



Estates, Facilities
& Residences

Residents' Handbook 2023-24

Data Privacy Statement

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

Welcome to Aberystwyth!

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

USEFUL NUMBERS

Accommodation Office
(Monday – Thursday 08:30 – 17:00, Friday 08:30 – 16:30)
+44 (0)1970 622984 accommodation@aber.ac.uk

Maintenance Helpdesk
+44 (0)1970 622999 Campushelp@aber.ac.uk

Security
+44 (0)1970 622649 security@aber.ac.uk

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

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

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

Information Services - for help with any hard-wired or wireless internet connection.
+44 (0)1970 622400 is@aber.ac.uk

Emergency Services - 999
Non-emergency Services - 101 (police) or 111 (NHS)



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Meet our Team

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

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

Residences Management Team

We are a friendly team that manages the Residences Life service and all Residential buildings. You can speak to us about any concerns or queries you may have, from communal living concerns to maintenance issues. Please also keep an eye out on our webpages for community events that you can attend for free with our Residence Assistants. Our aim is to create a campus-based community that we can all be proud of.

Accommodation Office Team

Our friendly team can help with any general enquiries or day to day queries relating to your accommodation. See the About Us section on the webpage for details on how to contact us.

Residence Assistants

Our Residence Assistants (RA's) are university students, living in residences themselves, they are here to help you settle in and feel comfortable in your new home. They will be running events, drop-in sessions, signposting and general support throughout the year, to ensure that we can provide the best community within Res Life. To find who your Residence Assistants are, and further details of the service we provide, please visit the Residence Life webpage and follow our social media accounts: Instagram: [@bywydaberlife](#) Facebook: [Bywydaberlife](#).

Property Services Team

The Property Services team undertake reactive and planned maintenance on all University buildings. You may see them going about their day to day jobs in your accommodation.

Cleaning Team

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

Porters

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

Security Team

Our Security Team are available 24/7 and provide a staffed reception in Campus Reception. You may also see members of the team carrying out mobile and foot patrols around our residences. Whilst living with us, should you have any concerns, then please don't hesitate to contact the Security Team by calling 01970 622649.



Arriving into your new home



Pre-arrival

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

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

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



Arrival

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

You will be able to book your arrival slot when completing our Induction Programme.

For any more information regarding your arrival including where to collect your key from, please visit the **Moving In webpage**.

Accessing your Accommodation

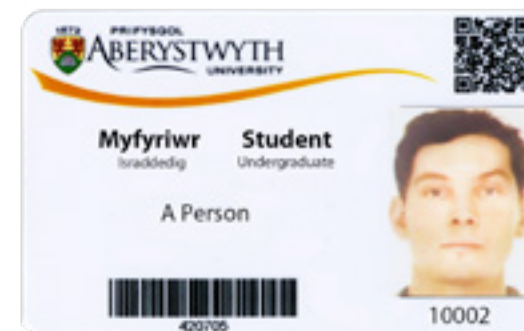
You will be able to gain access to your accommodation either by a key, fob or an Aber Card (each residence varies). Your card will only give you access to **your** block, hall, house/flat, room and any communal areas such as learning centres and laundry rooms.

Aber Cards and Keys

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

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

If you are locked out, don't worry, just contact Security on 01970 622649.



Accessing your Accommodation

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

Access by Staff to your Accommodation

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

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

Access for Repairs and Planned Maintenance

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

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

Inventory and Maintenance

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

Online Room Inventory

Shortly after your arrival, you will receive an email asking you to complete an online inventory of your bedroom and shared areas. This is so you can tell us about the condition of your accommodation so we know of anything we need to fix or if there is any damage we need to be aware of. Reporting faults on the inventory will prevent you from being charged at the end of your contract period. You must complete the inventory within 7 days or it will automatically be recorded with no issues. If you find any maintenance issues within your accommodation on your arrival that need to be attended to, please follow the link to the website to report the fault using our **report a fault form**. If you require an urgent repair, please contact the maintenance helpdesk on 01970 622999.

Additional Items

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

Maintenance

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

Online fault reports will only be received and processed during normal office hours (Monday - Friday) excluding **Bank Holidays and University Closed Days**. To check the normal office hours, please visit the Report a Fault webpage. If you have an emergency repair you can ring the maintenance helpdesk on 01970 622999.

