

Halls Handbook



IQ PRESTON

A Warm Welcome to UCLan and to IQ Preston from the IQ Management Team

We hope you enjoy your time here and that it will be as rewarding as possible.

We are here to meet the demands of University students for residential accommodation appropriate to their needs. We recognise that the provision of good quality accommodation, which is conducive to study, is central to enabling students to fulfil their potential in terms of the University's Mission.

In addition to providing and managing accommodation in University owned and leased halls the Student Accommodation Service also helps students to obtain private sector accommodation and offers advice to students on all accommodation issues.

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

Important: Please ensure that you are familiar with the Conditions of Residence which you have agreed to abide by during your stay in halls:

http://www.uclan.ac.uk/accommodation/conditions_of_residence.php

FEEDBACK

If you have ideas on how the service can be improved please refer to the form provided or simply email us at the address below. We would be pleased to hear from you. Please do not hesitate to approach any of our staff if there is anything we can help you with.

You may also contact us via:

Telephone: 01772 823332 Email: preston@iqsa.co.uk

You may also contact the UCLan Student Accommodation Service via:

Telephone : (0177289) 2529 E-mail : saccommodation@uclan.ac.uk

INDEX PAGE	
Arriving and Settling In	4
Key Collection/ Reception Weekend	4
Insurance/Inventory	4
Mail/Laundrettes/Car Parking/ Bicycles	5
Health and medical services/Banks	6
Residences	6
What we provide	6
What to bring	6
Communication	7
Internet, Wi-fi and IPTV/TV Licences/Telephones	7
Management Advice and Help	7
Halls Management Team	7
Inspections and access to your room	7 - 8
Security Team	8
Who to contact	8
Repairs	8
Cleaning	9
Posters /Ball Games/Noise	9
/Overnight Absence/Guests	10
Smoking	10 -11
Intercoms	11
Pets	11
Environment and Sustainability	11
Litter	11
Recycling	12
Safety and Security	12
Crime Prevention Advice	12
Keys and key fobs	12- 13
Fire Safety	13 - 15
Electrical Safety	15
Personal Fridges/heaters/Other Personal Domestic Appliances	16
Gas Safety	16
Kitchen Appliances	16 - 17
Heating	17
MAINTENANCE	17
Repairs and Damage	17 - 18
Administration	18
Accommodation Charges/ Changing accommodation	18
Leaving accommodation	19
Withdrawal from University	19 – 20
Summer Vacation Residence	20
Departure/End of Tenancy	20 – 21
Response Time for Repairs	22 – 24
Damage and Replacement Charges	25 - 27
Complaints and Suggestions	28
Emergencies and Useful Telephone Numbers	

Arriving and Settling In

Key Collection/Reception Weekend

Please check the Arrivals Information on the Accommodation section of the UCLan website for up to date information.

Insurance

We strongly advise that you take out a personal insurance policy to cover theft/ damage to your property contained in your room and against damage that you may cause through negligence to your accommodation. Further advice may also be sought from the Student Union.

UCLan and IQ Management does its best to discourage unauthorised insurance and other salespeople from campus. Please report any such activity within the halls to the Manager.

Inventory

(Statement of the condition of your room, furnishings and fittings)

You will be given the opportunity to complete an inventory online via the iQ Portal. Details of how to log on to the iQ portal will be sent to you via email when you move in. It is in your interest to check each item in your room against the inventory. Should you disagree with the inventory in any way, please place notes on the online inventory within ONE week of receiving it. The iQ staff will come to your room/flat to check the disagreement with you and any necessary amendments can then be made and signed off by both yourselves and the management.

You are expected to provide your own bedding.

Mattresses should not be laid upon the floor and your bed should not be repositioned under the window.

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

Mail

General mail is delivered to your flat letterbox by the Royal Mail and external service providers. Parcels are delivered to reception and the iQ staff sign for them on your behalf. Students are informed that they have a parcel via email or a slip pushed through the flat door. Please ensure that your friends and family correctly address their mail to you.

Your.Name.

Flat ? Room ?

iQ Preston

130 Moor Lane

Preston

Postcode:

Flats 1-77 have a postcode of PR1 1LR, and flats 78-118 have a postcode of PR1 1LT

NEVER send money through the post – any important mail should be sent via a recorded or registered delivery service.

At the end of the Accommodation Contract in July, all mail is returned to sender. It is your responsibility to inform people that your address has changed.

Launderette

There is a launderette on site which is located just off the common room. The launderette is run by an external company, Circuit Launderettes, and can be accessed 24 hours a day.

Car Parking

Parking is not available at iQ Preston. The car park can be used for loading and unloading only. The University has very limited parking on campus and is not normally available to students who live on campus.

For more information on University permits and visitor parking telephone: +44 (0)1772 892066.

Transport

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

Bicycles

Bicycles must not be stored in bedrooms, hallways and stairwells because they obstruct the fire exits and can cause damage, and they will be removed from the building in order that the fire safety regulations can be maintained. Bicycle racks are available and are situated outside the blocks of iQ Preston.

Health and Medical Services

It is vital that you register with the University's Health Centre as soon as possible after your arrival. The University's Health Centre is located in Foster Building and is open daily. The telephone number is (0177289) 2598 and if out of hours this will direct you to either the emergency number 111 or Primary Care on (01772) 788058.

Banks

All major banks and building societies are represented in the city centre. Cash-points are available outside Foster Building entrance and also outside the Students' Union on Fylde Road. Be aware of your surroundings when withdrawing cash from ATMs, especially during the hours of darkness.

