We are pleased to offer you a room in a University of Portsmouth hall of residence and we hope you will enjoy your stay. This is an exciting time for you as you discover the endless opportunities awaiting you here in Portsmouth.

The exact details of the room offer are detailed on your application portal and in the offer email you have been sent. Please read this document before you accept your accommodation agreement. **The information contained in this handbook will form your contractual agreement in halls of residence and must be read and understood fully before you accept a room in a hall.**

This booklet also contains useful information that we think will help you to make your stay with the University of Portsmouth as easy and pleasant as possible.

Although the information is not exhaustive, it may provide answers to many questions frequently asked by students moving into halls of residence. Keep it for reference throughout the year – it is also available in PDF format on the accommodation pages at [www.myport.ac.uk](http://www.myport.ac.uk).

For queries regarding:
- your specific hall of residence – please refer to your ‘StudentHome’ portal pages or [www.myport.ac.uk](http://www.myport.ac.uk)
- the hall facilities – please contact the reception of your allocated hall, details of which can be found in this handbook or on [www.myport.ac.uk](http://www.myport.ac.uk)
- your allocation – please contact the Student Housing team and we will be happy to assist

We look forward to welcoming you to halls and wish you every success in your studies at the University of Portsmouth!

**The Student Housing Team**

If this document is in a format not accessible to you, please contact the Corporate Communications department by email: corporate.communications@port.ac.uk who will be able to assist.
CONTRACTUAL TERMS AND CONDITIONS

Please ensure you have read all of this brochure carefully. You will be asked to sign an accommodation agreement online on the accommodation portal stating that you agree to the hall regulations and the following terms and conditions before you move in.
1. **ACCOMMODATION CONTRACT**

1.1. The hall of residence agreement is binding for the period of occupancy as specified on the allocation notice.

1.2. 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 etc.).

1.3. Students should note that the acceptance of a University of Portsmouth hall of residence room by making the £250 deposit payment and/or taking up residence, creates an agreement to abide by the contractual terms and conditions of occupancy and the general hall regulations, all of which are contained in this brochure.

1.4. Any breach of the contractual terms and conditions and the general hall regulations is an offence against University regulations and may result in University disciplinary proceedings. Students may also be obliged to complete a University of Portsmouth online remedial workshop.

1.5. You agree that if any term or provision becomes invalid, unlawful or unenforceable, the validity, legality and enforceability of the remaining parts of the accommodation agreement will not be affected.

2. **OUR RESPONSIBILITIES (THE UNIVERSITY OF PORTSMOUTH)**

**Standard of accommodation**

2.1. All our halls of residence meet the criteria of the Universities UK (UUK) Code of Practice for university-managed student accommodation, which specifies 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 are available at hall receptions for inspection by residents if requested.

2.2. 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 (e.g. corridors, lifts, etc.) are regularly cleaned and maintained.

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

2.4. We will carry out repairs within reasonable time limits. Please see our “Service Level Agreement” for more details which can be found in the halls section of www.myport.ac.uk.

**Protection from eviction and harassment**

2.5. If we need to take possession of your room during the duration of your contract, we have to take legal action through the courts. We may take possession for example if you are in breach of the contract and/or there are hall fees arrears.

2.6. Possession proceedings will commence in the event of non-payment of hall fees and students in default will be served with a Notice to Seek Possession.

2.7. You are entitled to live in the accommodation free from any harassment from staff and other residents. Please note, students should take into consideration the lively nature of living in a hall 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’s equality and diversity statement can be found at www.port.ac.uk/policies.

2.8. Our policy is to give 24 hours’ notice whenever we need access to your room and we will make all endeavours 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.

2.9. We will take all complaints very seriously and they will be dealt with in accordance with the complaints procedure as detailed on page 8.

3. **YOUR RESPONSIBILITIES**

The following regulations are written for the safety and wellbeing of the students, University staff and visitors to halls and to ensure the safe running of halls of residence.

3.1. You agree that if you break any of the regulations set out in this document you may be subject to the procedures for misconduct.

3.2. You agree to check your University email account regularly to ensure you are aware of important welfare matters relating to Halls of Residence.

3.3. You agree that for reasons of operational, maintenance or welfare issues or for the better management of the building, 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.

3.4. 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 for data protection reasons.

3.5. You agree not to use your room or any part of the accommodation building/s for any business.

3.6. You agree not to sublet your room.

3.7. You agree NOT to keep any pets in halls of residence. This includes, but is not restricted to:

- 3.7.1. rodents
- 3.7.2. fish
- 3.7.3. reptiles
- 3.7.4. spiders and insects
- 3.7.5. cats

www.port.ac.uk

HALLS OF RESIDENCE HANDBOOK 3
Cleaning and hygiene

3.8. You agree to keep your personal space of your accommodation in a clean condition and carry out your share of cleaning in the communal areas for which you are responsible.

3.9. You agree that if the kitchen, food preparation and storage areas of your accommodation, 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.

3.10. You agree that where you behave negligently in respect to hygiene in food preparation and storage areas which creates an environment that is encouraging and causing pest infestations, you will be charged for any additional costs to the University for pest control and eradication services resulting from your behaviour.

3.11. You agree to fully support and cooperate with facilities and procedures that are provided in halls for protecting the environment.

3.12. You agree that if you fail to remove all your property from your room once your occupancy agreement comes to an end, the University reserves the right to remove all items from the room. Items which remain unclaimed for a period of 28 days will be disposed of and the University will not accept any liability arising out of the movement or storage of such property. Perishable items will be destroyed immediately.

Smoking

3.13. You agree not to smoke within any part of the University’s halls of residence. This includes study bedrooms and communal areas, such as kitchens, corridors, toilets, common rooms, lobbies, stairways and landings, building balconies, podiums and inner courtyards.

3.14. Smoking is not permitted within five metres of any entrance or window of the residence. Designated smoking areas must be used where available.

3.15. Residents who fail to comply with the no smoking policy will be in breach of the contractual agreement and subject to disciplinary measures and charges for rectification of the environment as the result of smoke damage.

3.16. You agree that this also applies to other smoking paraphernalia including (but not limited to) e-cigarettes and shisha pipes.

ResNet, Wireless and Comms services

Connecting to and using the ResNet or wireless service implies acceptance and understanding of this policy. All users must familiarise themselves with the full policy available at [www.myport.ac.uk](http://www.myport.ac.uk) and searching for ‘ResNet Acceptable Use Policy’.

3.17. All ResNet or wireless users must adhere to copyright and licensing laws.

3.18. The services must not be used for any illegal activity. Any reports or incidents received or monitored by the University, regarding unauthorised, illegal access etc. 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.

3.19. User activity and hardware on the ResNet or wireless is monitored. The University monitors network traffic for the purpose of ensuring the correct operation of the network, fair allocation of resources etc. and you are responsible for your personal connection either from your room or on your wireless connection.

3.20. Any activity or software application that uses excessive bandwidth, or inhibits or interferes with other users is prohibited.

3.21. ResNet or wireless users must take all practical steps to make sure that equipment connected to the services is safe, secure and lawful including (but not limited to) all users must have up-to-date anti-virus protection installed and all software installed on user equipment must be officially licensed.

