similarly to Rees Hall, but do not have en suite facilities. Each room has a washbasin and six shared shower room facilities are available on each floor.

Self-catering facilities
Rees Hall has utility pantries equipped with microwaves and kettles that can be used for drinks and snacks. Burrell House is provided with the same, except these also contain a cooker. For the health and safety of all residents kitchens may be locked at 11.30pm each night and opened at 6.00am.

Catering arrangements
All meals are served in the dining room at Rees Hall.

<table>
<thead>
<tr>
<th>Meal</th>
<th>Monday–Friday</th>
<th>Weekends and Bank Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>8.00am–9.30am</td>
<td>9.00am–9.30am (cereals/toast)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9.30am–11am (cooked breakfast)</td>
</tr>
<tr>
<td>Lunch</td>
<td>4.45pm–6.45pm</td>
<td>1.00pm–3.00pm</td>
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</tbody>
</table>

The catering team provide 14 meals per week, from menus prepared by our Chef Manager.

The breakfast menu usually comprises a choice of cereals as well as traditional favourites such as egg, bacon, sausage, beans and toast. Fresh fruit and yoghurt are also available. The choice of hot courses will vary daily. The dinner menu usually consists of a choice from two main courses plus a vegetarian option, accompanied by a choice of potatoes, pasta, vegetables etc.

If you wish to discuss any special dietary requirements, please email the Chef Manager prior to your arrival at andy.thompson@port.ac.uk to discuss these.

The dining room operates a self-service system that includes drinks and desserts. Late meals can be provided by arrangement with the chef on duty. These facilities are to be used when you are unable to make the above meal times due to field trips or course timetabling difficulties.

Please remember that no meals are provided during official University vacations.

Where can I do my laundry?
There is a card-operated laundry in Rees Hall for residents of both Rees Hall and Burrell House with five washing machines and six dryers. Please note that you will need to provide your own liquid detergent and conditioner. In line with other universities and working with our suppliers, we offer clear instructions and user and environmentally-friendly equipment, and endeavour to keep prices as low as possible.

Bicycle storage
There is a secure bicycle compound in each hall. You will be able to obtain a key from Rees Hall reception. Please note that hall insurance does not cover bicycles and we advise you to take out your own insurance cover. Bicycles are not permitted in bedrooms/flats or communal areas within halls.
Langstone Student Village

Langstone Flats, Trust Hall and QEQM Hall

Langstone Student Village is situated on the edge of Langstone Harbour and comprises three halls of residence offering self-catering and flexible catering options. The Student Village offers a relaxed community environment and the opportunity to escape from the hectic nature of city life. This campus has its own communal social area, restaurant and computer suite, plus a launderette on site. It is also home to the University sports fields. There are shops and amenities close by and a free regular University bus service, taking just 15 minutes to link you to the city centre and Guildhall Campus approximately three miles away. The service runs term-time Monday to Friday from approximately 7.30am to midnight and at weekends 11am–5pm (see www.port.ac.uk/bus).

Langstone Flats

Langstone Flats comprise 192 single en suite rooms, designed for self-catered use. Each flat comprises eight rooms and a communal kitchen/diner.

Trust Hall

Trust Hall is a self-catered hall with 62 rooms divided into eight flats. Each flat comprises seven or eight rooms, two shower and toilet units and a kitchen/diner. There are also some self-contained flats close to Trust Hall and allocated as part of the hall for four to six students with shared bathroom facilities.

QEQM Hall

QEQM provides 330 single en suite rooms, many in a tower that has stunning sea views and others in smaller blocks situated around the site. Each building has kitchenettes that are equipped with a mini-oven with hob and kettle, a refrigerator, microwave and facilities for making snacks. This hall is part-catered during term-time.

Langstone Flats, Trust Hall and QEQM Hall comprise one hall unit with staff and facilities common to all. Reception is located in the Langstone Conference Centre. Although each hall has its own unique atmosphere, all offer the chance to meet other students from different courses, cultures and backgrounds. Please note: Trust Hall is strictly a non-smoking residence.