Residences

What We Provide

Rooms

Every bedroom in our accommodation has:

- A study desk and chair
- Desk drawers
- Wardrobe
- Bed and mattress
- En-suite bathroom
- There are also adapted rooms for those students with disabilities.

Kitchens

- Cooker and microwave
- Refrigerator
- Freezer
- Vacuum cleaner
- Ironing board and Iron
- Mop and Bucket

What to Bring

You will need to provide the following items;

- Bedding including pillows.
- Towels and Tea Towels
- Hairdryer
- A small amount of crockery and cutlery, bottle openers, and can openers.
- Pots and pans and basic utensils.
- Other small electrical items such as kettles, toasters, sandwich toaster, etc. – **see below**
- All electrical appliances should be rated for 220-240 volts and compliant with the relevant British Safety Standards.

Storage space is limited so be selective when packing. You may prefer to purchase electrical items with your new flat mates after you have arrived. This prevents each flat having numerous toasters, kettles etc in the kitchen.

Communication

Internet, Wi-fi and IPTV

You can watch television via IPTV which is received on your computer via the internet. For all problems with your internet connection, IPTV reception and advice on connecting your TV to IPTV please contact the **LIS Team on 01772 895355**.

TV Licences

If you do bring a television onto the premises then you need to purchase an individual TV Licence, and you may still need a TV Licence if viewing TV programmes on a device other than a television, so visit <http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1/> for more information.

Representatives from TV Licensing are normally in attendance on the University campus on Welcome Sunday and you can ask for more information and purchase TV Licences at that time if you wish.

Telephones

Telephones are not provided at IQ Preston.

Management Advice and Help

IQ Preston Management Team

Your Halls are managed by the IQ Preston Management Team.

The management team are your first line of contact for any queries you may have. They can also refer you to a range of other services provided by the University, including those relating to welfare and counselling, and finance.

If you would like to discuss any issues regarding your accommodation you can also email preston@iqsa.co.uk.

If you need urgent help outside office hours telephone security on 07747 567 631.

Access to your rooms

Room/ Flat Inspections by IQ staff

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

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

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

Access for Responsive Maintenance

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

Cleanliness Visits by UCLan staff to flat communal areas

IQ staff visit flats on a regular basis to ensure that the communal areas are clean and tidy. If, for instance, a kitchen is deemed to be unacceptable they will ask all of the occupants to clean the area and they will revisit, normally 24 hours later. Further staff investigation and actions may be required should any flat's communal areas remain in a dirty and unhygienic condition.

Health and Safety Visits by Staff and Contractors

We are legally obliged to visit the communal areas of your flat each week to check on such items as the emergency lights, the fire extinguishers and adherence to Fire Regulations.

Periodically, contractors will also need to visit your residences in order to carry out vital work to ensure that IQ are complying with legislation to safeguard your health and safety whilst you are in residence. For instance, there is a planned maintenance programme to help prevent any outbreak of Legionnaires Disease. You will be given 7 days' notice of any visits by contractors who will be carrying out this statutory maintenance.

In some circumstances, however, immediate access to your room may be required by staff, authorised contractors or emergency services personnel – e.g., during fire alarm activations, urgent maintenance repairs, unattended music systems playing loudly, etc.

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

Security Team

A security guard maintains a presence at iQ Preston during the night and they are pleased to help with any enquiries or issues you may have. They patrol the site regularly, responding to any incidents that occur, and are empowered to enforce the Conditions of Residence. iQ Preston maintains a 24/7 service and can be contacted by ringing 07747 567 631.

For further information on how to keep safe, you can visit the Security Control Centre based in Harrington Building. Information can be provided on various safety aspects, including preferred routes for walking to and from the city centre – for further information see:

<http://www.uclan.ac.uk/information/services/fm/security/index.php>

Who to contact

Contacting the Student Accommodation Service

University Accommodation staff can help you with queries about **rent and contractual matters** such as **requests to move room**.

The Student Accommodation Service is based in the Students' Union Building Room 013, at 24 Fylde Road, Preston, PR1 7BS.

Opening hours:

Monday to Thursday 1000hrs to 1700hrs

Friday 1000hrs to 1600hrs

Tel: 01772 892529, email:saccommodation@uclan.ac.uk

Telephone

Any type of emergency at any time

Telephone Security 07747 567 631

Any type of general enquiry about your accommodation

Telephone iQ Preston Reception: 01772 823332

Email: Preston@iqsa.co.uk

Any type of rent payment/room allocation enquiry

Telephone Student Accommodation 01772 892529

Email: saccommodation@uclan.ac.uk

Repairs

Telephone iQ Preston Reception (01772 823332) or log on to the iQ portal and register the repair online. Emergency repairs (outside office hours) telephone security 07747 567 631

Cleaning

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

Kitchens

You are responsible for cleaning after cooking and removing any rubbish. You will be charged for excess cleaning if kitchens are left in an unacceptable condition.

Be aware of food hygiene, and do not store any uncovered food unless it is stored in a plastic bag or container to eliminate cross contamination, uncooked meat/poultry in the fridge alongside or above food items that will be eaten raw, such as cheese, salad etc.