3.22. It is forbidden to provide any network services from any device connected to ResNet or wireless including (but not limited to) running web servers, file sharing and peer-to-peer software.

3.23. It is prohibited to connect your own wireless networking equipment of any kind to the ResNet or use your wireless devices to provide networking/internet access to others.

3.24. The services provided are for residential use only and the University has no liability for any losses whatsoever.

3.25. The infrastructure relating to either the ResNet or wireless services anywhere in halls (including your room) must not be damaged, interfered with or removed for any reason.

3.26. The University will not be liable for any damages or claims of any kind arising from the use of the ResNet and wireless or support provided by University staff of any privately owned equipment.

3.27. The University reserves the right to disconnect users or services and make changes to the ResNet or wireless at any time without notice.

4. HALL FEES LIABILITY, PAYMENTS AND CANCELLATIONS

4.1. You agree to the to the hall fee payment section on pages 10–12

Deposit and refunds

4.2. If you are offered a room in a hall of residence before the start of the academic year, you agree to pay a £250 deposit to secure the room. If the payment of £250 deposit is not made by the due date, Student Housing reserve the right to cancel the offer. Please note that the £250 deposit must be paid in addition to the termly hall fees. The deposit is due before you are handed the keys to your accommodation.

4.3. You agree that if you wish to cancel the offer of a room in a University of Portsmouth hall of residence before the start of the occupancy period, you will inform Student Housing, in writing, at housing.application@port.ac.uk before 25 August 2017 in order for the deposit to be refunded in full. You agree that after this date any refund and hall fees liability is dependent upon it/or and when the room is re-let.
4.4. You agree that if you apply for a place in a University of Portsmouth 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 £250 deposit and the remaining 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.

4.5. You agree that the £250 deposit will be held by the University of Portsmouth for the duration of your accommodation agreement. The deposit is refundable at the end of the accommodation agreement period, less any sums owed to the University, against which the deposit may be offset.

4.6. You agree that the deposit may be offset against any costs incurred and losses sustained as a result of your breach of your accommodation agreement, such as (but not limited to) unpaid halls fees, damage in your room and/or communal areas caused by you or your guests etc.

4.7. You agree that any damage to the room or the general hall environment caused by you or your guests will be deducted from the deposit, as agreed between you and the halls manager.

**Hall fee liability**

4.8. You agree to pay the hall fees on the due dates for the duration of the entire occupancy period all as specified in your allocation notice.

4.9. You agree that if you move in after the start of term, you are liable for the hall fees from the start of the occupancy period, as specified on your allocation notice.

4.10. You understand and agree that the University may terminate this agreement and will serve a Notice to Seek Possession if you are eight weeks or more in arrears with your hall fees, at any point.

4.11. You agree that you remain liable for hall fees for the entire specified occupancy period 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.

4.12. You agree that you remain liable for the hall fees for the entire occupancy period if you are excluded from the hall of residence for breaking the terms and conditions of occupancy or as part of a disciplinary procedure. If the University is in a position to re-let the room, this liability will be reassessed.

**Hall fee liability – twin rooms**

4.13. You agree that where you have agreed to share a twin room with a specified 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.

4.14. You agree not to allow others to use the spare bed. If you are unable to make the full payment of the hall fees, you can move to an alternative cheaper single room if an alternative is available.

5. **DAMAGES**

5.1. You agree that to limit damage to your room, items are only to be pinned to the display board. No sellotape, bluetac, whitetac or post-it notes are to be used on walls, doors or ceilings.

5.2. You agree to not display posters/notices or objects that may offend others from within your room/flat, communal areas, from windows or other areas.

5.3. You agree that you 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.

5.4. 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 due to insurance, building and equipment warranty implications.

5.5. You agree to report any damages or required repairs promptly using the reporting procedures available from your hall reception.

5.6. You agree that by reporting a defect, 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.**

5.7. You agree to pay for any loss or damage you or your guests 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). You have the right to appeal against such a charge. For details of the process, please ask at your hall reception.

5.8. You agree that guests are subject to the same terms and conditions of behaviour as you and are responsible for their behaviour while they are on University premises.

**Replacement of damaged items and billing disputes**

5.9. You agree that the University reserves the right to undertake repairs and replacements of furniture, fixtures, fittings and décor, at a time it deems suitable even where a charge has been made.

5.10. You agree that those deemed to be responsible for any damage caused by wilful abuse or negligent use may be subject to a formal allegation of misconduct.

5.11. You agree that in situations where the person who caused the damage cannot be identified, the formal allegations of misconduct can be made against all occupants.

5.12. You agree that residents will be notified that the damage cost has been deducted from your deposit account. See also the section on disciplinary procedures in the Student Charter.

5.13. You agree to follow the billing dispute 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 at [www.mypor.ac.uk](http://www.mypor.ac.uk) or ask at your halls reception.

5.14. 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 or where it is not possible to identify those responsible, will be deducted by the Finance Department from the sums due to the Hall Student Council.

5.15. 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.
6. HEALTH AND SAFETY

6.1. You agree that after you have moved in, you will familiarise yourself with, follow and abide the hall fire regulations, including evacuation of the building within the stated time 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.

6.2. 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 in the event of an evacuation or fire.

6.3. 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) due to fire risk.

6.4. You agree not to tamper with any fire alarms, electrical equipment, gas installation/appliances, not to prop open any fire doors within the building (including your room/flat) or let off any fire-fighting equipment (unless in the event of emergency).

6.5. 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, attendance at the University Fire Remedial Safety Workshop, plus full replacement costs to the University. In addition to University disciplinary proceedings, criminal acts will result in information being passed to the police.

6.6. You agree that deliberate or negligent behaviour resulting in a fire or activation of the fire alarms is a breach of contract.

6.7. 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.

6.8. 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.

6.9. You agree not to remove or tamper with window restrictors or door closures. Any persons found to have tampered with the window restrictors or door closures in halls will be disciplined and a new additional safety device will be fitted to the window/door, the cost being paid by the persons found to have broken the original safety device.

6.10. You agree not to throw objects of any material out of any windows within the building. Action will be taken against those found responsible, which may result in a consideration of major misconduct under disciplinary procedures. This is to ensure that students living in halls are not able to cause harm to others or surrounding property.

7. EARLY TERMINATION OF THE CONTRACT, WITHDRAWAL AND INTERRUPTION OF STUDIES

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

7.2. You agree that if you stop being a student of the University of Portsmouth, you will move out of the residence within one week of your official withdrawal date (i.e. if you withdraw or are withdrawn from the University, suspend or interrupt your studies).

7.3. You agree that, 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 acquired to regain possession.

7.4. You accept that if you leave hall earlier than the designated contract end date you will need proof of the date you vacated, this will be essential to support any subsequent claims about hall fees. This confirmation of early departure notice may be obtained from your hall reception – initially a paper copy will be provided to you and will then be followed by an email confirmation to your University account.

7.5. You agree that if you suspend/interrupt or withdraw from your studies before 26 January 2018, but intend to return to study at the University of Portsmouth for the following academic year (September 2018 entry), you will be eligible to reapply for halls of residence in line with our allocation policy for the forthcoming year.

7.6. You agree that if you withdraw after 26 January 2018, you will be classed as a returning student and will not be eligible to reapply for halls of residence.

