



UNIVERSITY OF
WINCHESTER

Student resident guide to

UNIVERSITY MANAGED HOUSING (UMH) 2020/21





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The Student Housing Team

The Housing Office is located in
St Swithuns Lodge and is open
Monday to Thursday
9am-5pm and Friday 9am-4.30pm.
Tel: 01962 827533
Email: housing@winchester.ac.uk



WELCOME TO YOUR NEW HOME

Welcome to the University of Winchester! We hope you will soon feel at home in your accommodation and discover your way around the city of Winchester and the University campus.

We've put this guide together with lots of useful information about things to do before you arrive and throughout the duration of your licence period as a resident with us. Please take the time to go through this to make sure you understand the obligations and responsibilities that come with moving away from home and into University accommodation. We have also included some helpful information about how to look after your new home, each other and yourself.

The Student Housing Services Team are here to help you settle in and sort out any Housing queries you may have. The majority of the Student Housing Team have been students, some even at the University of Winchester, so we understand the need to deal with matters in a timely manner and understand the pressures that students are under on a daily basis.

We hope that the information in here will help with your transition to student life and help you enjoy your experience here with us at the University of Winchester.

Your Student Licence Agreement

The Student Residence Regulations which inform the legally binding Licence Agreement that you will make with the University when you accept your offer of accommodation. The Licence Agreement is a legal 'contract' between you and the University and lays out the obligations the University has to you and those you have to the University as the Licence holder in the accommodation (eg. Agreeing to pay for your accommodation for the duration of the letting period).

Please do read through this guide and the Regulations in the back before accepting your offer of accommodation to fully understand your Licence obligations. If there is anything you don't understand, please get in touch with the Student Housing Services team.

Winchester City Council Shared Housing Accreditation Scheme

The University ensures that all its off campus managed properties adhere to the Accreditation scheme set up by the City Council. This is a voluntary scheme for local landlords aimed at improving the standard of student accommodation in Winchester. The scheme takes into consideration gas, electrical and fire safety, security of the property, room size, furniture provision, amenities, energy efficiency, property condition and property management. Further information can be found online here:

www.winchester.gov.uk/housing/private-housing-empty-properties/winchester-shared-housing-accreditation-scheme



WHO'S WHO AT THE UNIVERSITY?

The Student Housing Team :

The Housing Office is located in St Swithuns Lodge and is open Monday to Thursday 9am-5pm and Friday 9am-4.30pm.

Tel: 01962 827533
Email: housing@winchester.ac.uk

During the 2020/21 academic year, we will be making adjustments to how you can meet with our team as access to our building will be limited; meetings may occur in person or online via Microsoft Teams.

Who else might you see around the accommodation?

Residential Assistants

Residential Assistants are student members of staff who act as a first point of contact for queries and concerns. RA's are on duty during the week days and will visit all UMH houses regularly, checking on residents and passing on necessary information on behalf of the Housing team.

As well as providing advice and assistance with queries, they will also carry out regular checks on Health and Safety, Fire safety, maintenance and other matters. You would be able to contact a Residential Assistant if you have a question or concern using the contact details on the Housing Wall Planners in all kitchens. They will also report serious concerns back to the Housing Manager (Off Campus), Site Stewards and Wardens. RA's will not enter study rooms unless invited, but don't be alarmed if you see them around your accommodation communal areas, just be sure to say hello!

Wardens

Wardens are staff members who live on and off campus to ensure the wellbeing and safety of all students living in University accommodation. Wardens will undertake shifts in the evening and be available out of hours to act as a first responder in an emergency, someone to contact for advice on University life and pastoral care in those first few weeks and throughout the remainder of the year. Wardens work closely with Housing, Security and RA's providing guidance and signposting to appropriate support systems and enabling residents to manage their physical and mental wellbeing.

Site Stewards

Site Stewards are the University security officers and are based at the West Downs and King Alfred Quarters and are contactable 24 hours a day. They are primarily here to ensure the Security of the University campus and managed accommodation however they help with unwanted visitors, noise and give security advice, out of hour pastoral issues, as well as with directions. All Site Stewards are first aid trained and are on hand to deal with any emergencies and can facilitate access to our accommodation by the emergency services.

You can contact the Site Stewards on 01962 827667 (West Downs) or 01962 827666 (King Alfred).

Maintenance

Once you've reported a maintenance issue, the Off Campus Housing Team will liaise with the landlord to organise a repair. Our landlords use a variety of contractors to make repairs which range from nationwide companies such as British Gas, to local companies. We will ensure residents are made aware of the date and approximate time of the appointment and who is due to attend.

Who else may you need to contact around the University?