Posters

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

- **DO NOT ATTACH ANY ITEMS TO THE PAINTWORK BY ANY MEANS**
- **USE WHITE-TAC TO ATTACH TO WOODEN SURFACES ONLY**
- **USE DRAWING PINS TO ATTACH TO NOTICE BOARDS**
- **DO NOT ATTACH POSTERS TO WALLS – THIS IS LIKELY TO CAUSE DAMAGE TO THE PAINTWORK AND IF THIS OCCURS YOU WILL BE CHARGED FOR REPAINTING COSTS.**
- **APPEALS AGAINST ALL DAMAGE CHARGES RAISED AFTER THE END OF YOUR ACCOMMODATION CONTRACT MUST BE SUBMITTED BY EMAIL BY THE 31ST AUGUST OF THE SAME ACADEMIC YEAR THAT YOU ARE NOTIFIED OF THE CHARGE - saccommodation@uclan.ac.uk**

At the end of the contract claims by individuals against damage charges relating to communal areas cannot be considered because they cannot be investigated at this stage. All flat occupants have a responsibility to report communal damage as it may occur.

Ball Games

Ball games are not allowed, both inside and outside the halls of residence, whether a sign is displayed or not.

Noise

Excessive noise is not acceptable at any time.

You must remember that other residents may want to sleep or study. The volume of hi-fis and TVs should be kept down at all times. The most common complaint in any community is noise. One anti-social person can keep the whole flat/ floor awake because noise travels easily in this sort of communal building. Slamming doors and talking and shouting in the corridors can be extremely irritating to someone trying to work or sleep. If you are being annoyed by noise, and you are not comfortable in approaching the offender then you should raise the matter in the first instance with Security. If necessary, get together with other

residents and make a joint complaint. Anti-social people will face disciplinary action, and persistent offenders may be asked to withdraw from the halls or be suspended from the University. You may telephone Security from your room regarding noise abuse from neighbours and they will attend to solve the problem without involving you.

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

Overnight Absence

If you intend to stay away for more than two nights, you should, if possible, inform your flat mates and the iQ Preston management team, leaving an address where you can be contacted. Please co-operate on this, as emergencies (fire, families and such) do occur and it is then essential that the University can contact you or account for your absence.

If you change your contact details, home address, mobile telephone number etc please contact the UCLan Student Accommodation Service (saccommodation@uclan.ac.uk) with your new details.

Guests

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

You must obtain a guest pass from reception at IQ Preston. Please ensure that you have spoken to your flat mates regarding your prospective guests and that they agree to your guest having use of the services available in your flat. To obtain a guest pass bring a copy of a letter which they have signed as their agreement to your guest staying.

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

Smoking

Smoking of any substance is not permitted in any University building, including the halls of residence, in compliance with the current University procedure. Do not stand close to any

building whilst smoking outside, smoke may drift into rooms through open windows and cause annoyance to residents. Use the ash trays provided. Any student found smoking in the halls of residence will face disciplinary action and you will be responsible for your guests if they are found smoking in the halls of residence. Repeated breaches of these Conditions of Residence may mean referral under the University's Regulations for the Conduct of Students, and the possibility of more significant sanctions.

Intercoms

Your accommodation is equipped with an intercom, which enables you to determine the identity of callers at the front door of your block before going out to let them in. The automatic front door entry has been deliberately disconnected to prevent the entry of people who have not been screened by residents. In the past, several hundreds of pounds worth of damage/vandalism has taken place in the stairwells through students simply letting people into the block without checking their identity. The residents of each block are responsible for the security of that block. If any damage is caused to an intercom the residents of that flat will be charged equally for the replacement.

Pets

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

Environment and Sustainability

We are committed to energy conservation and it is the responsibility of everyone to conserve energy where they can. This can be achieved by simple actions such as turning off lights and other electrical items when leaving your room and ensuring that the correct temperatures are used when cooking. Ensure that all fridge and freezer doors are closed and that there is not a build-up of ice that prevents closure, if in doubt contact IQ staff. The times for hot water and flat heating have been set to deliver a plentiful supply of both when they are needed during reasonable times and to conserve fuel supplies. The fuel consumption of the rooms in the halls of residence is monitored and compared to what is considered reasonable consumption, any excess consumption will be investigated and may well result in an excess charge being levied on the student(s) responsible. This is usually caused by a student buying unauthorised extra heating appliances, or one student taking excessively long showers and depleting the hot water supply for other flat mates.

Litter

All students are expected to behave responsibly and to avoid causing or adding to litter on the campus and public thoroughfares. IQ Preston students are expected to dispose of litter/rubbish in a proper manner via the correct containers that are placed outside the blocks, including recycling containers. There should only be one bag of rubbish in any kitchen at any time and any full bag of rubbish must be disposed of as soon as is practicable. The cleaning staff will report the location of any domestic refuse that is found outside accommodation and the cause will be investigated and the culprits will be disciplined under the Conditions of Residence.

Recycling

Students are encouraged to recycle their waste packaging etc via the recycling bins that are strategically placed around the halls of residence.

Information regarding the recycling bins provided for your use can be found on all kitchen notice boards.

Safety and Security

Never let strangers into the halls. Always lock your door and windows when you are not in your room. In an emergency the security guard can be contacted at any time on 07747 567 631. You should ensure that you lock your windows whenever you leave your room/flat. There have been occasions in the past when rooms have been burgled as a result of windows being left open. Please note the window restrictors are there as a health and safety precaution, and are not a security device to prevent a burglar gaining access.

ALWAYS SECURE YOUR WINDOWS WHEN NOT IN YOUR ROOM

Occasionally unauthorized people may try to access the halls. Such people should be actively discouraged; it is a disservice to yourself and your fellow students to allow them to remain in the residences. Remember it is your property and amenities that are threatened. If in doubt, contact the security guard on 07747 567 631. Money and valuables should never be left unattended in public areas. ALWAYS KEEP YOUR ROOM LOCKED WHEN YOU ARE NOT IN IT. If you don't, not only could you suffer considerable personal loss, you are also responsible for the loss or damage to any University property in your room.