Location of halls

Postal addresses and telephone number

Your postal address will be:

Name and room number
QEQM Hall or Trust Hall or Langstone Flats
Langstone Student Village, Furze Lane
Milton, Hampshire, PO4 8LW

The telephone number for reception at Langstone Student Village is 023 9284 4529.

Mail
All incoming mail is delivered to reception. It is then distributed to shared mailboxes for which you will have a key. All parcels, recorded delivery mail and special mail will be held for collection at reception and you will be notified by email if you have a parcel or registered mail for collection. Please note, you must produce proof of ID to collect your mail.

Security
Langstone Student Village has its own on-site security lodge with a security team operating 24 hours a day. In emergencies phone 023 9284 3333 or non emergencies 023 9284 3418 from your mobile.
Moving in

When should I arrive?
Your room will be ready from 10am on your date of arrival. You should go direct to your hall in order to register. If you arrive during the main UK/EU move in weekend you will have chosen your arrival date/time when you completed your e-intro before setting off. To ensure you are processed as quickly as possible, please arrive as close to this time as possible.

What do I need to bring with me to register?
Two copies of your Contractual Agreement, which was available for you to print out at the end of the e-intro process. You should ensure that you have read and fully understood the terms and conditions which are contained within the Halls of Residence Handbook as they form part of your accommodation contract with the University. If you have not brought a copy with you please ask for one.

What happens next?
Once you have signed your accommodation agreement you will be issued with a key/fob and swipe card that provides access to your bedroom and the front door of your hall.

Also please note that once you have signed your accommodation agreement at halls registration, the mobile phone number you supplied on your accommodation application form may be used during your 37-week occupancy period to contact you in an emergency (e.g. for a major issue with the facilities provided within your hall or medical contingency).

How do I register with a doctor?
It is very important that you register with a local doctor and dentist as soon as possible. For more information go to www.port.ac.uk/health. Remember to bring your medical card with you.

Hall facilities

What is in my room?
In QEOM Hall the rooms are single study bedrooms and are en suite. You will have a bed, study desk, chair, drawers, wardrobe, noticeboard, electrical sockets, network connection, shower, toilet and washbasin.

In Trust Hall the rooms are single study bedrooms, arranged in flats of seven to eight rooms. You will have a bed, wardrobe, study desk, chair, drawers, noticeboard, electrical sockets, network connection and washbasin. The shared facilities have a shower unit, toilet and washbasin.

There are also some separate self-contained flats for four to six students, with shared bathroom facilities located around the site. These rooms have a bed, wardrobe, chair, drawers, noticeboard, electrical sockets and network connection. The shared bathroom facilities have a shower unit, toilet and washbasin.

In Langstone Flats the rooms are single study bedrooms arranged in flats of eight and are en suite. You will have a bed, study desk, chair, drawers, wardrobe, noticeboard, electrical sockets and network connection. The shared bathroom facilities have a shower unit, toilet and washbasin.

Catering facilities
All meals for residents are served in the restaurant located in the Village Centre. Meal tickets or cash payment are accepted for all meals.

Meal times Monday–Friday
Breakfast 7.45am–11.00am
Lunch 12noon–2.00pm
Dinner 4.45pm–7.00pm
Late evening service 7.30pm–9.30pm

Weekends and Bank Holidays
Brunch 10.00am–3.00pm

All residents are welcome to use the restaurant.

The catering team provide freshly cooked meals from menus prepared by the Assistant Hall Manager (catering).

The breakfast menu usually comprises a choice of cereals or traditional freshly cooked favourites such as egg, bacon, sausage, beans and toast. The freshly prepared lunch choices will vary daily. The dinner menu usually consists of a choice from two main courses plus a vegetarian option, accompanied by a choice of potatoes, pasta, vegetables etc.

If you wish to discuss any special dietary requirements, please email paul.rixon@port.ac.uk to discuss these prior to your arrival.

The restaurant operates a self-service system that includes drinks and desserts. Late meals can be provided by arrangement with the chef on duty. These facilities are to be used when you are unable to make the above meal times due to field trips or course timetabling difficulties.