The Finance Department

The Finance Department deal with the payment of Residence Fees, tuition and ad-hoc charges. The residence fees for your accommodation are detailed in your housing offer and Licence Agreement and can be reviewed at our webpage here: <http://www.winchester.ac.uk/Studyhere/Student%20accommodation/Pages/housing-costs.aspx>

There are a number of avenues of support should you find yourself in financial difficulties. Don't ignore financial worries. Although it may not seem like it, it will be much better in the long run to address them.

The Finance counter is in the Winton Building of the King Alfred Quarter and is open Monday – Friday 10am to 3pm. The counter's number is: 01962 827226

How do you pay residence fees? There are 2 ways to pay, these are:

- in full before 09 October 2020 and receive a discount of £100 on the bill. Please note the discount only applies to those students paying for and using a full year's housing. If a student leaves the accommodation early the discount will be reclaimed. The £100 discount is per room, if there are multiple occupants, the discount will be pro-rata.
- by Recurring Card Payment (RCP) in three equal instalments: 09 October 2020, 15 January 2021 and 07 May 2021.

Please note: no other instalment plans are available.

The full year's cost of accommodation is split in to 3 equal instalments to coincide with payment dates of maintenance loans from Student Finance to help with your budgeting. An individual instalment payment does not cover your stay in accommodation until the next instalment date. Therefore, if you leave accommodation before the next payment date there may be a balance due to pay..

You are encouraged to contact Finance before you miss any payments as the staff will be able to suggest support and agree a way forward. Please note if you miss a payment you will incur a late payment charge and could risk your residential status. For example if the first

instalment of your student loan is delayed beyond the payment date in October, the University may permit you to pay your residence Fee within ten days of receipt of your loan, but you must notify the Finance Office of this at least 10 days before the instalment date so they can work through this with. The late payment fee is £50.

You can also contact the Student Finance team in Student Services who may be able to help resolve the delays with your funding or any other financial concerns. You can contact them via the Student Services Reception number: 01962 827341.

Information pages on our Intranet can be found here: <https://intranet.winchester.ac.uk/information-bank/money-and-finance/SitePages/Home.aspx>



Student Services

We hope that you are looking forward to this new chapter of your life with great enthusiasm but appreciate that some students can feel a little apprehensive. It is normal to take a while to settle into a new experience, but if you find that you are not settling in as well as you thought or you feel very homesick or worried, you can find someone to talk to in Student Services.

Homesickness is common in the first few weeks but can occur at any time and the Student Advice Team in Student Services would be available if you need support.

As a general note Student Services covers the following areas:

- Support and advice for personal issues which are affecting study or University life in general
- Information on student finance
- Health
- Study Skills
- Money Matters and sources of funding
- Counselling
- Specialist help for students with disabilities and learning differences
- Support for mental health and wellbeing
- Specialist support for international students
- Specialist support for Care Leavers

For contact details, please see the front of this guide, your Welcome pack and Housing Wall Planners in every hall kitchen. Student Services intranet pages also have information on support offered: <https://intranet.winchester.ac.uk/information-bank/wip-student-services/SitePages/Home.aspx>

Useful Contacts

Here are some useful numbers. We would recommend that you save them into your phone in case this guide isn't available to you when you need them.

Site Stewards (24 hours)

01962 827666

01962 827667

Student Housing Services

01962 827533

housing@winchester.ac.uk

St Swithuns Lodge room 1 (Mon-Thurs 9-5, Friday 9-4.30)

Student Services

01962 827341

Student.advice@winchester.ac.uk

studentsandmoney@winchester.ac.uk

The Zone, Main Building (Mon-Fri 9am-5pm)

Finance Department

01962 827226

1st floor, Main Building (Mon-Fri 10am-3pm)



BEFORE YOU ARRIVE

Make sure you have completed the following before you arrive to collect your key:

1st year students	Returning students (2nd/3rd/4th years)
Accepted your online licence agreement	Signed and returned your paper licence agreement
Set up your recurring card payments for Residence Fees	Set up your recurring card payments for Residence Fees
Completed your online registration which includes uploading a photo	Researched/purchased contents insurance
Researched/purchased contents insurance	Researched/purchased a TV Licence
Researched/purchased a TV Licence	Checked the day you can arrive to your accommodation
Checked the day you can arrive to your accommodation	Checked key collection information indicated on your offer letter
Checked the information provided about key collection on the 'Arrivals' page on our website	

What is provided?

In our off campus accommodation we seek to provide the following items:

Fridge, freezer, oven, cooker, microwave, kettle, vacuum cleaner, toaster and washing machine.

Bedrooms are usually provided with a bed, wardrobe, desk and chair as standard along with suitable storage such as drawers and shelves where they fit.

If the property is missing something you feel it should have, do contact us and we will discuss it with the landlord on your behalf.



What to pack

Unless you have been allocated into Balfour House, you will need to bring the following with you:

- Bed linen (sheets, pillows and cases, duvets and cases)
- Towels
- Crockery
- Cutlery
- Pots and pans
- Food
- Personal cleaning items
- Basic house cleaning materials
- Toilet roll

Don't worry if you forget something, there are lots of places to get what you need in and around Winchester.