SEE ALSO THE ADVICE REGARDING INSURANCE AND CRIME PREVENTION.

Be aware that CCTV surveillance is in operation on all University buildings including iQ Preston, and that this is observed 24 hours per day.

Crime Prevention Advice

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

Keys and electronic fobs

Electronic locks are fitted to the entrance doors of the accommodation blocks and common room/laundrette. Any lost keys and electronic fobs must be reported immediately to the iQ Preston management team. Depending on the circumstances, keys and electronic fobs are replaced for a charge of £25, and £15 respectively. Keys and fobs are not able to withstand being thrown repeatedly to the ground from upper floor windows to give guests access to the halls.

When permanently vacating your room, keys and electronic fobs should be returned to the iQ Preston reception staff. Failure to return the key and electronic fob may result in a continuing charge for your room and a charge for your key, electronic fob and a replacement lock. All electronic fobs are checked upon return and any found not to be working because of damage will be charged at

£15 per fob to that student's account.

Cleaning and maintenance staff, authorised contractors and other members of staff are instructed to lock your room in your absence, even if your room was open when they entered it, so please keep your key and electronic fob with you at all times.

Fire Safety

If the fire alarm sounds:

- DO vacate the building as quickly as possible, even if you think that there is not a real fire
- DO contact Security staff if you know the cause and location of the activation
- DO co-operate with Security staff and/or the Fire Brigade
- DO NOT return until you are advised it is safe to do so

If you discover a fire:

- DO make sure fire doors are closed
- DO activate the fire alarm at the nearest break glass unit if it has not already been activated by the flat smoke/heat detectors
- DO vacate the building as quickly as possible
- DO NOT stay behind to try and fight a real fire yourself
- DO NOT return until you are advised it is safe to do so

Every student has a responsibility in the avoidance of fire risk and must take notice of all advice given, written or verbal, by fire officers, security and accommodation staff.

Staff take initial control of incidents in the halls of residence and all students must act upon their advice and instructions at all times and not hinder them or the emergency services in the execution of their duties.

Fire blankets and fire extinguishers are provided in cooking areas and the extinguishers are of the foam variety.

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

The evacuation meeting point is on the pavement outside Moor Lane Halls. Stay outside and wait for instructions from the Security Officer.

Fire escapes

The maintenance of the means of escape is part of your responsibility in fire risk avoidance.

- DO NOT block any fire exits
- DO NOT block hall corridors
- DO NOT leave anything in stairways, landings and hallways
- DO NOT BLOCK the interconnecting fire doors between flats
- DO ENSURE that electrical cables and leads do not cause trip hazards in the communal areas

Do not tamper with fire detection equipment

This equipment is there to protect the lives of all of the occupants as well as staff and fire-fighters.

- DO NOT cover or disable smoke/heat detectors, or remove the warning sticker
- DO NOT attempt to disconnect smoke/heat detectors
- DO NOT tamper with fire extinguishers
- DO NOT wedge open fire doors, i.e., the kitchen, flat and room doors

Tampering with smoke/heat detectors, extinguishers and other fire- fighting equipment is a CRIMINAL OFFENCE.

- If you tamper with fire detection equipment someone could lose their life as a result.
- If you tamper with fire detection equipment you could face a large fine or a jail sentence or both
- If you tamper with fire detection equipment you could jeopardise you future at the University and even be expelled.

Students who activate Fire Alarms due to carelessness or ignore the Fire Regulations will also find that they face disciplinary repercussions.

Repeated failures to observe Fire Regulations can also result in more serious disciplinary actions from the University.

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

- DO NOT cook in your room
- DO NOT leave cooking unattended
- DO NOT cook using a dirty grill pan or hob
- DO NOT wedge open fire doors – i.e., the kitchen, flat and room doors
- DO NOT spray aerosols directly beneath the detector in your room or the corridors of your flat or on the stairs (i.e. anywhere there are smoke/ heat detectors)

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

Items which are not permitted in halls of residence:

Not permitted in bedrooms:

- Heaters
- Nitrous Oxide or pressurized gases of any type, in cylinders of any size and type, except for prescribed medical use
- Any portable gas appliances
- Microwave ovens
- Plug-in cookers/hobs
- Deep fat fryers
- BBQ trays
- Washing machines
- Driers
- Rice cookers
- Toasters
- Kettles
- Fridges

- Freezers
- Candles, incense sticks, tea lights, fireworks or any other items operating with a flame.

Not permitted in communal areas:

- Heaters
- Nitrous Oxide or pressurized gases of any type, in cylinders of any size and type, except for prescribed medical use
- Any portable gas appliances
- Deep fat fryers
- Washing machines
- Driers
- Plug-in cookers/hobs Deep fat fryers
- BBQ trays
- Candles, incense sticks, tea lights, fireworks or any other items operating with a flame.

Electrical Safety

You must permit IQ staff/contractors to inspect any item of electrical equipment belonging to you and/or kept on the premises and make such items of equipment available for inspection if required to do so by IQ staff. Any item of electrical equipment which IQ reasonably determines to be unsafe or undesirable must be removed from the premises. Any electrical appliance used for cooking must not be left unattended for any reason. This includes appliances with automatic cut-offs and it must not be presumed that such systems will work. Please refer to the paragraph on insurance.