8. KEYS/ACCESS CARDS AND SECURITY

8.1. You agree that any keys/access cards returned through the post must be sent by recorded delivery.

8.2. You agree to carry your hall ID card and keys/access cards with you at all times and not give your keys to any other person.

8.3. You agree that lost keys/access cards must be reported to the hall reception immediately, at which point a temporary key/access cards will be issued. If the original key/access cards is not found within a given period, a charge will be made for the replacement and door lock.

8.4. You agree that if you leave your keys/access cards in your room you may be subject to a charge to cover staff or security officers’ time to accompany them to unlock the door.

8.5. You agree that the mobile phone number you supplied on your accommodation application may be used during your occupancy period to contact you in an emergency.

8.6. You agree to ensure your building and your bedroom/flat are left secure at all times.

9. RESPECT FOR OTHERS

9.1. As a University of Portsmouth student, you will be expected to act responsibly in accordance with the Student Charter which can be found at www.myport.ac.uk by searching for ‘Student Charter’.

9.2. Exclusion from halls is one of the sanctions that can apply to cases of misconduct. In cases with this outcome, a Notice to Seek Possession will be issued for your room.
Noise
9.3. As a University of Portsmouth student, you will be expected to act responsibly regarding noise within halls.
9.4. You agree to keep noise at a level, in all areas of the building, that does not interfere with the study, sleep or comfort of other residents, staff and the wider local community at all times.
9.5. You agree that you will not gather in communal areas between the hours of 11pm and 8am.
9.6. You agree that your guests are subject to the same terms and conditions in respect of noise and noise disturbance.
9.7. You agree to keep noise levels low at all times if allocated a room in or when visiting a room in a designated quiet zone. This includes music systems and musical instruments.
9.8. You agree that you must reduce the level of noise immediately if requested to do so.
9.9. You agree that when travelling to and from the hall and around the University and city, you keep noise to a level that does not disturb your neighbours and members of the wider local community.
9.10. You agree not to hold ‘pre-drinking’ sessions that interfere with the study or comfort of other halls residents.
9.11. You agree to limit the number of guests in your study bedroom to two after 11pm due to noise disturbance.
9.12. You agree not to bring into halls or use any bass systems and speakers including, but not restricted to:
- subwoofers
- bass boxes
- bass tubes
- amplifiers

Behaviour
9.13. 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.
9.14. Unacceptable behaviour, such as using foul or abusive language and/or threatening or intimidating behaviour, may result in University disciplinary proceedings.
9.15. You agree that if you are involved in a disciplinary case and wish us to consider any mental health conditions, you agree that sanctions may include a requirement for you to contact and maintain supervision with the University of Portsmouth’s Wellbeing team and/or any other mental health professional the University deems appropriate.
9.16. You agree to behave with respect and consideration and use appropriate and acceptable behaviour at all times towards other halls 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 (but is not limited to):
- 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
- conducting any behaviour that constitutes a criminal or illegal act
9.17. In addition to University disciplinary proceedings, criminal acts will result in information being passed to the police.
9.18. 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.
9.19. You, or anyone else, must not use the ResNet or wireless services in a way that is considered abusive, offensive, obscene, indecent or menacing, part of a hoax, 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.
9.20. You agree not to bring authentic or replica weapons or knives into halls of residence. This includes (but is not limited to):
- swords for martial arts practice.
- air guns
- air-soft guns
- paintball guns

Parties and gatherings
9.21. You agree not to hold any parties, or large gatherings without the written consent of the Hall Manager or their representative, who will require at least 48 hours’ notice of the proposed event.
9.22. 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.
9.23. In order to maintain security within halls, you agree that you and your guests will provide proof of identification when requested e.g. Hall ID card, to University staff or parties working on their behalf. Security staff reserve the right to immediately exclude student guests from halls if hall regulations are breached.
9.24. You agree to dress appropriately at all times when using shared communal areas.
9.25. You agree not to bring into halls illegal or New Psychoactive substances. The University reserves the right to require students to open suspected parcels to confirm content.
9.26. 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 costs required for extra staff to supervise your safety until you are in a fit condition to be left alone.

10. CAR PARKING
10.1. You agree that if you accept a place in any of the Guildhall halls of residence or at Rees Hall, you will not keep a car in Portsmouth.
10.2. The only hall base with any car parking facilities is Langstone Student Village. You agree that if you are issued with a parking permit for 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.
10.3. You 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 16 for further information).
DISCIPLINARY OFFENCES

Initially, all matters are dealt with by a disciplinary interview with the Hall Manager or Student Support Manager.

Depending upon the nature and seriousness of the offence, one or more sanctions may be applied (without limitation).

Where the matter is of a sufficiently serious nature, an allegation of major offence is made to the Academic Registrar (please refer to the Student Charter for more information).

This will then be heard by an independent Disciplinary Panel and could incur the following penalties:

- Temporary suspension from the University
- Exclusion from the University

Students have the right to appeal against the findings of a disciplinary interview/panel or against the penalty imposed. Further details can be found in the Student Charter which you can find at www.myport.ac.uk.

Full details can be found on www.myport.ac.uk and searching for ‘halls disciplinary’. Students must familiarise themselves with this information before accepting your accommodation agreement.

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 staff who are normally able to resolve most issues.

If you are not happy with the outcome and wish to make a complaint, you should raise the matter with hall management before using the formal University complaints procedure.

If you are dissatisfied with the outcome of these informal stages, you can make a formal complaint as laid down in the University’s complaints procedure by contacting the University’s Complaints Manager, Samantha Hill on ext 3462 or samantha.hill@port.ac.uk.

The Complaints Manager will decide whether you have a valid formal complaint and, if so, will ask the Head of Residential Services to investigate the complaint. Information on the students complaints procedure, how to make a complaint and frequently asked questions can be found at www.port.ac.uk/departments/services/corporategovernance/complaints.

The University is signed up to the Universities UK Code of Practice and makes an annual report to this body of formal complaints.
BEFORE YOU ARRIVE

REVIEW AND ACCEPT YOUR ACCOMMODATION AGREEMENT AND OFFER
Before you accept the offer of a room, it is very important that you read, understand and agree to the details of the offer, including the contractual agreement terms and conditions, all hall regulations and the general information contained in this handbook.

To confirm your acceptance of this offer for university accommodation, once you have read through the agreement, please accept the accommodation agreement via the online process and pay the deposit by the due date also shown online.

PAY THE DEPOSIT
- If you decide to accept the room, you are required to pay a £250 deposit by the due date which is detailed on the offer email and on your portal. The deposit should be paid online through the link provided in your portal once you have accepted the offer of a room. Simply follow the on-screen instructions to accept the room and make the deposit payment. Please note that you cannot pay the deposit by cash and we prefer not to receive cheque payments due to high processing costs.
- If you have not accepted your accommodation agreement and/or paid a deposit before you arrive, a contract will not have been formed and we will not issue keys/access cards to you.

