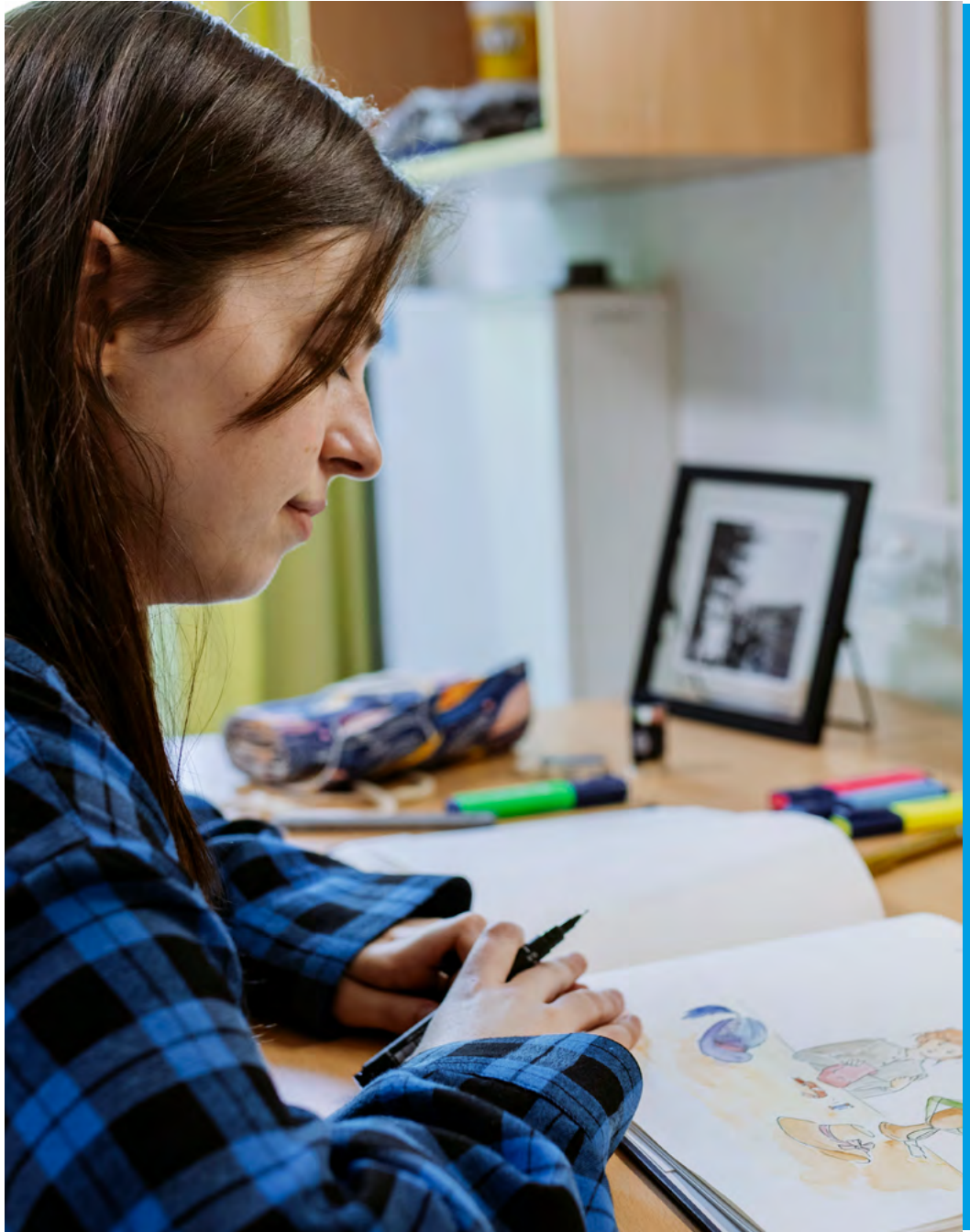




UNIVERSITY OF
PORTSMOUTH

HALLS OF RESIDENCE HANDBOOK 2023-24



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**YOUR
RIGHT TO
A QUALITY
HOME** **THE
STUDENT
ACCOMMODATION
CODE**

Welcome to our halls of residence

YOU'RE NOW THE PROUD RECIPIENT OF A ROOM IN OUR HALLS OF RESIDENCE! WE CAN'T WAIT TO HELP YOU GET SETTLED IN.