All electrical appliances and leads must comply with BS1363

To avoid danger from electric shock or fire:

- Do NOT use personal electric appliances which are faulty or dangerous. This includes cables and leads.
- If you are in any doubt about the safety of your equipment, IQ staff can advise you, but the responsibility for any charges incurred and the cost of the repair are yours.
- Do NOT overload sockets by plugging in too many appliances at once, and remember that joining cables or wires together is EXTREMELY DANGEROUS.
- Cooking of food is not permitted in bedrooms.
- Your electrical plugs and sockets must be compatible with the sockets in the halls, which are to British Standard Specification. Many electrical adaptors and plugs attached to appliances brought into the country from abroad are dangerous. Examples include ½ pin plugs and flat pin plugs. Please replace all non-British standard plugs with ones to the correct specification.
- IQ staff can impose an inspection, at the resident's cost, of any appliance that is deemed unsafe, and remove any such items from the accommodation.
- All extension leads must be protected with a correctly rated fuse.
- All electrical items brought into the accommodation must conform to British Standard Specifications.
- Be aware that the voltage used in the UK is 240v and any appliance must be able to operate on this voltage.

Personal Fridges, Heaters and Other Personal Domestic Appliances

Household cooking and other domestic appliances such as heaters, microwave ovens, toasters, kettles, fridges, and freezers are not permitted in study bedrooms. These items can overload the electrical circuits in your accommodation and cause the electrical supply to “trip-out.” Any such loss of electrical power will be investigated.

Residents are urged to turn off unwanted lights and other electrical appliances and carry out any other measures which will help to save energy and reduce running costs.

Gas Safety

IQ Preston is powered by electricity only

Please Note:

Portable gas appliances are prohibited in all University owned and leased Accommodation.

Kitchen appliances

Cookers

- All cookers in halls are electric with four cooking rings, a grill and an oven.
- The controls for these are on the front panel of the cooker and are clearly marked. There are four circular switches grouped together that control the cooking rings and additional circular switches, one for the grill and one for the oven.
- All cookers can be isolated by the “cooker switch” which can be found on the wall by the cooker.
- When the unit is not in use the switch should be in the “OFF” position.
- Never leave your cooking unattended when using grill and rings.
- If any item is faulty report it straight away to IQ staff, or if outside office hours. Security on 07747 567631

When cooking:

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

Refrigeration

All refrigeration in halls is electric and there are fridges and freezers in use. All refrigeration is controlled by a rotary switch found inside the cabinet or a rotary switch on the rear of the casing, the higher the number, the cooler the cabinet. The temperature is affected by the surrounding temperature so a higher setting may be required in summer. Be aware that when a door is opened an internal light should switch on, if it doesn't, check that the unit is switched on at the socket and report any fault to the iQ Preston staff, or security out of office hours. Keep the fridge clean and be aware of hygiene when storing cooked and raw meats, wipe any spills and monitor use-by dates.

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

- Open the kitchen windows and leave immediately, closing the kitchen door behind you.
- Contact Security or IQ staff immediately and advise them of your suspicions.
- Do not re-enter the kitchen until allowed to do so by a Security or IQ staff.

Freezers

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

Microwaves

Depending on the number of residents per flat, your flat will be provided with a standard microwave, or a combination microwave-oven. Before using any microwave check that the unit is clean and if necessary clean any splash marks from inside the cabinet. It is advisable to buy a plate cover for use when warming food up to prevent splashing onto the cabinet walls. Before heating frozen food through, read the instructions on the food container thoroughly, if the exact power setting advised on the food is not shown on the microwave, set to the nearest one & then set the timer accordingly. Never leave your cooking unattended when using a microwave.

Vacuum Cleaners

The vacuum cleaners in iQ Preston are a "cylinder" vacuum. With a number of people using one machine the dirt collection compartment can fill up very quickly and this must be emptied on a regular basis. Contact the iQ Preston staff at reception for replacement vacuum bags.

Heating

Every room at iQ Preston contains an electric panel heater.

The electric panel heater **MUST NOT BE COVERED**. Students will be recharged for damages should any occur due to them covering the heater.

Safety notes

Ensure that the heater is not covered in any way.

No clothes are to be dried in front or on top of the heater.

The heater requires a free flow of air to function properly

MAINTENANCE

Repairs

If anything in your accommodation needs to be repaired or replaced, please contact the iQ Preston staff at reception or call 01772 823332. (In an emergency call security on 07747 567631). You may also register your repair online via the iQ portal.

iQ Preston have an onsite maintenance technician who will respond as quickly as possible to maintenance requests. If a repair is needed in your room, they will first knock and wait for you to reply. If you are not in, they will enter, assess the work required, and if possible will try to complete the repair straight away, in order that you receive a speedy and efficient service. Sometimes an approved contractor will need to be called to complete a repair. If you have any queries or concerns regarding the progress of a job, please contact the iQ Preston staff who will be pleased to help you. If an emergency occurs out of hours please contact security on 07747 567 631 who will call out a contractor if necessary.

Damages

Any damage to your residence should be reported immediately. Cases of unreported and un-attributable damage to communal areas will be charged to residents in that area.

(See also Appendices – Response Times for Repairs and Charges)

Students should make every effort to ensure that their property and its immediate surroundings are used in a manner that retains it in the general condition of their first occupation. Repairs to any damage caused by you will be charged to you so as to cause no financial loss.

The communal areas will be inspected when you vacate your room - this could be after a room transfer, withdrawal from the university or at the end of contract, and any issues found that could involve a recharge will be notified to **all** students living in that flat.