Part-catered residents receive eight meal tickets per week as part of their accommodation contract. Tickets can be collected at registration from the catering desk and from the dining room during each term. Please note that all tickets are non-transferable and non-refundable.

Meal deals
If you are wishing to use the restaurant regularly, you can benefit from our range of meal deal tickets, saving you money on the cash price. Please be sure to ask our catering team on registration weekend or throughout your stay for further details.
Self-catered students can also use the restaurant. We offer an excellent range of food at competitive prices, making a welcome change from cooking and cleaning. Meal tickets may be purchased any time during the year from the restaurant, saving you money, or cash is accepted at every meal. Please contact the restaurant for further details.

Please note that the restaurant is closed during official University vacations.

Self-catering facilities

As QEQM Hall is a part-catered hall, the kitchenettes in this hall are only suitable for preparing light meals and snacks. Each kitchenette is equipped with a fridge-freezer, microwave, mini oven with hob and a kettle. Students using this facility need to provide their own cooking and eating utensils.

Langstone Flats and Trust Hall are self-catered accommodation and will have a shared kitchen facility, but residents will have to provide their own food, cooking and eating utensils. Each kitchen has an oven, hob, two fridge-freezers, microwave, and a food preparation and seating area.

When using shared facilities it is important to keep appliances such as cookers and refrigerators in a clean condition and we ask that after using the kitchen, you leave it as you would wish to find it. Each student is given a cupboard to store food, utensils, crockery and cutlery. You will have to share the refrigerator with other students, but usually each group agree to have their own or part of a shelf for their fresh items. Students should also provide tea towels and washing up equipment.

A dining area is provided – again this should be left clean after use and dining utensils should be cleared to enable other students to use this facility if they wish.

The Village Centre

The Village Centre is unique to Langstone and offers a space for social and learning activities in a relaxing environment. It offers the following facilities all located in one building:

- restaurant
- wireless connection
- individual and group working space
- computer suite with communal PCs for students who require access to specialist University applications
- launderette
- big screen TVs
- pool tables
- comfortable soft seating
- late food facilities

Applying for a parking permit for Langstone Student Village

Places are limited and before you can park in the designated areas you must have a valid permit. For further details and an application form, email car.parking@port.ac.uk or contact us at Mobility Office, Unit 1, St Andrews Court, St Michael’s Road, Portsmouth PO1 2PR. Further information can be found at www.port.ac.uk/carparking.

You must obtain a valid permit before bringing your car on site. There are four very important points that you should note before making an application:

- There will be a charge of £75 for the permit that will only last for one academic year.
- Having a permit is not a guarantee of a parking space; it simply allows you to use any designated space that is available.

Parking permits issued for the Langstone Student Village are not valid at any other University site.

All vehicles are to be roadworthy, taxed and insured.

Please consult the ‘General hall regulations’ section on page 9 before applying for a parking space, as any breach of the parking restrictions will be treated very seriously.

Parking or driving on the grassed areas is strictly forbidden. Disciplinary action will be taken and vehicle owners will be liable for the full economic costs of repairs needed. Any motor vehicle found on the site in breach of these regulations will be clamped or towed away. The owner of any such vehicle will be charged any costs incurred and will be liable to disciplinary action.

All visitors to the site not displaying a valid University permit are required to display a £2 pay and display ticket.

Where can I do my laundry?

There are two card-operated laundries on site; one between the east and west block of Langstone Flats, and the other in the Village Centre, adjacent to the restaurant. Please note that you will need to provide your own liquid detergent and conditioner. In line with other universities, and working with our suppliers, we offer user-friendly, clear instructions and environmentally-friendly equipment. We endeavour to keep prices as low as possible.