Facilities



TV Licence

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

If your accommodation has a TV provided by us,

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

Mail & Post

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



Any parcels will be delivered by Royal Mail or a Courier Company straight to your block, flat or house. Full details on the method of parcel delivery, across each Hall of Residence, can be found on our [Mail Webpage](#).

Unfortunately, we are unable to accept parcels on your behalf. Delivery arrangements are between you and the delivery company, we are not responsible for any miss-delivered or lost parcels; therefore, if you experience any issues with delivery of mail, then you will need to contact Royal Mail or the company / courier directly. We do provide delivery companies with access to the relevant block doors to access flat letter boxes.

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

For further information, visit our [Mail Webpages](#) or contact the Postal Services Team on post@aber.ac.uk

Heating, Hot Water and Lighting

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

Internet

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

Insurance

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

Learning Centres and Bookable Rooms

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

Facilities

Laundry

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

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

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

Waste and Recycling

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



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

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

Expectations

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

Noise

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

Smoking

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



Alcohol



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

Accommodating Others

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



Visitors

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

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

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

Cleaning & Inspections

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

Your Room

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



Communal Areas

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

Damp and Mould

Mould growth and condensation in your room are the visible signs that the air in your room is too wet.

Here are some tips on how to prevent mould:

1. You need to ventilate your bedroom on a regular basis by opening the window and the trickle vent. This will reduce the moisture build up in your room.
2. You can purchase a windowsill damp/moisture absorber (Dehumidifier) which will assist in reducing a build up of water.
3. It is important to open your curtains to allow light into the bedroom.
4. Make sure your radiators is on during the set heating times. This will keep the room warm and reduce the mould issues. You do not need to have the heating set to the highest setting.
5. Do not dry damp washing in your bedroom, this will also generate issues and mould build up. It would be best to use the dryers in the laundry.
6. Make sure that the extractor fans in your bathrooms and kitchens are working.
7. If you have a shower curtain, it can be washed in the Laundrette. Consider doing that occasionally in order to keep it fresh and clean.
8. Keep your bedrooms, kitchens and bathrooms clean. If you do see signs of mould you should remove it as soon as possible with an appropriate cleaner.

Outside Areas

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

Our Responsibility

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

Inspections

Inspections are carried out to monitor the cleanliness of your accommodation and to monitor any maintenance, fire or health and safety considerations to ensure you are safe at all times. .

Communal Inspections

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

Bedroom Inspections

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

Results of an Inspection

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

Failed Inspections

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

For more information on cleaning and inspections, please visit **Living In Residences**. (refer to Appendix 5).

Personal Safety

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

Out & About

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

Electrical safety

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

Portable Appliance Testing (PAT)

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

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

Electrical Installation Condition Reports (EICR)'s for your specific accommodation are available upon request by emailing accommodation@aber.ac.uk

Fire Safety

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

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

Fire precautions

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

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

Fire alarms/drills

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

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

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

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

Fire Safety *(continued)*

Fire Doors

To ensure the safety of residents in university premises which contains two or more sets of domestic premises; and have common parts through which residents need to evacuate in the case of an emergency. The following information about fire doors is provided to enhance the safety of the residents of the building.

Fire doors have several purposes and are specially engineered doors designed to contain fire for a period of time. Fire doors work as part of a layered fire protection system within a building to:

- Protect escape routes from the effects of fire so that occupants can reach a final exit;
- Protect occupants, fire-fighters, and the contents and/or structure of a building by limiting the spread of fire.

In order to ensure safety, the following advice is provided.

- Fire doors should be kept shut when not in use. A fire door is completely useless if it's wedged open or can't close fully.
- Residents or their guests should not tamper with the self-closing devices.
- Is the self closing device correctly attached to the door leaf and frame.
- Check for any damage and leaking oil.
- Is there any obvious damage to the pivot arm and terminal fixings?
- Ensure the door closes firmly onto the latch without sticking on the floor or the frame
- Check all hinges are firmly fixed (three or more of them), with no missing or broken screws.
- Look for any intumescent seals around the door or frame. Check they're intact with no sign of damage.
- Are the glazing beads well attached to the door leaf and free from damage.
- has been any alterations or damage to a door's glazing apertures or air transfer grille
- Is the glass free from damage and cracking.
- Report immediately any faults or damage to doors to the campus helpdesk / responsible person.