But before you start packing your belongings and planning how you want your room to look, you'll need to read over and accept your accommodation agreement.

The information in this handbook forms part of your contractual agreement. So make sure you fully understand everything in here before accepting. Details of your room offer are in the offer email we have sent you and in the application portal, if you want to refresh your memory.

Once you've read and understood the contractual elements, give the other sections a glance. You'll find useful information on what you should bring, guests and visitors, and cooking and catering, among other bits and pieces, to help you make the most out of living in halls.

We recommend you keep this booklet for reference throughout the year. You can also download a pdf version on the accommodation pages at myport.ac.uk.

A few specifics:

- For information on your allocated hall of residence, visit your StudentHome portal pages or myport.ac.uk
- To talk to someone about your allocated hall, contact the Student Housing team on +44 (0)23 9284 3214 or email student.housing@port.ac.uk
- For information on hall facilities, contact the reception of your allocated hall – you'll find contact details in this handbook and on myport.ac.uk

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Contractual terms and conditions

PLEASE ENSURE YOU HAVE READ THE ENTIRE BROCHURE CAREFULLY. YOU WILL BE ASKED TO SIGN AN ACCOMMODATION AGREEMENT ONLINE VIA 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. This creates a licence agreement between the Student and the University as Landlord.
- 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 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 fee 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 requiring the student to give up Possession. In such cases, students will be served a Notice to Quit (NTQ) via electronic means to the student's last known university email account and handed in person, or placed under the door of their room, if not in room when served, to ensure full 28 days notice given through signed confirmation of delivery on the Certification of Service form. The notice will be deemed served on the day of service if delivered on or before 4pm, or the following day if delivered after 4pm even if not received that day.
- 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 port.ac.uk/policies-and-standards.
- 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 7.

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
 - 3.7.6. dogs
- 3.8. 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.

Cleaning and hygiene

- 3.9. 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.
- 3.10. 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 Accommodation Management find it necessary, to carry out additional cleaning to maintain standards and prevent health problems and pest infestations.
- 3.11. 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 it is your responsibility to ensure you remove all your property from your room and shared facilities once your occupancy agreement comes to an end. You agree that if you fail to remove all your items from your room and/or shared facilities, the Accommodation Management reserves the right to remove the belongings without any liability arising out of the movement or storage of them. A charge may be applied and deducted from your deposit balance for the removal of the items. You agree any items that remain unclaimed for a period of 14 days from your departure date will be disposed of. 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, en-suite bathrooms, 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.
- 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 (Eduroam) and Comms services

Connecting to and using the University Network Systems Services ("ResNet/WiFi") implies acceptance and understanding of the University of Portsmouth ICT Acceptable Use Policy. All users must familiarise themselves with this policy which is available on the University website.

- 3.17. All users of ResNet/WiFi services must adhere to copyright and licensing laws and are individually responsible for their personal connection either from a physical socket in a room or via a wireless connection.

- 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. The University monitors network traffic on the ResNet/WiFi to ensure correct operation of the network, network performance and fair allocation of resources. 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. 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 which is either suspicious in nature or detrimental to other users may be subject to blocking and/or other protective counter-measures.
- 3.21. Users must take all practical steps to make sure that any equipment connected to the ResNet/WiFi services is safe, secure and lawful - this includes (but is not limited to) up-to-date anti-virus protection installed and only licenced software installed on user equipment. If in doubt, please contact Information Services on ext 7777.
- 3.22. It is forbidden to provide any network connectivity or other services from any device connected to ResNet/WiFi - this includes web servers, file sharing servers and peer-to-peer software. If in doubt, please contact Information Services on ext 7777.
- 3.23. You must not connect your own wireless networking equipment (in any form) to the ResNet/WiFi or use your wireless devices to provide networking and/or internet access to yourself and/or others. If in doubt, please contact Information Services on ext 7777.
- 3.24. The ResNet/WiFi services provided are for residential use only and must not be used for commercial enterprise.
- 3.25. The infrastructure and equipment providing ResNet/WiFi services (including those in your room) must not be damaged, modified, interfered with or removed.
- 3.26. The University will not be liable for any damages or claims of any kind arising from the use of the ResNet/WiFi.
- 3.27. The University reserves the right to disconnect users or services and make changes to the ResNet/WiFi at any time without notice.
- 3.28. Any attempt to probe, scan, analyse or penetrate the security controls of any University or Portsmouth IT servers and/or infrastructure or any private external IT system is strictly prohibited. If in doubt, please contact Information Services on ext 7777.
- 3.29. Communication regarding breaches is often made to your University of Portsmouth email address; monitoring this address will reduce the risk of your connection being blocked.