Bicycle storage

If you would like to bring a bicycle to the hall you are most welcome. There are bicycle storage areas indicated around the site. Keys for the locked bicycle storage area adjacent to the Village Centre are available from reception. Please note that hall insurance does not cover bicycles and we advise you to take out your own bicycle insurance cover and to have your bicycle security marked. Bicycles are not permitted in bedrooms/flats or communal areas within halls.
## Accommodation fees and due dates

<table>
<thead>
<tr>
<th>Hall</th>
<th>Occupancy Period (weeks + days)</th>
<th>Weekly Fee</th>
<th>Term 1 Session Fee</th>
<th>Due Dates</th>
<th>Direct Debit Collection</th>
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## HALL OCCUPANCY PERIOD

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### Please note:
Accommodation fees are reviewed annually and are determined by type of room and facilities in each room and hall. Fee levels are approved by the University of Portsmouth’s Board of Governors.
Example of contractual agreement

THIS ACCOMMODATION AGREEMENT IS BETWEEN:
THE UNIVERSITY OF PORTSMOUTH, PORTSMOUTH PO1 2UP

AND ......................................................................  (STUDENT’S NAME)

DATE OF BIRTH:

THE TERMS ARE AS FOLLOWS

AGREE TO RENT:

ROOM NO:  HALL OF RESIDENCE:

FOR THE PERIOD OF:

START DATE: 14 SEPTEMBER 2013  END DATE: 01 JUNE 2014

If you move out of your designated room before the end date, you may remain liable for the rent
unless the room is re-let by Student Housing (see ‘Rent liability and payments’ section and
‘Withdrawal from halls accommodation agreement’ section on page 6).

AGREE TO PAY:

RENT FOR THE PERIOD: £ ..................................  (inclusive of gas, electricity, water and voice/data)
connection)

This is catered/self-catered accommodation (delete as appropriate)

Rent to be paid termly (in September, January and April) as detailed on your Allocation Notice. Any additional rent
from early arrival is to be paid in advance directly to the hall reception.

ADVANCE RENT PAID:

£250 advance rent to be paid when the offer of the hall accommodation is made, prior to moving in, and then
 deducted from the first term’s rent.

By signing this agreement, you agree that this contract is binding for the period of occupancy. Both parties are
agreeing to be bound by all the terms and conditions as detailed in the Halls of Residence Handbook 2013–2014
issued with your Allocation Notice. This includes taking full responsibility for the ResNet (broadband) connection
in your room and all network traffic originating from your ResNet network point.

NAME:  STUDENT ID NUMBER:

HOME ADDRESS:  CONTACT TELEPHONE NO:

COURSE:  YEAR OF STUDY:

SIGNED: ................................................................  DATE: ........................................................................

SIGNED: ................................................................  DATE: ........................................................................
(ON BEHALF OF THE UNIVERSITY OF PORTSMOUTH)

REMEMBER, ONCE SIGNED THIS CONTRACT IS LEGALLY BINDING ON ALL PARTIES.
Useful contact numbers

Emergency

In an emergency contact the University Security Lodge 023 9284 3333
(If dialling from your hall room or a University building, just dial the last four digits and you will be put through to the correct extension.)

University telephone numbers

University switchboard 023 9284 8484
Guildhall Halls reception 023 9284 3880
Rees/Burrell reception 023 9284 3884
Langstone Student Village reception 023 9284 4529
Student Advice Services 023 9284 3157
Student Housing 023 9284 3214
Student Finance Centre 023 9284 3014
Chaplaincy 023 9284 3030
(To talk to the duty chaplain outside of office hours, please call the University switchboard) 023 9284 8484
International Student Advisers 023 9284 5116
Students’ Union 023 9284 3640
University Library 023 9284 3249

University Finance Department
Cashiers 023 9284 3311
Accommodation fees/tuition fees 023 9284 5533

Getting around
Visitor Information Centre 023 9282 6722
First (Buses) 023 9286 3353
National Express (Coaches) 0871 781 8181
National Rail Enquiry Line 08457 484 950
Stagecoach (Buses), Portsmouth 0845 121 0170
Hovertravel 023 9281 1000
Wightlink 0871 376 1000
Brittany Ferries 0870 536 0360
Condor Ferries 023 9273 3343

Disclaimer
The University of Portsmouth reserves the right to change anything stated in this brochure without informing all recipients. Any such changes will be those considered by the University in its reasonable opinion to be necessary for the smooth and safe running of halls of residence and the University.