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

When the communal areas are inspected after the end of contract you will be notified of any recharges via your personal e-mail address and appeals against all charges for damages arising from the inspections must be submitted by email to: saccommodation@uclan.ac.uk by the 31st August of the academic year in which the charge was made. Any appeals made after this date will not be considered.

ADMINISTRATION

Accommodation Charges

The residential charge entitles you to stay in this room for the dates stipulated on your Accommodation Contract. If you require accommodation beyond this time you must contact the UClan Student Accommodation Service

The fees, per person, for your accommodation are as stated in the Accommodation Contract. These fees are inclusive of electricity, water and gas.

You should have made arrangements for payment of Accommodation fees prior to arrival.

If you have any queries regarding payment, please contact the UClan Accommodation Office in the Students' Union Building Room 013, at 24 Fylde Road, Preston, PR1 7BS. Tel: 01772 892526
email:saccommodation@uclan.ac.uk

IF YOU FEEL THAT YOU HAVE A FINANCIAL PROBLEM THAT WILL NOT ALLOW YOU TO MEET YOUR ACCOMMODATION PAYMENT DEADLINES, YOU MUST CONTACT THE UCLAN STUDENT ACCOMMODATION SERVICE SOONER RATHER THAN LATER. IT MAY BE POSSIBLE TO RE-ARRANGE YOUR PAYMENT SCHEDULE.

There is advice on avoiding student debt and this can be found at:

<http://www.uclan.ac.uk/the-i>

CHANGING YOUR ACCOMMODATION & MOVING ROOMS WITHIN UNIVERSITY ACCOMMODATION

There are a number of reasons why you may want to change rooms and although we accommodate these requests wherever possible, it obviously depends on whether there are other rooms available. All room changes must be approved in writing and are subject to an administrative levy of £25.00. Students who have unauthorised debts with the University will not be allowed to take up vacation residence. Please note that unauthorised transfers will incur a financial charge.

Leaving University Accommodation to move into the Private Sector

You have signed a legally binding contract of accommodation.

This means:

- That you can move within the different types of University Accommodation if vacancies exist.
- You cannot normally move out of University Accommodation to the Private Sector before the end of your contract unless you find a replacement to take your room who is not currently a resident in University Accommodation and is acceptable to the University Accommodation Service.
- If you do move out without finding an approved replacement you will still be liable for the total charge for your University accommodation. You can visit the Student Accommodation Service if you still want to move to the Private Sector, and we will do our best to assist you to find a replacement.

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

- There is no guarantee that a replacement tenant will be found.
- The onus to find a replacement student tenant is yours – the replacement student tenant must be acceptable to the University.
- The University prioritises rooms where no student is contracted, this means other rooms may be re-let before yours.
- At certain times of the year new students arrive on campus unexpectedly, if we have your room key we are more likely to be able to re-let the room to these students, thus releasing you from your obligations. The decision to leave your key with us before the end of your accommodation contract, however, is entirely up to you, and you will still be able to change your mind and recollect your key to access your room until an acceptable replacement is found or your contract terminates.
- If you return your key and we have not already re-let your room you are free to make arrangements to recollect your key by telephoning the accommodation office on 01772 892522 during normal office hours.

Please refer to the Conditions of Residence.

WITHDRAWAL FROM THE UNIVERSITY

Your attention is drawn to the Conditions of Residence:

6. Option to terminate if not a student

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

Termination is conditional upon verification by Academic Records of the Student's withdrawal. The Student shall remain liable for the Total Charge up until the termination of the Accommodation Contract.

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

SUMMER VACATION RESIDENCE

During the summer vacation we organise major refurbishments and maintenance programmes of the halls of residence. Halls are also used for conference guests in order to help keep the rents low for students.

With this in mind if you require accommodation during the summer vacation you must re-apply by the required date. We do advise current student residents of the deadline date for applying for summer accommodation as availability is limited. You may not be able to retain your term-time room and if this is the case you will be transferred to other residences provided there is availability.

The Conditions of Residence and University Regulations continue to apply during the vacation. Students who have unauthorised debts with the University will not be allowed to take up vacation residence.

HOLIDAYS/VACATIONS

When vacating your accommodation for a period of time, take all valuables with you. Inform the iQ Preston staff of a telephone number you can be contacted on in case of need.

DEPARTURE/END OF TENANCY

The contract you signed when you agreed to take on the room will stipulate the date on which your contract expires and you must vacate the property on or before that date. Towards the end of the summer term, you will receive a copy of the End of Tenancy notes. These will advise you in detail of the correct procedures to follow when vacating your residence.

- (a) At the end of your contract, or whenever you move out of residence, your key and electronic fob

must be returned to the iQ Preston reception or security staff.

The return of your key and electronic fob is the only acceptable proof of your vacating the property.

Failure to return your key may result in you being charged for a new lock, and may result in a continuing charge for your room as well.

When returning your key and electronic fob you can ask for a receipt.

(b) The accommodation must be cleaned throughout, as advised in the End of Tenancy Notes. Failure to do so will result in a charge for additional cleaning together with an administrative fee.

(c) There should be no deterioration of the property (including communal areas) beyond fair wear and tear. Any deterioration caused by neglect or malicious damage will be charged for. As the end of your first year approaches a member of the iQ Preston management team will inform all residents of their responsibilities for cleaning and the clearing of rubbish from all rooms of their flat. There is one important thing that **must** be done and it is drawn to your attention now:

MAKE SURE YOUR FRIDGE, FREEZER AND FRIDGE FREEZER ARE EMPTIED OF ALL FOODS, CLEANED AND SWITCHED OFF

In the past refrigeration/freezer units have been switched off with food inside them and the unit has been ruined by the rotting food. If any unit is found in this condition the cost of replacement will be charged to all occupants of that flat equally.