4. Hall fees liability, payments and cancellations

- 4.1. You agree to the hall fee payment section on pages 9–10.

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 2023 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 if/or and when the room is re-let.
- 4.4. You agree that if you do not move into your hall room, or agree in writing with Student Housing a later arrival date, by the 30 September 2023, we may cancel your halls allocation and offer the room to another student. You will be charged hall fees until the 30 September 2023 and the hall fees will be deducted from your deposit.
- 4.5. 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 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.
- 4.6. You agree that the £250 deposit will be held by the University of Portsmouth for the duration of your accommodation agreement.
- 4.7. 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.
- 4.8. 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 Accommodation Management.
- 4.9. 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. Deposits will be returned to the original payer and where possible, by the same payment method. Students do not need to apply for the refund as this will be processed as soon as the inventory checks are completed and/or the damage appeal period has expired. Please note this can take on average 28 days to process.

Hall fee liability

- 4.10. You agree to pay the hall fees on the due dates for the duration of the entire occupancy period, as specified in your allocation notice.
- 4.11. 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.
- 4.12. 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. As detailed in section 2.6.
- 4.13. 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.
- 4.14. 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.
- 4.15. In the exceptional circumstances where Accommodation Management gives you permission to vacate the room and be released from the accommodation agreement, you understand that you are liable for the rent until the agreed date of leaving or until the keys are returned to the

hall reception, whichever is the later. Where keys are not returned, rent will continue to be charged. Obtaining a key receipt is essential as proof that you have returned your keys. Any keys/fob returned through the post must be sent by recorded delivery.

- 4.16. In exceptional circumstances, where required by governmental guidance or regulatory requirements, the University may, at all times acting reasonably and in the best interests of the University and its students, suspend access to all or part of the accommodation or its associated facilities. Unless agreed otherwise with the University, you will remain liable for payment of your hall fees during this period.

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, Blu Tac, white tac 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 hall, maintenance staff or contractors 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 'Cleaning, inventory and damages' section on page 16). You have the right to appeal against such a charge. For details of the process, please ask at your halls 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 damage 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 myport.ac.uk by searching 'Damage' or by asking at your halls reception.

- 5.14. 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 by 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 completion of online University Fire Remedial Safety programme.
- 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, require completion of the online University Fire Remedial Safety programme, 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 Accommodation Management. 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.
- 6.11. You agree to maintain a safe environment for the Accommodation Management, University employees and visitors who may have to enter your room or flat e.g. ensuring cables to personal electrical equipment are safe.

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). You will be charged hall fees until your official withdrawal date, or the date you vacated your room and returned your keys, whichever is the later.
- 7.3. You agree that, before making any arrangements to vacate your room, you will inform the Accommodation Management and provide them with confirmation of your official withdrawal. If you remain in residence once you have withdrawn from the University, a court order will be required to regain possession.
- 7.4. You accept that if you leave the 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 19 January 2024, but intend to return to study at the University of Portsmouth for the following academic year (September 2024), 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 suspend/interrupt or withdraw after 19 January 2024, you will be classed as a returning student and will not be eligible to reapply for halls of residence.
- 7.7. In all circumstances, all keys and hall access cards must be returned to the hall reception at the time you vacate your accommodation. Please see further details in section 8.

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 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 Quit will be issued and if you do not vacate your room at the stated date/time legal action to seek possession will commence for your room, which you will be liable for costs.