ARRIVAL DAY INFORMATION
- Arrival times – you would have chosen an arrivals time with the online induction. To ensure that you are processed as quickly as possible, please arrive as close to this time as you can.
- Please bring with you for registration, two passport photos and the confirmation email from the online induction (this can be shown on your phone). You should ensure that you have read and fully understood the terms and conditions as they form part of your accommodation contract with the University.
- Once registered, you will receive your keys/access cards and deal with other aspects such as bicycle compound access, Hall Identity Card and meal vouchers.
- Lots more information can be found either on your ‘StudentHome’ portal pages or at www.myport.ac.uk and searching ‘moving into halls’.

ARRIVALS AFTER THE START OF THE 2017/18 ACADEMIC YEAR
- If this room offer is made after the start of the 2017/18 academic year, you will have to pay the £250 deposit and the accommodation fees for the first occupancy period or arrange to make a payment by direct debit or automatic recurring card payment, before collecting your keys and moving in. Please go straight to the halls of residence for registration and key collection.
ACCOMMODATION FEES AND DEPOSIT

WHAT IS INCLUDED IN MY ACCOMMODATION FEE?
Your accommodation fee for the occupancy period covers:
• the cost of your accommodation and the items we supply to you.
• all utility costs, i.e. heating, lighting, water etc.
• basic insurance cover
• use of the hall facilities
• internet (hard-wired and WiFi services)
• catering*

Your full occupancy period is detailed on your application portal. The standard occupancy period is for 40 weeks. Some students may be allocated for different periods according to their course requirements. Please check your application portal for the occupancy period that you have been specifically allocated.

The voice/data system and WiFi is an integral part of your room and cannot be separated from your accommodation fee.

*Applicable to Rees and QEQM halls of residence only – for catered halls, your accommodation fee will also include meals and has already been adjusted to take account of the non-catered vacation periods.

HOW TO PAY YOUR ACCOMMODATION FEES
• The annual hall fees are payable termly and are due on 4 October 2017, 8 January 2018 and 24 April 2018. It is your responsibility to ensure that it is paid!

Top tip – refer to the quick reference table on page 28–29 to easily remind you of the termly accommodation fee amounts and their due dates.

• You can choose to pay by direct debit or automatic recurring card instalments on a termly or monthly basis.
• If you choose the monthly direct debit or automatic recurring card payment option, the annual fee will be divided into eight equal instalments. Collections will be made at the beginning of each month from October to May.
• An advance notice confirming dates and instalment amounts will be sent to the payer by email from the Finance team during the week before your expected arrival in halls.
• If you or a third party (i.e. your parents) would like to pay your fees by direct debit or automatic recurring debit/credit card instalments, please complete the relevant request by 18 September 2017 at www.port.ac.uk/webpay.
• Please note that the instalment facilities cannot be used for the payment of the £250 deposit.

Top tip – 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 automatic recurring card payment, please refer to the following list of preferred payment methods:
  a. Online at www.port.ac.uk/webpay
  b. In person at the cashier’s office in University House – please remember to bring your student ID card with you. This will ensure that your payment is correctly allocated to 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 immediately. There are many ways in which they can help, but if they are not aware that you have a problem, they will be unable to advise you.
• The Student Finance Centre (located in the Nuffield Centre) may also be able to offer help and advice. You can find their contact details at www.myport.ac.uk and searching ‘Student Finance Centre’.
• We urge any student with financial difficulties, however large or small, to seek advice without delay, as non-payment of your hall fees can result in legal action to recover the debt and possession proceedings for the hall room.

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 for advice on how to proceed.
• Be aware that if an automatic 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 IF MY EMPLOYER, LOCAL AUTHORITY OR FOREIGN EMBASSY WISHES TO PAY MY HALL FEES?

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

DEPOSIT

Can I pay the £250 deposit by direct debit?

• No. The deposit should be paid online at www.webpay.port.ac.uk/payment and you are directly taken to the payment system through the accommodation portal once you have accepted the offer of a room; simply follow the on-screen instructions.
• Due to high processing costs, we cannot accept payments by cheque.

If I am no longer coming to the University of Portsmouth or no longer require the room, will my £250 deposit be refunded?

• If you are no longer intending on coming to study at the University of Portsmouth or no longer require the hall room, please contact Student Housing in writing at housing.application@port.ac.uk by 25 August 2017. Please include your full name, Student ID and reason for no longer requiring the room.
• Refunds may take up to three weeks to be processed and will be refunded via the original payment method.
• If you decline the offer of a hall room after 25 August 2017 any refund (partial or full) that is due following cancellation before the start of occupancy is dependent upon if and when the room is re-let.
• Any other cancellations after 25 August 2017 must also be in writing and before the start of the occupancy.

INFORMATION FOR INTERNATIONAL (NON-EU) STUDENTS

• If you are an international student, and your visa gets refused, we will cancel your accommodation on the date you inform us you have been refused a visa. If a refund of the £250 deposit is required (partial or full), this will only be processed on receipt of a copy of your visa refusal letter by Student Housing.
• If, when you arrive, you decide not to take up your room, you can cancel your room by informing Student Housing by email at international.housing@port.ac.uk. You may be charged for the room until it is re-let to another student. The charge will be deducted from your £250 deposit.

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

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 or the Wellbeing service. The main point is that you seek the support and advice that is in place to help you cope and continue with your studies.

However, certain members of staff have responsibility for specific aspects and you may find it more convenient to approach the correct person:

Head of Residential Services
Overall responsibility for management of the halls of residence.

Student Housing
Responsible for allocation of rooms and application procedures for all residents.

Hall Manager
Overall responsibility for management of all services, facilities and welfare issues in hall. Happy to see any student who needs to discuss a problem – an appointment can be made at reception.

Deputy/Assistant Hall Managers
Responsible for day-to-day management of accommodation services/facilities. Office located next to reception and accommodation services/facilities queries should be directed to them in the first instance.

Chef Manager and Assistant Hall Manager (Catering)
Responsible for day-to-day management of catering facility. Office is located in main kitchen. Catering queries should be directed to them in first instance.

Student Support Managers (SSM)
Available at various times, including 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 halls and at reception.

Hall reception team
Reception is first place to 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.

Residents’ Assistants (RAs)
Returning students who live in halls of residence, 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 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 residents form a council to:
- develop and promote social activities and amenities
- advise Student Support Manager on all matters of concern to residents
- organise and supervise social events
- consider proposals for alterations to local hall rules
## WHAT WE SUPPLY AT EACH HALL OF RESIDENCE