Evacuation of Buildings

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

Storage

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

Helpful tips & hints:

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

Fire action notification -

IF YOU DISCOVER A FIRE

1. Operate the fire alarm immediately by operating a manual call point (MCP)
2. Evacuate the building by the nearest safe exit, fire exit routes are indicated by fire exit signage
3. Do not use the lifts.
4. Leave the building and proceed to the assembly point.
5. Only collect small valuables and a coat if they are close.
6. Do not stop to collect other personal belongings.
7. Take your friends, colleagues and fellow students with you.
8. Where possible, shut doors and windows to slow down the spread of smoke, but only if it will not significantly delay your escape.
9. Do not re-enter the building until instructed that it is safe to do so.
10. Any attempt to extinguish the fire should only be considered if safe to do so by trained personnel.
11. Call the Fire & Rescue Service from a safe location by dialling 999.

ON HEARING THE ALARM

— A continuous warning siren

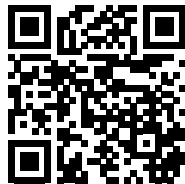
1. Evacuate the building by the nearest safe exit.
2. Leave the building and proceed to the assembly point.
3. Do not use the lifts.
4. Only collect small valuables and a coat if they are close.
5. Do not stop to collect other personal belongings.
6. Take your friends, colleagues and fellow students with you.
7. Do not re-enter the building until instructed that it is safe to do so.

Residence Life - Bywydaberlife

Res Life's focus is all about you. Our Residence Assistants (RA's) are fellow students living in halls who are here to provide you with support and guidance throughout your stay in our Halls of Residence. Moving somewhere new and starting university can be a daunting experience for many, but here in Aberystwyth our Residence Assistants are here to make your transition into university life as smooth as possible and they continually aim to create a positive living and learning environment and to foster a sense of community across the university.

Your Residence Assistants are always happy to help, whether you encounter an issue which relates to your accommodation, your academics, your safety or your personal life, the RA's are here to point you in the right direction of where you can get the most relevant support and are always keen to be a helping hand. This may include guidance on resolving flat disputes, how to combat exam stress, information on events and activities that we are hosting or what is happening around the local area, or simply where to find the best cup of tea in Aber!

Make sure to say hi to the team! They're a friendly bunch and you'll be seeing them around your halls throughout the year. You will find pictures of your RA's in the notice board on the ground floor of your block, keep an eye out on this notice board as we will update this throughout the year with important information and events. You can also connect with us on Facebook and Instagram.



Health & Support

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

If there is a medical emergency please ring 999.

Register with a GP

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

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

Vaccinations

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

Students who have ongoing health conditions

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





Mental Health and Wellbeing

The Student Wellbeing Service provide a range of resources to help with any level of wellbeing issues, with information available on their webpages for 24/7 help and advice options. There are qualified counsellors and mental health specialist practitioners available to respond to any concern about a wellbeing matter. You can complete their online registration form to tell them about your difficulties or raise concerns about another student and a practitioner will get back to you and advise the right support options available to help with the difficulty. They also offer quick chats, 121 appointments and self-development training sessions. All designed to help students develop lifelong skills so they can thrive.

Accessibility and Inclusion

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

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

Student support and Development

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

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

Visa Support and Advice Service

The International Student Adviser provides specialised support to students and their dependants who need advice on visas to protect their immigration status in the UK, including visa extensions and post-study options.

For more information visit the Visa Support & Advice Service pages or email visaadvice@aber.ac.uk.

Careers and employability

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

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



Aberystwyth Students' Union (AberSU)

Led by students and supported by a team of staff, the Students' Union wants Aber students to love student life, and works to ensure that Aber students are happy, healthy and empowered, with lasting friendships and promising futures.

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

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

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

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

Sport, Exercise, Health and Well-being

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

Sports Centre

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

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

- Strength and Conditioning Room - The gym facility has recently been refurbished with a further £250K invested in state-of-the-art fitness equipment (January 2023)
- Cardio Suite and Stretch Zone
- Dumbbells and Bench Room
- Swimming pool with Saunarium
- BoxRox - indoor climbing wall
- Cycle Studio to support 'Group' indoor cycle classes
- Dance Studio to support 'Group Exercise' with classes varying from HIIT, Zumba, circuits, yoga, and many more fitness or mind and body classes.

Whether you're a gym fanatic or it's something new for you, we have classes to suit everyone - not just for fitness but for your wellbeing! Alongside our membership offer, you can book to use: squash courts, sports hall, sports cage, tennis courts and running track.