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 your guests are subject to the same terms and conditions in respect of noise and noise disturbance.
- 9.6. If you are allocated to a room in a designated quiet area you are expected to monitor your noise levels, and any guests, at all times to ensure a more studious environment of living. This includes music systems and musical instruments. You are agreeing to these obligations when accepting an offer of a Hall of Residence room in quiet location.
- 9.7. You agree that you must reduce the level of noise immediately if requested to do so.
- 9.8. 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.
- 9.9. You agree not to hold 'pre-drinking' sessions that interfere with the study or comfort of other halls residents.
- 9.10. You agree to limit the number of guests in your study bedroom to two after 11.00pm due to noise disturbance.
- 9.11. 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

- 9.12. 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.
- 9.13. Unacceptable behaviour, such as using foul or abusive language and/or threatening or intimidating behaviour, may result in University disciplinary proceedings.
- 9.14. 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.
- 9.15. 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
- 9.16. In addition to University disciplinary proceedings, criminal acts will result in information being passed to the police.

- 9.17. 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.
- 9.18. 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.
- 9.19. 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 practise
 - air guns
 - air-soft guns
 - paintball guns
- 9.20. 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.
- 9.21. The guest may stay a maximum of three consecutive nights and a maximum of six nights in any one calendar month.
- 9.22. All overnight guests must be over 18 years of age.
- 9.23. For students living in a single sex area guests should be of the same sex.
- 9.24. Guests must sleep in your study room only.

Parties and gatherings

- 9.25. You agree not to hold any parties, or large gatherings without the written consent of Accommodation Management or their representative, who will require at least 48 hours' notice of the proposed event.
- 9.26. 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.
- 9.27. 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.
- 9.28. You agree to dress appropriately at all times when using shared communal areas.
- 9.29. 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 and Burrell House, you do not qualify for a Student Parking Permit. This also includes postcodes PO1–PO6. See the Car Parking section on page 11 for more information.

Misconduct and disciplinary offences

DISCIPLINARY OFFENCES

Initially, all matters are dealt with by a Breach of Hall Regulations interview with a member of the Residence Life Team.

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 myport.ac.uk and searching 'Student Charter'.

Full details can be found on 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 team 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 Accommodation 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 and details will be available on the University of Portsmouth website.

The Complaints Manager will decide whether you have a valid formal complaint and, if so, will ask the appropriate Senior Manager to investigate the complaint. Information on the students complaints procedure, how to make a complaint and frequently asked questions can be found at 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 deadline date shown online and via your offer email.

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 or by cheque.
- 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

- You would have chosen an arrival 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), that shows you have signed your accommodation contract (this can be shown on a mobile device). 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.
Please note: failure to produce your signed contract will result in a delay in check in.
- Once registered, you will receive your keys/access cards and deal with other aspects such as bicycle compound access and Hall Identity Card.
- Lots more information can be found either on your StudentHome portal pages or at myport.ac.uk and searching 'moving into halls'.

ARRIVALS AFTER THE START OF THE 2023/24 ACADEMIC YEAR

- If this room offer is made after the start of the 2023/24 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.
- Once you have your receipt of payment and/or payment plan, 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, heating, electricity, water, gas, sewerage 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 Hall and Burrell House only – for catered halls, your accommodation fee will also include meals (breakfast and dinner during throughout your contracted dates, apart from Christmas Day, Boxing Day, New Years Day and Easter Sunday) and has already been adjusted to take account of these non-catered days.

HOW TO PAY YOUR ACCOMMODATION FEES

The annual hall fees are payable termly and are due on 2 October 2023, 9 January 2024 and 16 April 2024. It is your responsibility to ensure that it is paid.

Top tip – use the quick reference table on page 21 to easily remind you of the termly accommodation fee amounts and their due dates.

Direct Debit or Recurring Debit/Credit Card Payment are available, please contact income@port.ac.uk.

If a Direct Debit or Recurring Card Payment is approved, an advance notice, including dates and amounts, will issued to the Payer.

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 at port.ac.uk/student-life/ways-to-pay.

Top tip – if you are using your student loan to pay your accommodation fees, the payment dates coincides with the receipt of your loan. Please note that the loan payments may not cover your hall instalments and you will need to make sure you have additional arrangements to cover the amount due.