<table>
<thead>
<tr>
<th></th>
<th>Bateson Hall</th>
<th>Harry Law Hall</th>
<th>Harry Law Hall</th>
<th>Studio Flat</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BEDROOMS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bed (single)*</td>
<td>✓</td>
<td>✓</td>
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<td>✓</td>
</tr>
<tr>
<td>Bookcase</td>
<td>✓</td>
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<tr>
<td>Chair</td>
<td>✓</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Curtains/blinds</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Drawers</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Mattress and protector</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Network connection</td>
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<td>✓</td>
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<td>✓</td>
</tr>
<tr>
<td>Noticeboard</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Study desk</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Wardrobe</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>WiFi</td>
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<td>✓</td>
<td>✓</td>
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<tr>
<td><strong>BATHROOMS</strong></td>
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<tr>
<td>Shared bathroom</td>
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</tr>
<tr>
<td>Ensuite bathroom</td>
<td>–</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Shower</td>
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<tr>
<td>Toilet</td>
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<tr>
<td>Washbasin</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Mirror</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>KITCHENS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooker and hob</td>
<td>✓</td>
<td>✓</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Mini-oven</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Two-ring hob</td>
<td>✓</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Microwave</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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</tr>
<tr>
<td>Fridge</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Freezer</td>
<td>✓</td>
<td>✓</td>
<td>–**</td>
<td>–**</td>
</tr>
<tr>
<td>Storage cupboards</td>
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<td>✓</td>
</tr>
<tr>
<td>Dining table and chairs</td>
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<td>✓</td>
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<td>✓</td>
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<tr>
<td>Sink</td>
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<td>✓</td>
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</tr>
<tr>
<td>Kettle</td>
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</tr>
<tr>
<td>Food waste bin</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Recycling bin</td>
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<td>✓</td>
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<td><strong>OTHER</strong></td>
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<td>Vacuum cleaners</td>
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<td>✓</td>
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</tr>
<tr>
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<td>✓</td>
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<tr>
<td>Common room/lounge</td>
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<tr>
<td>Pool table</td>
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<tr>
<td>Communal televisions</td>
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<tr>
<td>Computer room</td>
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<td>Bike store/lock-up point</td>
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<tr>
<td>Parking***</td>
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</table>

*Unless otherwise stated in your room allocation notice

**Freezer compartment in the top of the under-counter fridge

***Parking permit required
<table>
<thead>
<tr>
<th>Feature</th>
<th>Langstone Flats</th>
<th>Qeqm Hall</th>
<th>Trust Hall</th>
<th>Trust Hall Satellites</th>
<th>Rees Hall</th>
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<tr>
<td>Bed (single)</td>
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<td>✓</td>
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</tr>
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<td>Bookcase</td>
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<td>Toilet</td>
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<tr>
<td>Washbasin</td>
<td>✓</td>
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<tr>
<td>Mirror</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Cooker and hob</td>
<td>–</td>
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<td>✓</td>
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<td>✓</td>
</tr>
<tr>
<td>Mini-oven</td>
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<td>–</td>
</tr>
<tr>
<td>Two-ring hob</td>
<td>–</td>
<td>–</td>
<td>✓</td>
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</tr>
<tr>
<td>Microwave</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Fridge</td>
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<td>✓</td>
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</tr>
<tr>
<td>Freezer</td>
<td>✓</td>
<td>✓</td>
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<td>**</td>
<td>✓</td>
</tr>
<tr>
<td>Storage cupboards</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Dining table and chairs</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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</tr>
<tr>
<td>Sink</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Kettle</td>
<td>–</td>
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<td>✓</td>
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</tr>
<tr>
<td>Food waste bin</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Recycling bin</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Vacuum cleaners</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Launderette</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Common room/lounge</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Pool table</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>✓</td>
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</tr>
<tr>
<td>Communal televisions</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Computer room</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>✓</td>
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</tr>
<tr>
<td>Bike store/lock-up point</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Parking</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>✓</td>
<td>–</td>
</tr>
</tbody>
</table>
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.
- The only hall with any parking is Langstone Student Village. It is important that all residents note that there are no car parking facilities for students at the Guildhall and Rees hall of residence.
- Students who wish to bring a motorcycle must contact the University of Portsmouth Car Parking office prior to bringing it on campus to make suitable arrangements.
- Students who live at Langstone Student Village may apply for a parking permit by downloading an application form from www.port.ac.uk/carparking or emailing car.parking@port.ac.uk. This must be done before bringing any vehicle on to the site.
- 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 and 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 issued with a parking permit for Langstone Student Village and who subsequently leave or move hall must forfeit their permit immediately for which they will receive a refund.
- Students who accept a place in halls of residence will be expected to comply with these restrictions.
- Any permits issued are covered by the University’s parking policy and regulations and will be enforced by the Car Parking Office.
- Please also refer to the Car Parking section in the terms and conditions on page 7.

COOKING AND CATERING
- Halls ID cards must be shown to gain meals in all catered halls.
- Deep fat frying is banned even with the use of specialised equipment, due to the level of fire risk.
- You also agree not to leave your cooking unattended at any time due to the level of fire risk.
- 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.
- Catered halls do not provide meals during University vacations. The accommodation fees account for this and no further reductions are made.

Langstone Student Village
All meals for residents are served in the restaurant located in the Village Centre at the following times:

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday–Friday</th>
<th>Weekends and Bank Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>7.45am–11.00am</td>
<td>10.00am–12.00pm</td>
</tr>
<tr>
<td>Lunch</td>
<td>12.00pm–2.00pm</td>
<td>12.30pm–3.15pm</td>
</tr>
<tr>
<td>Dinner</td>
<td>4.45pm–7.00pm</td>
<td>7.30pm–9.30pm</td>
</tr>
<tr>
<td>Late evening service</td>
<td>7.00pm–9.00pm</td>
<td></td>
</tr>
</tbody>
</table>

If you wish to discuss any special dietary requirements, please email the Head Chef, paul.rixon@port.ac.uk to discuss these prior to your arrival.
Rees Hall
All meals are served in the dining room at Rees Hall at the following times:

<table>
<thead>
<tr>
<th>Monday–Friday</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>8.00am–11.00am</td>
</tr>
<tr>
<td>Dinner</td>
<td>4.45pm–6.45pm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Weekends and Bank Holidays</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast (cereals/toast)</td>
<td>9.00am–9.30am</td>
</tr>
<tr>
<td>Breakfast (cooked breakfast)</td>
<td>9.30am–11.00am</td>
</tr>
<tr>
<td>Lunch</td>
<td>1.00pm–3.00pm</td>
</tr>
</tbody>
</table>

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.

Top tip – for full information about the catering services provided in our halls of residence, please go to www.myport.ac.uk and search ‘halls catering’.

GUESTS AND VISITORS
- One guest is allowed to stay with you in your room overnight and, at all times, you will be held responsible for your guest’s behaviour.
- The guest may stay a maximum of three consecutive nights and a maximum of six nights in any one calendar month.
- All overnight guests must be over 18 years of age.
- For students living in a single sex area guests should be of the same sex.
- Guests must sleep in your study room only.
- In catered accommodation, you will be able to purchase meal tickets for your guest; please ask at your hall reception.

SPORTS FACILITIES AT LANGSTONE STUDENT VILLAGE
- Residents are not permitted to use the grass pitches for kick-arounds, unauthorised ball games and certainly no BBQs. There are signs located around the pitches to remind you and your friends of this, plus taped off areas to segregate them.
- The main reason for this is because the pitches are used by your Athletic Union football and rugby clubs and they need to recover in between games. This also ensures that our University of Portsmouth teams have the home advantage by providing high quality surfaces at all times.
- To keep you active and enjoying your time in halls, the Department of Sport and Recreation are offering all students a free membership on their ‘Get Active, Stay Active’ programme. To view the full timetable of activities or to activate your membership, please go to: www.sportportsmouth.co.uk/get-active.
- You can also activate your membership at the Langstone Sports Office (just inside the main entrance by the security lodge), or on the main campus at St Paul’s Gym or Spinnaker Sports Centre.
- Ask at the Langstone Student Village reception for a site layout and safety/further information, or visit the Sports Office just inside the main entrance.
WHAT SHOULD I BRING?