RESPONSE TIMES FOR REPAIRS

TIME SCALE	TYPE OF REPAIR	EXTRA INFO
CATEGORY A Emergency – Immediate Response	1. All gas leaks 2. Dangerous structural faults 3. Dangerous electrical faults 4. Major water leaks which cannot be turned off 5. Major fire, flood, lightning and storm damage 6. A need to gain entry when no other access available 7. Blocked drains 8. Loss of electrical power** 9. Burglar alarm that won't turn off 10. Any problems which pose immediate major danger to health and safety of residents 12. Other emergency works not covered above	7. Depending on problem, may be emergency to 14 days
CATEGORY B Response within 24 hours	1. Insecure flat entrance door 2. No Mains Water** 3. Broken external window (where security breached) 4. Broken internal glazing (e.g. door or inner pane of double glazing) 5. No heating (in Winter) 6. Faulty WC (if only one in residence) 7. Major leaks that can be turned off 8. Faulty light (when only light in room) 9. Faulty freezer	1. If replacement door required see Category F. All efforts will be made to effect a temporary repair in the meantime. 3. Board within 24 hours 4. Glazing will be made safe. For replacement see Category F 5. If problem cannot be repaired within 24 hours, then portable heaters may be supplied 8. If repair cannot be effected within 24 hours, then desk lamp may be provided 9. Whilst awaiting repair/ replacement, then food to be transferred to Housekeepers' freezer.

TIMESCALE	TYPE OF REPAIR	EXTRA INFO
CATEGORY C Response within 48 hours or, if after 4 p.m. on Friday, on next working day)	<ol style="list-style-type: none"> 1. Defective main cooker (i.e. all hobs and oven not working) 2. No hot water (when affecting sole bathing supply) 3. Insecure block entrance/ bedroom doors. 4. Minor leaks 5. Lift failure (when occupants not trapped and access for wheelchair users unaffected) 	<ol style="list-style-type: none"> 1. If repair or replacement is not possible within 48 hours, then a portable cooker and/or a microwave to be supplied
TIMESCALE	TYPE OF REPAIR	EXTRA INFO
CATEGORY D Response within 7 days	<ol style="list-style-type: none"> 1. Replacement showers/shower valves 2. Replacement of faulty freezers 3. Replacement of faulty fridges 4. Faults to part of main cooker (e.g. a hob or oven not working) 5. Faulty lights, where light is not only source of illumination in room (excluding desk lamps) 6. Faulty door closers 7. Blocked sink 8. Suspected infestation (i.e. rodents, pigeons, insects) 9. Faulty microwave 10. Repairs/ replacement locks, to block entrance/ bedroom doors (where not a security issue) 11. Faulty taps 12. Repairs to broken items of furniture 13. No Hot Water (where not affecting sole bathing supply). 14. Ease doors 15. Minor repairs to windows- e.g. easing windows, draughts) 	<ol style="list-style-type: none"> 4. If repair or replacement is not possible within 48 hours, then a portable cooker and/or a microwave to be supplied 8. Resolution will depend on nature of treatment and co-operation of residents
TIMESCALE	TYPE OF REPAIR	EXTRA INFO
CATEGORY E Response within 14 days	<ol style="list-style-type: none"> 1. Reglazing to broken external window (where security breached) 2. Non-dangerous electrical faults (e.g. faulty socket) 3. Damaged ceiling tiles 4. Faulty desk lamp 5. Faults with tiling in shower area 6. Repairs to/Replacement of tanks and cylinders 	

TIMESCALE	TYPE OF REPAIR	EXTRA INFO
CATEGORY F Response within a month	1. Faulty doorbell 2. Repair work to cupboard doors 3. Minor roof/gutter repairs 4. Replacement doors (for security reasons). 5. Reglazing to broken internal window/ door. 6. Replacement of broken item of furniture. 7. Reglazing to external window where security not breached	3. Dependant on weather conditions
TIMESCALE	TYPE OF REPAIR	EXTRA INFO
CATEGORY G Work to be carried out as part of annual refurbishment programme	1. Replacement cupboard doors 2. Roofing repairs 3. Sink units 4. Draining boards 5. Renew bath 6. Non-dangerous flooring repairs/ replacement 7. Installation of repairs to tiled surround 8. Repair or renewal of skirting boards or architraves/ beadings 9. Repairs to internal doors 10. Replacement of door/ window furniture 11. Replacement of doors and windows 12. Repairs to plaster 13. Painting and decorating 14. Repairs to blocked or leaking gutters and fall pipes 15. Repairs to roof slates and tiles 16. Repairs to rendering 17. Pointing to brickwork 18. Repairs to paths and steps 19. Flagging and fencing 20. All other bricklaying, joinery or painting repair work 21. New electrical installation work 22. New plumbing installation work	15. If possible these repairs may be undertaken more quickly if minor, and weather conditions are favourable

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

DAMAGES/ REPLACEMENT CHARGES

Damages in individual flats are charged to all occupants unless a resident admits sole responsibility. Damages in individual study bedrooms are charged to the occupier. Damages caused in stairwells can be charged to the entire block.

The following list is a guide, is not exhaustive and damages will be recharged according to the actual costs (inclusive of labour and VAT) that have to be met by IQ at the time. Repairs that require external contractors are subject to a 20% administration charge.