Once you have registered on to your course, you will able to view your Fee Account via the Student View. The following payment options are available:

- Online using a debit or credit card
port.ac.uk/student-life/ways-to-pay email at income@port.ac.uk, or call +44(0)23 9284 5533
- Bank transfer via Flywire

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 Income Team immediately. You can contact by email at income@port.ac.uk, or call +44(0)23 9284 5533. 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 University House), may also be able to offer help and advice. You can find their contact details at 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 recommend that you do not cancel the instruction, as any remaining balance for the term will become due for payment immediately. You should contact the Income Team for advice on how to proceed. You can contact by email at income@port.ac.uk, or call +44(0)23 9284 5533.

If you have a Direct Debit or Recurring Card arrangement, and make payment by an alternative method etc, it is important to let the Income Team know so that they can prevent the automatic representation to your card provider or bank. Please call on +44 (0)23 9284 5533, visit remittance@port.ac.uk, or email income@port.ac.uk.

If a Direct Debit payment is rejected by your bank due to lack of available funds, you will be advised when a further request is to be made.

Be aware that if an automatic recurring card payment request is declined by your card provider, 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. The process to take possession of your room will follow, unless an alternative payment arrangement is agreed.

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 port.ac.uk/student-life/ways-to-pay. The deposit should be paid via their StarRez portal not directly via Webpay 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 cash or 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 no longer intend 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 2023. Please include your full name, Student ID and reason for no longer requiring the room.
- Refunds will be refunded via the original payment method.
- If you decline the offer of a hall room after 25 August 2023 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 2023 must also be in writing and before the start of the occupancy.
- Please note that if you do not move into your hall room, or agree in writing with Student Housing a later arrival date, by the 30 September 2023, we may cancel your halls allocation and offer the room to another student. You will be charged hall fees until the 30 September 2023 and the hall fees will be deducted from your deposit.

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 deposit to a maximum of £250.

Top tip – if you need assistance with any of the above, please contact the Finance Team on +44 (0)23 9284 3014.

General information

HALL STAFF

All 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. You are encouraged to seek the support and advice available 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:

- **Accommodation Management** – responsible for day-to-day management of accommodation services and facilities i.e. customer service, reception service, building safety and security, cleaning etc. Queries related to accommodation services or facilities should be directed to the Accommodation Management Team.
- **Catering Management** (Rees Hall and Burrell House) – Responsible for day-to-day management of catering provision and facility. Catering queries should be directed to the Catering Management.
- **Residence Life Team** – Responsible for provision of pastoral service including an out-of-hours on-call provision seven days a week for students allocated by Student Housing into our University halls, third party provider halls, and new students living in private sector housing. They also provide a Res Life Programme of community activities/social events and individual support to help optimise your experience and develop social and life skills. They will investigate reported anti-social behaviour issues or breaches of hall regulations and implement required disciplinary procedures in accordance with the current University policy. Some members of the Res Life Team are returning students who live in the halls of residence. The Resident Assistants (RAs) will make themselves known to all students as they settle into halls and they provide advice, guidance and peer support on residence life issues. This is particularly useful in the early part of your stay when you are familiarising yourself with your new surroundings.
- **Student Housing** – responsible for allocation of rooms and application procedures for all residents.

CAR PARKING

- Students who accept a place in halls of residence will be expected to comply with these restrictions, as you do not qualify for a Student Parking Permit.
- The University has agreed with Portsmouth City Council to participate fully in its policies aimed at alleviating traffic and parking congestion and improving air quality in the city.
- It is important that all residents note that there are no car parking facilities for students at the halls of residence.
- The University actively encourages students not to bring their car to Portsmouth, but to use the local transport links.
- 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.
- Please also refer to the Car Parking section in the terms and conditions on page 6.
- Blue badge holders should contact car.parking@port.ac.uk for more information about parking facilities available.

COOKING AND CATERING

- 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.
- A limited service is available to residents in catered halls on statutory holiday days during Christmas and Easter vacations. For more information, please speak to the Catering Management.
- Halls ID cards must be shown to gain meals in all catered halls.
- Meal service times will be displayed on the catering noticeboard within Rees Hall – queries about meal times should be directed to the Catering Team at rees-catering@port.ac.uk.
- If you wish to discuss any special dietary requirements, please contact the Catering Management on arrival to discuss these.
- In catered accommodation, you will be able to purchase meal tickets for your guests; to find out more please ask a member of the Catering Team.

Top tip – get involved in the Res Life Programme of events and be part of the hall community! You can contact the Res Life Team at reslife@port.ac.uk.