This handy checklist should help you get prepared with the essentials you need for moving into your new accommodation – it’s not exhaustive, but you don’t need to bring lots of items with you straight away!

**BEDROOM**
- Bedding (pillows, duvet, covers, sheets)
- Towels
- Waste basket
- Pins (to attach things to your pinboard)
- Desk lamp (if you want one)
- Personal items, including clothing, sports kit, photos, bathroom items
- Important documentation (e.g. passport, ID, university letters)
- Coat hangers

**Top tip** – don’t forget your photos, posters, fairy lights and anything else you have that you can turn your hall room into your personalised space!

**KITCHEN**
- Cutlery
- Bowls and plates
- Mugs and glasses
- Saucepan and frying pan
- Baking tray
- Tin opener
- Vegetable peeler
- Scissors
- Chopping board and knife
- Tea towels
- Washing up liquid

**Top tip** – if you are in a catered hall, you won’t need all of these items as you will be having your main meals in your hall restaurant.

**EXTRAS**
- USB stick(s)
- Laundry basket/bag
- Laundry soap/liquid/tablets and fabric conditioner
- Toilet roll (not provided if you have an ensuite bathroom, and it’s always useful to keep a supply for shared bathrooms)
- Cleaning products and cloths/sponges
- Iron and ironing board*
- Kettle*
- Toaster*
- Kitchen roll*

*Top tip – get in touch with your new flatmates via our Facebook groups if you’re in a shared flat, combine your funds and purchase these between you. Save money and space. You really don’t need six toasters!

**ELECTRICAL EQUIPMENT**
- 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.
- 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?
- Only mini fridges are acceptable and these must be A+ rated and no larger than the following dimensions: height = 51cm, width = 47cm, depth = 47cm.
- Halls management reserve the right to inspect all mini fridges and ask for removal if not in good working order or the correct size.
- Any mini fridges which are left and require removal by halls teams, you will incur charges.

*Top tip – due to logistical space restrictions, students should also be mindful that there will be limited storage for large items such as suitcases, large sports equipment etc.
WHAT AM I NOT ALLOWED IN MY ROOM?
We certainly encourage our students to create a home-from-home in your new accommodation, but there are a few things that are not permitted within your accommodation. We need these restrictions for safety reasons and to ensure that the hall facilities are well maintained.

This is not an exhaustive list, but should give you an idea of what is not allowed:

- Use of cooking or heating equipment (e.g. deep fat fryer, rice cooker or fan heaters)
- Washing lines
- Drying of wet washing (use laundry facilities as provided in your hall of residence)
- Use of naked flames (e.g. candles and oil burners)
- Use of spray paints, glues etc. used for working on art/design projects (Please use the facilities provided in your academic buildings.)
- Keeping of pets
- Dart boards
- Storing of bicycles, surfboards or other large outdoor equipment
- Displaying or hanging items at windows
- Make any structural changes to your room or attach anything to the furniture or walls, such as hooks or rails
- Do not move/rearrange the furniture, remove anything or introduce additional furniture

CAN I TRANSFER ROOMS?
- We hope that you enjoy your stay in your new room and that you don’t want to leave once you arrive! It is not generally 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.
- 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. Please note, there may be a charge to facilitate such moves which will need to be paid before any transfer can be completed.
- Your Student Support Manager will not be able to address this issue for the first four weeks of term and this will be reliant on a suitable vacancy arising and a satisfactory finance check.
INSURANCE
- The accommodation fees for all halls of residence include limited insurance cover for personal effects and personal liability.
- 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, i.e. if you bring anything of particular value such as photographic equipment, musical instruments, tech equipment, we strongly advise you to take out additional cover for these items.
- For more information please visit www.port.ac.uk and search for ‘insurance’

GREEN LIVING
Here at the University of Portsmouth we try our best to encourage a way of life that is kind to the planet and we would like you to join in.

Recycling made easy
- Our recycling facilities are achieving great results, over 80 per cent of waste from halls is being collected for recycling. Our facilities are quite unique and were designed in collaboration with other local universities.

Pack for good
- At the end of the year a national charity comes to you in the halls of residence and helps you reuse your unwanted clothes and equipment so you don’t have to take them home or just bin them.

Energy efficiency for you
- Our motto is switch it off. In corridors we have done it for you with low energy LED lights which dim after a while. In your room and kitchen, it’s up to you when you switch off your lights and equipment you are not using. It’s a good habit to get into, not only for environmental reasons but also for when you move into a shared house/flat and you need to budget for your household bills.

Water miser
- Water is amazing so try not to waste it. Your shower has a water saving head but don’t stand there too long as, on average, 45 litres is used in just five minutes! Our laundrette facilities have water and energy efficient products too. Help us be a water miser and report any dripping taps in your bathroom/flat to reception for immediate repair.

Battery bins
- These can be found in hall of residence reception areas. Batteries contain hazardous metals such as lead, mercury, cadmium, zinc, manganese and lithium. Disposing of batteries in the general waste bin is illegal as they are a hazardous waste product, which can harm people and the environment if not disposed of correctly.

Electronic waste
- Electronic waste can harm people and the environment if not disposed of correctly. Please ask at your hall reception about disposal of these items. Waste Electrical and Electronic Equipment (WEEE) items include (but not limited to):
  - Small appliances e.g. kettles, irons, hairdryers, toasters, electronic toothbrushes etc.
  - IT and tech e.g. PCs, laptops, monitors, phones, DVD players etc.
  - Sports and leisure equipment e.g. games consoles, drone toys etc.

Top tip – visit www.mypart.ac.uk and search for ‘recycling in halls’ for more information including what you can (and cannot) put in each bin, green living advice and much more.
UNIVERSITY BUS SERVICE

- There is a free, dedicated University bus service available during term time. The University bus travels between the main Guildhall Campus and the Langstone Campus seven days a week. The route has five main hop-on-hop-off stops between the two locations and is free for all students to use.
- Please visit www.myport.ac.uk for more information, including the bus timetable.

BICYCLES

- Each hall of residence has a secure bicycle compound where you can store your bicycle, but please note that halls insurance does not cover bicycles. Please take out your own insurance cover should you require it.
- If you have a bicycle, you agree that it will be kept in the designated areas and not taken into your flat/room.

Top tip – for lots more information about keeping your bike secure in the city and much more, please visit www.myport.ac.uk and search for ‘bicycles’.

SECURITY AND PERSONAL SAFETY

The University of Portsmouth has a fantastic scheme called ‘Safer Students’, providing lots of advice on personal safety, bike security and everything else in between. You can also sign up to be a volunteer with them too. For more information please visit www.myport.ac.uk and search ‘Safer Students’.
ROOM INVENTORY – THE BASICS
The inventory reflects the condition of your accommodation at the start of your occupancy, so it is important you complete this to ensure you are not charged for pre-existing damages and defects when you move out.
• You are required to complete an online inventory within 48 hours of occupancy of your accommodation. **After 48 hours, the inventory will be locked and you cannot amend it.**
• It is each resident’s responsibility to check the details for their room and flat and to record on the inventory the condition of furniture, fixtures, fittings and décor if it varies from what is already stated.
• The communal area inventory should be submitted by one person, but all members of the flat must agree the content.
• Room and communal area checks will be carried out at intervals during your stay and when you vacate the accommodation.
• At the end of your stay, any outstanding charges will be deducted from your hall damage deposit account. **You will be notified of this using your University email address.**
• For more details about your room inventory and how to complete it, visit [www.myport.ac.uk](http://www.myport.ac.uk) and search for ‘Inventory’.