2021-22 saw the opening of four '24 hour' satellite gym located downstairs in The Hub right next door to Fferm Penglais and PJM. Packed with state-of-the-art Matrix fitness equipment for your enjoyment!

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



Hospitality Services

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

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

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

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

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



Travel and Parking

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

Cycling

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



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

Bus Travel

There are a range of different, regular buses available for students which serve both main campuses of the University.

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

Student Bus (abersu.co.uk)

Cars, Motorbikes & Parking

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



Moving Out

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

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

If you fail to remove all of your belongings from the residence, we will remove your belongings and store them for a period of 7 days after the end of your Occupation Contract (unless your belongings are perishable in which case they will be disposed of immediately). If you have not collected the item(s) 7 days after the end of your Occupation Contract, or otherwise agreed date, the item(s) will be disposed of accordingly as the University thinks fit, including but not limited to arranging for such belongings to be stored or disposed of.

Leaving During the Occupation Contract

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

If you are planning on leaving due to withdrawing from Aberystwyth University, you will only be released from your Occupation Contract once

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

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

Transfers

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

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

Unwanted Belongings

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

For more information, please visit the **Moving Out webpage**.

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

Moving Out Module

Before you go, you will be asked to complete our 'Moving Out Module' which can be found on the Accommodation Portal. During the course of this module we will provide with information on: Leaving at the End of or During Your Contract, Moving on Project and Storage.

Stay with us!

Why Stay with Us?

- All energy bills included.
- High speed hard wired and wireless internet.
- Free Sports Centre Platinum Membership.
- Choose to live with friends, or apply individually, or as a small group, to be allocated accommodation shared with other returners, in flats / houses of 5-10 bedrooms.
- Laundry facilities on site.
- 24/7 help and assistance - including staffed reception.
- Personal Contents Insurance included.
- Payment plans available for accommodation fees.
- Fixed term contract - no summer rent, no guarantors needed & no joint & several tenancies.
- A range of Contract lengths plus University Summer Accommodation available.





Breaches of your Contract

Refer to Appendix 1, 2, 4 and 6

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

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

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

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

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

Breaches of your Contract

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

Persistent or Serious Breaches

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

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

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

Right to Appeal

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



Appendix 1 - Breaches of Occupation Contract

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

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

Appendix 2 - Breaches of Occupation Contract

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

Appendix 2 - Breaches of Occupation Contract *(continued)*

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

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

Appendix 3 - Maintenance Target Response Times

Cwrt Mawr,
Rosser, Trefloyne,
Pantycelyn, PJM

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

Definitions:

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

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

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

Permanent Repair means rectification of a Temporary Repair.

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

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

Appendix 3 - Maintenance Target Response Times *(continued)*

Fferm Penglais

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

Definitions:

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

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

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

Rectification Priority Category	Rectification Period
Emergency Repair	6 hours
Urgent Repair	6 hours
General Repair	5 days
Pest Control	Reported issues will be responded to within 24 hours of call out
Adverse Weather	6 hours for reported issues or as soon as practically possible.

Appendix 4 - Prohibited Items

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

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

Appendix 4 - Prohibited Items *(continued)*

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

Appendix 5 - Standard Residential Charges

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

CLEANING

This table contains some sample charges and is not exhaustive, however, please bear in mind that these charges are approximate, and may differ per residence.

Description	Charge
Carpet cleaning (per room)	£25
Mattress cleaning	£15
Desk chair cleaning	£10
Cleaning (1st person/hour)	£50
Additional Cleaner/hours	£15 per hour/person
Rubbish (per bag)	£10

REPLACEMENT / REPAIRS

This table contains some sample charges and is not exhaustive, however, please bear in mind that these charges are approximate, and may differ per residence.

Description	Charge
Mattress replacement	£90
Desk chair replacement	£90
Painting (for example, 1m ²)	£60

Appendix 6 - Charges Relating to Fire Safety

This table contains some sample charges and is not exhaustive, however, please bear in mind that these charges are approximate, and may differ per residence.

Description	Charge
Fire Alarm Tampering or Activation: Damage, covering, removal of detector heads, break glass	costs
Fire Equipment Tampering or Misuse: Cost of refill+ costs of cleaning / drying	costs
Smoking in Residence	costs
Fire damage	costs

UUK Code of Practice

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

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

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

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



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