What we supply at each hall of residence

	BATESON HALL	BURRELL HOUSE	HARRY LAW HALL	HARRY LAW HALL STUDIO FLAT	REES HALL
BEDROOMS					
Bed (single)*	✓	✓	✓	✓	✓
Bookcase	✓	✓	✓	✓	✓
Chair	✓	✓	✓	✓	✓
Curtains/blinds	✓	✓	✓	✓	✓
Drawers	✓	✓	✓	✓	✓
Mattress and protector	✓	✓	✓	✓	✓
Network connection	✓	✓	✓	✓	✓
Noticeboard	✓	✓	✓	✓	✓
Study desk	✓	✓	✓	✓	✓
Wardrobe	✓	✓	✓	✓	✓
WiFi	✓	✓	✓	✓	✓
BATHROOMS					
Shared bathroom	✓	✓	–	–	–
En-suite bathroom	–	–	✓	✓	✓
Shower	✓	✓	✓	✓	✓
Toilet	✓	✓	✓	✓	✓
Washbasin	✓	✓	✓	✓	✓
Mirror	✓	✓	✓	✓	✓
KITCHENS					
Cooker and hob	✓	✓	✓	–	–
Two-ring hob	–	–	–	✓	–
Microwave	✓	✓	✓	✓	✓
Fridge	✓	✓	✓	✓	✓
Freezer	✓	✓	✓	–**	–
Storage cupboards	✓	✓	✓	✓	✓
Dining table and chairs	✓	✓	✓	✓	✓
Sink	✓	✓	✓	✓	✓
Kettle	–	✓	–	–	✓
Food waste bin	✓	✓	✓	✓	✓
Recycling bin	✓	✓	✓	✓	✓
OTHER					
Vacuum cleaners	✓	✓	✓	✓	✓
Launderette	✓	✓	✓	✓	✓
Common room/lounge	✓	✓	–	–	✓
Communal televisions	✓	✓	–	–	✓
Bike store/lock-up point	✓	✓	✓	✓	✓

*Unless otherwise stated in your room allocation notice

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

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

EXTRAS

- USB stick(s)
- Laundry basket/bag
- Laundry soap/liquid/tablets and fabric conditioner
- Toilet roll (even for shared bathrooms where it is supplied, just in case!)*
- Cleaning products and cloths/sponges*
- Iron and ironing board*
- Kettle*
- Toaster*
- Kitchen roll*

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

***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!

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.

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 Accommodation Management. 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 Accommodation Management of your hall.

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.
- The halls team reserve the right to inspect all mini fridges and ask for removal if not in good working order or the correct size.
- A removal charge will be incurred to dispose of any mini-fridges left behind by residents.

General information

WHAT AM I NOT ALLOWED IN MY ROOM?

We encourage our students to create a home-from-home in your new accommodation, but there are a few things that are not permitted. These restrictions are 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**:

- 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)
- Naked flames (e.g. candles and oil burners)
- Spray-paints, glues etc. used for working on art/design projects (please use the facilities provided in your academic buildings)
- Pets
- Dart boards
- Replica weapons
- Storing of bicycles, electric scooters/bikes, 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, unless in exceptional circumstances, which cannot be guaranteed. If you feel you have an exceptional circumstance please speak to a member of the Residence Life Team who will assess 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 that will need to be paid before any transfer can be completed.

The Residence Life Team will not be able to address general transfer requests for the first 8 weeks after moving into your room at the start of term, and any moves 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 myport.ac.uk and search for 'insurance'.

GREEN LIVING

You're invited to join us in encouraging a way of life that is kind to the planet.

Recycling made easy

Our recycling facilities are achieving great results – over 70 per cent of waste from halls is being collected for recycling. Please do not put food in recycling bins, if you do it cannot be recycled.

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 that 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 our 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 harmful as they are a hazardous waste product, which can harm people and the environment if not disposed of correctly.

Electronic waste

Electronic waste can be harmful to people and the environment too if not disposed of correctly. Please ask at your hall reception about disposal of these items.

Electronic waste (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 myport.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.

BICYCLES

Each hall of residence has a secure bicycle compound where you can store your bicycle, but please note that the hall 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 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.