Top tip – nearly all properties in the private sector require you to complete an inventory, so this one is a good learning experience before completing a more complex one in your student house at a later date.

CLEANING RESPONSIBILITIES
• You are responsible for keeping your personal space (bedroom/studio flat) in a clean, hygienic and well-maintained condition.
• If you have an ensuite bathroom, you are solely responsible for keeping it clean. If you have shared bathroom facilities, you are assisted by the cleaning teams to keep it clean and hygienic, but you are expected to maintain its cleanliness in the days between the cleaners attend.
• When using shared facilities in kitchens, you must 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 also forms part of the hall regulations
  Please see page 4 for more information, ‘Cleaning and Hygiene’.
• If residents 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 this behaviour.
HOUSEKEEPING TEAMS
- 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.
- 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 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.

INSPECTIONS OF ACCOMMODATION
- Advanced notification of two to three days is normally given to residents of when their room check will be carried out.
- 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.

REPORTING DAMAGES/PROBLEM IN YOUR ACCOMMODATION
If you have a problem with any of the facilities in your room or flat, you should report the matter immediately to the staff at reception or via the ‘maintenance’ tab on your ‘student home’ portal.

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.

Top tip – it’s always best to report any defects as soon as possible, as we cannot repair them if we do not know about them.

MOVING OUT AT THE END OF THE ACADEMIC YEAR
It might be a bit early to be thinking about this, but this information will be useful to you before you agree to the contract:
- Follow the instructions in the Moving Out leaflet which is given to you shortly before the end of your stay – you can find out lots more information at www.myport.ac.uk too.
- You will need to vacate your room no later than 10am on the final day of your contract.
- 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 additional 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.
Residential Network (ResNet) and Halls Wireless are services offered by the University of Portsmouth. Services are provided to help residents with their studies.

FEES AND CHARGES FOR RESNET OR WIRELESS

- ResNet and wireless services are included in your hall fees. The connection to the University ResNet and Wireless is an integral part of the accommodation fees and no reductions are made if you do not wish to use the service.
- Users must supply their own computer equipment to use on the ResNet or wireless.

TECHNICAL INFORMATION

- Up to 100Mbps for broadband services
- Up to 50Mbps on wireless services
- You will need your own Ethernet CAT5 cable to connect to the wired ResNet in your room
- Service support

- Users should report faults to the IS Service Desk on 023 9284 7777 giving as much detail as possible
- The University does not guarantee that the services will be fault free. Where possible, advance notice will be given of any disruption to or suspension of the services by displaying notices in halls or on the IT Help website.

More information can be found at www.myport.ac.uk and click on the ‘IT and Printing’ icon on the homepage.

TELEVISIONS

- You MUST purchase your own television licence if you are to watch any live or recorded programmes that require licence coverage in your room – this is the law.
- The television licence must be registered at your halls room address.

For further details on student TV licensing, please visit www.tvlicensing.co.uk/check-if-you-need-one or visit www.myport.ac.uk for more information.
We work closely with Unite Students and The Student Housing Company to provide some accommodation for our students. All the accommodation is high quality and self-catered with ensuite bathroom facilities, and all are located in the Guildhall Halls area.

We will be processing applications for the five buildings managed by Unite Students and The Student Housing Company (listed below).

If you are allocated a place in one of these halls, or transferred to any of their buildings during the contract period, details of your allocation, your contract and any further correspondence will be sent directly to you by either Unite Students or The Student Housing Company.

Unite Students buildings:
- Greetham Street Hall
- James Watson Hall
- Margaret Rule Hall
- Trafalgar Hall

Please note all your accommodation contractual obligations in any of the four Unite Students halls will be with them and sample terms and conditions can be found online at: www.unite-students.com/legal-booking.

The Student Housing Company building:
- Catherine House Hall

Please note all your accommodation contractual obligations for The Student Housing Company hall of residence will be with them and sample terms and conditions can be found online at: www.thestudenthousingcompany.com/information/booking-terms-and-conditions
USEFUL CONTACT INFORMATION

EMERGENCIES
1. In an emergency, contact the University Security Lodge from your mobile: 023 9284 3333.
2. If dialling from a University building internal phone, just dial 3333 and you will be put through to the correct extension number.
3. For non-emergencies, contact can be made via 023 9284 3418.

HALL OF RESIDENCE CONTACT INFORMATION

<table>
<thead>
<tr>
<th>HALL</th>
<th>POSTAL ADDRESS</th>
<th>RECEPTION CONTACT</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bateson Hall and Harry Law Hall (Guildhall Halls)</td>
<td>Your name&lt;br&gt;Your room number&lt;br&gt;Bateson Hall&lt;br&gt;The Mary Rose Street&lt;br&gt;Portsmouth&lt;br&gt;PO1 2BL&lt;br&gt;OR&lt;br&gt;Your name&lt;br&gt;Your room number&lt;br&gt;Harry Law Hall&lt;br&gt;The Queens Mall&lt;br&gt;Portsmouth&lt;br&gt;PO1 2SP</td>
<td>The main reception for the Guildhall Halls is situated next to Bateson Hall.&lt;br&gt;T: 023 9284 3880&lt;br&gt;Please visit <a href="http://www.myport.ac.uk">www.myport.ac.uk</a> for information about how to collect your post from your hall of residence.</td>
<td><a href="mailto:ghhreception@port.ac.uk">ghhreception@port.ac.uk</a></td>
</tr>
<tr>
<td>Langstone Flats, QEQM Hall and Trust Hall (Langstone Student Village)</td>
<td>Your name&lt;br&gt;Your room number&lt;br&gt;QEQM Hall or&lt;br&gt;Trust Hall or&lt;br&gt;Langstone Flats&lt;br&gt;Langstone Student Village&lt;br&gt;Furze Lane&lt;br&gt;Milton&lt;br&gt;Portsmouth&lt;br&gt;Hampshire&lt;br&gt;PO4 8LW</td>
<td>T: 023 9284 4529&lt;br&gt;Please visit <a href="http://www.myport.ac.uk">www.myport.ac.uk</a> for information about how to collect your post from your hall of residence.</td>
<td><a href="mailto:langstonereception@port.ac.uk">langstonereception@port.ac.uk</a></td>
</tr>
<tr>
<td>Rees Hall</td>
<td>Your name&lt;br&gt;Your room number&lt;br&gt;Rees Hall&lt;br&gt;Southsea Terrace&lt;br&gt;Southsea&lt;br&gt;Hampshire&lt;br&gt;PO5 3AP</td>
<td>T: 023 9284 3884&lt;br&gt;Please visit <a href="http://www.myport.ac.uk">www.myport.ac.uk</a> for information about how to collect your post from your hall of residence.</td>
<td><a href="mailto:reesburrelli@port.ac.uk">reesburrelli@port.ac.uk</a></td>
</tr>
</tbody>
</table>
### SPECIFIC HALL OF RESIDENCE SECURITY INFORMATION