Cleaning

Cleaning costs can vary and are dependent on the condition of the room. Cleaning costs will be assessed by site staff. You can expect to pay anything from £20 to £80 for a full clean of a bedroom, or £40 - £100 for a kitchen clean.

Replacement Items

The Recharges listed below are for guidance only and provide indicative costs for replacement items. Some costs may vary from the list below. The actual Recharge amount varies according to the make, model and specification of the replacement item.

Smoking

Smoking is not permitted within iQ premises. Anyone found to be smoking in their accommodation is likely to be recharged for a full deep clean of the room; plus the full replacement costs of any items deemed to be smoke- damaged.

Bedroom Items	
Bedside Cabinet	£100 - £120
Bed - 4-Foot or Double	£140 - £190
Bed - Single	£120 - £160
Coat Hooks	£5 - £40
Desk	£160 - £190
Mattress - Double	£80 - £95
Mattress - Single or 4-Foot	£60 - £85
Mirror	£20 - £70
Study Chair	£40 - £130
Wardrobe	£160 - £190

En-Suite Items	
Basin	£75 - £175
Flooring	£100 - £200
Mirror	£30 - £50
Robe Hook	£5 - £25
Shaving Point	£30 - £60
Shelf in En-suite	£15 - £50
Shower Curtain	£5 - £10
Shower Door	£100 - £150
Shower Tray	£120 - £160
Toilet Brush & Holder	£5 - £10
Toilet Pan	£100 - £200
Toilet Roll Holder	£10 - £25
Towel Rail - Electric	£140 - £180
Towel Rail - Standard	£20 - £30
WC seat	£5 - £20

Kitchen Items	
Bin	£15 - £25
Breakfast Bar	At Cost
Coffee Table - Cluster Flat	£55 - £180
Coffee Table - Studio	£150
Combi Microwave Oven	£95 - £110
Dining Table	At Cost
Dishwasher	£180 - £350
Extractor Hood	£60 - £200
Fridge/Freezer - Tall	£260 - £305
Fridge/Freezer - Under Counter	£165 - £190
Fridge/Freezer - American Style	£575
Hob 2 rings - Electric	£150 - £200
Hob 4 rings - Electric	£120 - £250
Hob 2 rings - Induction	£215
Hob 4 rings - Inducton	£285
Hob 6 rings - Induction	£315
Hoover	£40 - £140
Iron	£15 - £30
Ironing Board	£15 - £30
Kettle	£10 - £25
Microwave Oven	£60 - £70
Mop and Bucket	£8 - £10
Oven	£210
Seating - Bar Stool	£90
Seating - Cube	£100 - £110
Seating - Sofa	£250 - £350
Seating - Modular Sofa	At Cost
Seating - Tub Chair	£100 - £150
Seating - Dining Chair	£70
Single Kitchen Base Unit	At Cost
Single Kitchen Wall Unit	At Cost
Work Top	At Cost

Items Throughout	
Carpet - per 1sqm	£10 - £25
Curtains	£80 - £120
Door Closer	£50 - £70
Door Safety Chain	£20 - £25
Doors	At Cost
Electric Panel Heater	£150 - £200
Fire Equipment - Break Glass and Sign	£15 - £25
Fire Equipment - Fire Blanket	£24 - £60
Fire Equipment - Fire Extinguisher	£50 - £85
Intercom Handset	£10 - 25
Light Fittings	At Cost

Lock Change	At Cost
Lost Fob	£10-£20
Lost Key	£20-£30
Lost Laundry Card	£5
Notice Boards	£45-£90
Painting - Per Wall/Ceiling	£20-£60
Rubbish Clearance	£5 - £10 per bag
Vinyl Flooring	At Cost
Window Locks/Keys	£40-£60
Window Restrictor	£20-£75
Windows	At Cost

COMPLAINTS AND SUGGESTIONS

You should address any complaints or suggestions you have regarding the service provided by IQ in writing or in person to the Management Suite, IQ Preston, 130 Moor Lane, Preston, PR1 1LR. Alternatively email: preston@iqsa.co.uk or the UCLan Student Accommodation Service: saccommodation@uclan.ac.uk

For further information about the UCLan complaints procedure see:

<http://www.uclan.ac.uk/aqasu/index.php>

COMPLAINTS AND SUGGESTIONS FORM

DATE.....
NATURE OF COMPLAINT/SUGGESTION.....
.....
.....
.....
.....
.....
.....

PERSONAL DETAILS OF INITIATOR

Name.....
Contact Address.....
Telephone Number.....
FORM RECEIVED BY:
Time.....
Place.....
Action Taken.....
.....
.....
.....

Signed..... Date.....

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

EMERGENCIES

In an emergency call the 24 hour security mobile number: 07747 567 631
The emergency services should also be contacted if necessary by dialing „999“.

USEFUL TELEPHONE NUMBERS	External No.
IQ PRESTON RECEPTION	01772 823332
IQ PRESTON SECURITY	07747 567 631
NATIONAL EMERGENCY NUMBER (Fire/Police/Ambulance)	999
UCLAN STUDENT ACCOMMODATION SERVICE	01772 892 526
PRESTON POLICE	01772 203 203
UNIVERSITY SWITCHBOARD	01772 201 201
The "i"	01772 895 000
SAMARITANS	01772 822 022
DRUG LINE	01772 253 840
HEALTH CENTRE	01772 892 598
PRIMARY CARE – out of hours medical advice	01772 788 058
EMERGENCY DOCTOR (UNIVERSITY)	01772 744 404