For more information please visit myport.ac.uk and search ‘Safer Students’.



Cleaning, inspections and damages

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. Please ensure the following is completed:

- 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 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

In keeping with Halls' regulations, you are responsible for keeping your personal space (bedroom/studio flat) in a clean, hygienic and well-maintained condition. Please ensure you are aware of the following:

- If you have an en-suite 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 also expected to maintain its cleanliness.
- 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 3 for more information on 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

Housekeeping 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. Housekeeping 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.
- may consider that residents are not maintaining adequate standards of cleanliness in kitchens when they will take steps to promote satisfactory standards by providing advice and support on cleaning methods and rotas.

INSPECTIONS OF ACCOMMODATION

- Two to three days' notice will normally be given in advance of a room check or inspection.
- Where the residents of a flat fail to maintain and improve standards, the Accommodation Management 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 halls team at your hall 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 Accommodation Management Team.

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

- 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 myport.ac.uk too.
- You will need to vacate your room no later than 10.00am on the final day of your contract.
- You should hand in to reception all keys and hall ID cards issued to you. 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. You agree that if you fail to remove all your items, the Accommodation Management reserves the right to remove all items, for which a charge may be deducted from your deposit balance, from the room and shared facilities without any liability arising out of the movement or storage of such property. You agree any items which remain unclaimed for a period of 14 days from your departure date will be disposed of. Perishable items will be destroyed immediately.
- Your deposit will be returned to the payer after any damage or outstanding fees have been deducted.



ResNet, wireless and televisions

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 +44 (0)23 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.
- Some smart speaker/voice activated devices, such as Alexa and Google Home, are not compatible with the University network and do not work within University of Portsmouth halls.
- More information can be found at 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 tvlicensing.co.uk/check-if-you-need-one or visit myport.ac.uk for more information.

Our partner companies

WE WORK CLOSELY WITH UNITE STUDENTS AND YUGO TO PROVIDE SOME ACCOMMODATION FOR OUR STUDENTS. ALL THE ACCOMMODATION IS HIGH QUALITY AND SELF-CATERED WITH EN-SUITE BATHROOM FACILITIES, AND ALL ARE LOCATED IN THE GUILDHALL HALLS AREA.

We will be processing applications for the buildings managed by Unite Students and Yugo (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 Yugo.

Unite Students buildings:

- Greetham Street Hall
- Rosalind Franklin Halls
- Margaret Rule Hall
- Trafalgar Hall

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

The YUGO building:

- Catherine House

Please note all your accommodation contractual obligations for the Yugo hall of residence will be with them and sample terms and conditions can be found online at: yugo.com/en-gb/booking-terms-conditions-127028.

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

HALL	POSTAL ADDRESS	RECEPTION CONTACT	TELEPHONE	EMAIL
Bateson Hall	Your name Your room number Bateson Hall The Mary Rose Street Portsmouth PO1 2BL	Guildhall Halls' reception is situated directly next to Bateson Hall	+44 (0)23 9284 3880	ghhreception@port.ac.uk
Burrell House	Your name Your room number Burrell House Southsea Terrace Southsea Hampshire PO5 3AP	Ground floor, main entrance of Rees Hall	+44(0)23 9284 3884	reesburrellreception@port.ac.uk
Harry Law Hall	Your name Your room number Harry Law Hall The Queens Mall Portsmouth Hampshire PO1 2SP	Guildhall Halls' reception is situated directly next to Bateson Hall	+44 (0)23 9284 3880	ghhreception@port.ac.uk
Rees Hall	Your name Your room number Rees Hall Southsea Terrace Southsea Hampshire PO5 3AP	Ground floor, main entrance of Rees Hall itself.	+44 (0)23 9284 3884	reesburrellreception@port.ac.uk

For wellbeing support in halls of residence contact the Residence Life Team

Residence Life Team	Bateson Support Suite The Mary Rose Street Portsmouth PO1 2BL	Ground floor, main entrance of Bateson Hall. 24/7 out of hours welfare support available by contacting the security lodge on +44 (0)23 9284 3418 and asking for the ResLife Team.	+44 (0)23 9284 4500	reslife@port.ac.uk
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Top tip – please visit myport.ac.uk for information about how to collect your post from your hall of residence.