<table>
<thead>
<tr>
<th>Hall of Residence</th>
<th>Security Details</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bateson Hall and Harry Law Hall (Guildhall Halls)</td>
<td>Security officers conduct internal patrols of all halls of residence throughout the day and night.</td>
<td>In emergencies phone 023 9284 3333 or non-emergencies 023 9284 3418 from your mobile.</td>
</tr>
<tr>
<td>Langstone Flats, QEOM Hall and Trust Hall (Langstone Student Village)</td>
<td>Langstone Student Village has its own onsite security lodge with a security team operating 24 hours a day.</td>
<td>In emergencies phone 023 9284 3333 or non-emergencies 023 9284 3418 from your mobile.</td>
</tr>
<tr>
<td>Rees Hall</td>
<td>Security officers conduct internal patrols of all halls of residence throughout the day and night</td>
<td>In emergencies phone 023 9284 3333 or non-emergencies 023 9284 3418 from your mobile.</td>
</tr>
</tbody>
</table>

### UNIVERSITY OF PORTSMOUTH DEPARTMENTS

<table>
<thead>
<tr>
<th>Department</th>
<th>Email Address</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>University switchboard</td>
<td><a href="mailto:info.centre@port.ac.uk">info.centre@port.ac.uk</a></td>
<td>023 9284 8484</td>
</tr>
<tr>
<td>Student Advice Services</td>
<td><a href="mailto:adviceatnuffield@port.ac.uk">adviceatnuffield@port.ac.uk</a></td>
<td>023 9284 3157</td>
</tr>
<tr>
<td>Student Housing</td>
<td><a href="mailto:student.housing@port.ac.uk">student.housing@port.ac.uk</a></td>
<td>023 9284 3214</td>
</tr>
<tr>
<td>Student Finance Centre</td>
<td><a href="mailto:student.finance@port.ac.uk">student.finance@port.ac.uk</a></td>
<td>023 9284 3014</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td><a href="mailto:chaplains@port.ac.uk">chaplains@port.ac.uk</a></td>
<td>023 9284 3030 (To talk to the duty chaplain outside of office hours, please call the University switchboard: 023 9284 8484)</td>
</tr>
<tr>
<td>International Office</td>
<td><a href="mailto:international.office@port.ac.uk">international.office@port.ac.uk</a></td>
<td>023 9284 3488</td>
</tr>
<tr>
<td>Student Union</td>
<td><a href="mailto:hello@upsu.net">hello@upsu.net</a></td>
<td>023 9284 3628</td>
</tr>
<tr>
<td>University Library</td>
<td><a href="mailto:library@port.ac.uk">library@port.ac.uk</a></td>
<td>023 9284 3228</td>
</tr>
<tr>
<td>Sport and Recreation</td>
<td><a href="mailto:sport@port.ac.uk">sport@port.ac.uk</a></td>
<td>023 9284 5555</td>
</tr>
<tr>
<td>Finance team (Accommodation fees and tuition fees)</td>
<td><a href="mailto:income@port.ac.uk">income@port.ac.uk</a></td>
<td>023 9284 5533</td>
</tr>
<tr>
<td>Student Wellbeing Service</td>
<td><a href="mailto:wellbeing@port.ac.uk">wellbeing@port.ac.uk</a></td>
<td>023 9284 3157</td>
</tr>
</tbody>
</table>

### GETTING AROUND PORTSMOUTH (AND BEYOND)

<table>
<thead>
<tr>
<th>Company</th>
<th>Telephone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tourist Information Centre</td>
<td>023 9282 6722</td>
<td><a href="http://www.visitportsmouth.co.uk">www.visitportsmouth.co.uk</a></td>
</tr>
<tr>
<td>First Buses</td>
<td>023 9286 3353</td>
<td><a href="http://www.firstgroup.com/portsmouth-fareham-gosport">www.firstgroup.com/portsmouth-fareham-gosport</a></td>
</tr>
<tr>
<td>National Express</td>
<td>0871 781 8181</td>
<td><a href="http://www.nationalexpress.com">www.nationalexpress.com</a></td>
</tr>
<tr>
<td>National Rail Enquiry Line</td>
<td>08457 484 950</td>
<td><a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a></td>
</tr>
<tr>
<td>Hovertravel</td>
<td>023 9281 1000</td>
<td><a href="http://www.hovertravel.co.uk">www.hovertravel.co.uk</a></td>
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<tr>
<td>Wightlink Ferries</td>
<td>0871 376 1000</td>
<td><a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a></td>
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<td>Gosport Ferry</td>
<td>023 9252 4551</td>
<td><a href="http://www.gosportferry.co.uk">www.gosportferry.co.uk</a></td>
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<td>Park and Ride</td>
<td>023 9284 1347</td>
<td><a href="http://www.parkandride.portsmouth.gov.uk">www.parkandride.portsmouth.gov.uk</a></td>
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<td>My Journey</td>
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<td>HALL</td>
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<td>----------------------</td>
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<tr>
<td><strong>GUILDHALL HALLS</strong></td>
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<tr>
<td>Bateson Hall</td>
<td>40</td>
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<tr>
<td>– standard</td>
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<tr>
<td>Bateson Hall</td>
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<td>£100.59</td>
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<tr>
<td>– large</td>
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<tr>
<td>Harry Law Hall</td>
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<td>– standard</td>
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<tr>
<td>Harry Law Hall</td>
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<tr>
<td>– studio flat</td>
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<tr>
<td>Harry Law</td>
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<td>£145.39</td>
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<tr>
<td>– twin studio (if let at single occupancy)</td>
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<tr>
<td><strong>REES HALL</strong></td>
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<tr>
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<td><strong>LANGSTONE STUDENT VILLAGE</strong></td>
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<td>Langstone Flats</td>
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<td>£107.73</td>
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<td>QEQM Hall</td>
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<td>£106.75</td>
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<tr>
<td>Trust Hall</td>
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<tr>
<td>– satellite flat</td>
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<tr>
<td>HALL</td>
<td>FEE PERIOD</td>
<td>FEE DUE DATE</td>
</tr>
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<tr>
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<td><em><strong>TERM 1</strong></em></td>
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<tr>
<td></td>
<td><strong>SESSION FEE</strong></td>
<td><strong>DUE DATE</strong></td>
</tr>
<tr>
<td>Bateson Hall – standard</td>
<td>£1341.90</td>
<td>08/01/18</td>
</tr>
<tr>
<td>Bateson Hall – large</td>
<td>£1508.85</td>
<td>08/01/18</td>
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<tr>
<td>Harry Law Hall – standard</td>
<td>£1860.60</td>
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<tr>
<td>Harry Law Hall – studio flat</td>
<td>£2088.45</td>
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<tr>
<td>Harry Law – twin studio (if let at single occupancy)</td>
<td>£2180.85</td>
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<td>£2362.50</td>
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<tr>
<td>Langstone Student Village</td>
<td>£1615.95</td>
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<td>08/01/18</td>
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<tr>
<td>Trust Hall – satellite flat</td>
<td>£1341.90</td>
<td>08/01/18</td>
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