SPECIFIC HALL OF RESIDENCE SECURITY INFORMATION

Bateson Hall and Harry Law Hall (Guildhall Halls)

- Security officers conduct internal patrols of all halls of residence throughout the day and night.
- In emergencies phone +44 (0)23 9284 3333 or non-emergencies +44 (0)23 9284 3418 from your mobile.

Rees Hall and Burrell House

- Security officers conduct internal patrols of all halls of residence throughout the day and night.
- In emergencies phone +44 (0)23 9284 3333 or non-emergencies +44 (0)23 9284 3418 from your mobile.

UNIVERSITY OF PORTSMOUTH DEPARTMENTS

DEPARTMENT	EMAIL ADDRESS	TELEPHONE NUMBER
University switchboard	info@port.ac.uk	023 9284 8484
MyPort Information Hub	myport@port.ac.uk	023 9284 4444
Student Housing	student.housing@port.ac.uk	023 9284 3214
Student Finance Centre	studentfinance@port.ac.uk	023 9284 3014
Chaplaincy	chaplains@port.ac.uk	023 9284 3030 To talk to the duty chaplain outside of office hours, please call 023 9284 3418 and ask to speak with the Duty Chaplain.
UoP Global	global@port.ac.uk	023 9284 3488
Students' Union	hello@upsu.net	023 9284 3628
University Library	library@port.ac.uk	023 9284 3228
Sport and Recreation	sport@port.ac.uk	023 9284 5555
Income Team	income@port.ac.uk	023 9284 5533
Student Wellbeing Service	wellbeing-admin@port.ac.uk	023 9284 3466

GETTING AROUND PORTSMOUTH (AND BEYOND)

COMPANY	TELEPHONE NUMBER	WEBSITE
Tourist Information Centre	023 9282 6722	visitportsmouth.co.uk
First Buses	0345 646 0707	firstbus.co.uk/portsmouth-fareham-gosport
National Express	0871 781 8181	nationalexpress.com
National Rail Enquiry Line	0345 748 4950	nationalrail.co.uk
Hovertravel	01983 717700	hovertravel.co.uk
Wightlink Ferries	0333 999 7333	wightlink.co.uk
Gosport Ferry	023 9252 4551	gosportferry.co.uk
Park and Ride	023 9284 1347	parkandride.portsmouth.gov.uk
My Journey	n/a	myjourneyportsmouth.com

Accommodation fees and due dates

HALL	Bateson Hall: Standard	Bateson Hall: large	Burrell House: standard	Burrell House: large	Burrell House: extra large	Harry Law Hall: en-suite	Harry Law Hall: studio	Harry Law Hall: large studio	Rees Hall
Occupancy period (Weeks)	40	40	40	40	40	40	40	40	40
Weekly Fee	£113.89	£128.10	£154.56	£167.79	£173.88	£149.31	£167.51	£175.00	£200.41
TERM 1									
Termly fee	£1,822.24	£2,049.60	£2,472.96	£2,684.64	£2,782.08	£2,388.96	£2,680.16	£2,800	£3,206.56
Due date	02/10/2023	02/10/2023	02/10/2023	02/10/2023	02/10/2023	02/10/2023	02/10/2023	02/10/2023	02/10/2023
TERM 2									
Termly fee	£1,822.24	£2,049.60	£2,472.96	£2,684.64	£2,782.08	£2,388.96	£2,680.16	£2,800	£3,206.56
Due date	09/01/2024	09/01/2024	09/01/2024	09/01/2024	09/01/2024	09/01/2024	09/01/2024	09/01/2024	09/01/2024
TERM 3									
Termly fee	£911.12	£1,024.80	£1,236.48	£1,342.32	£1,391.04	£1,194.48	£1,340.08	£1,400	£1,603.28
Due date	16/04/2024	16/04/2024	16/04/2024	16/04/2024	16/04/2024	16/04/2024	16/04/2024	16/04/2024	16/04/2024
TOTAL FEES (Session fee)	£4,555.60	£5,124	£6,182.40	£6,711.60	£6,955.20	£5,972.40	£6,700.40	£7,000	£8,016.40

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

Further Information

University of Portsmouth
Student Housing

T +44 (0)23 9284 3214
E student.housing@port.ac.uk
W port.ac.uk/accommodation