What not to pack

Here is a basic list of items which are not permitted in our accommodation:

- Candles
- Incense sticks
- Tea lights
- Oil burners
- Blu tak/white tak
- Kitchen equipment for use in bedrooms
- White goods
- Illegal substances and/or associated paraphernalia
- Psychoactive substances and/or associated paraphernalia
- Portable heaters
- Pets
- Weapons (real or replica)
- Pressurised gas storage containers

Once you've moved in

Inventory

Complete the inventory provided within the first week

All rooms are checked prior to your arrival, but we would strongly advise you to complete your inventory form as soon as you've moved in, as it's your opportunity to record anything that is missing or damaged. You could even take photos of the damage and attach these to the inventory when you return it to us.

We ask that you complete the Inventory to the Housing office in room 1 of St Swithuns Lodge within seven days of your arrival. If we don't receive it we will assume that all the decoration, furniture, fittings and other inventory items are in place or in good repair. Inspections of all rooms take place throughout the academic year and any damage or decoration issues, outside of fair wear and tear, not captured on the inventory could be charged back to you.

Make sure all housemates sign this and submit it to the Housing Office. Please note the inventory is a record of the condition of your room, not a maintenance reporting form.

Gas and Electricity Readings

Your utility bills are covered in your Licence Charges at an average rate of £10 per week per person. Please bear this in mind when using the heating etc. The University will take periodical meter readings but you may also wish to keep a record of these. Any excessive usage may result in additional charges.

Introduce yourself to your neighbours

It is always a good idea to maintain good relations with your neighbours.

Do this by introducing yourselves and making sure they feel comfortable approaching you and vice-versa if there are any issues.

Get to know your housemates

You will be sharing facilities with people you may not have met before. It is a good idea to sit together and go through some ground rules before they become an issue. These could include rules around noise, guests, washing up and sharing personal belongings.

Settling in

Making the transition from home to University or from Halls to a house in town can be both daunting and exciting for anyone. You will meet many people from different backgrounds, all of whom are also taking the same big step. We expect all our students to be tolerant and understanding of each other. If you need any help adjusting to your new environment, get in contact with Student Housing and Student Services (see page 3)

Welcome Week 'Headstart' Information Virtual Sessions:

Find out more about being a student at Winchester with our programme of introductory sessions. The majority of these virtual sessions will be delivered live via Microsoft Teams. Most sessions will run Monday - Friday of Welcome Week at 11am and 2:30pm. 'Getting to uni - travel and transport options' are running sessions before Welcome Week - please see page 17 of your University Welcome pack for full details.

To access your Headstart Programme please follow these steps:

- Log on to the University Intranet
- Click on the 'My Links' button in the top right hand corner
- Select My Record

You should then see the Headstart Programme; click on the link of the session you would like to access. These Headstart sessions are not mandatory, but we'd encourage you to attend when you can. Remember, you will also have Faculty sessions to attend during Welcome Week. Details of these will also be available on My Record. Many Headstart sessions are repeated across the week so you can pick which time works best for you.



Frequently asked questions - what do I do if...

...something in the house isn't working or is broken?

It is the resident's responsibility to report any repairs needed via the Servicedesk link on the Intranet. Student Housing will liaise with that student about the repair. Correspondence is usually made via email, so keep an eye on your inbox. We've included some quick guides to common issues below.

...I've lost my key or am locked out?

Make sure you have saved the Site Steward number to your phone and contact them. They will either provide you with a spare or give you access until a new key is available. There is a charge payable for new keys.

...our internet stops working?

The owners of each property have organised the set-up of broadband in each property. If there is a problem, contact Student Housing who will advise of some things to try first of all. It would be a good idea to print off some helpful guides when you first move in, in case you cannot access the internet at any point.

...I am unable to pay my Residence Fees?

Please make sure you contact Finance before you miss any payments due. The friendly and helpful staff will be able to suggest support and agree a way forward with you. If you miss a payment you will incur a late payment charge and could risk your residential status. The Finance Counter is in the Winton Building with further information on their opening hours available in the Intranet. Their telephone number is: 01962 827226.

...I'm not getting on with my housemates?

We've highlighted some of the key issues we come across below with ideas on how to try to deal with them. If you need further help, do speak with Student Housing and Student Services who can help in different ways.

...I need to contact the emergency services?

We hope you don't have to do this, but if you do, please also contact the Site Stewards on 01962 827666 so that they are aware and can assist where required.

...I would like to change properties/rooms?

If you are not happy in your current room/house then there are a couple of options open to you. We would always advise that you discuss your reasons for wanting to move with one of the Residential Assistants or Student Housing Services in the first instance. There may be

something we can do to alleviate your concerns, especially if it involves an in-house disagreement.

If you decide that you want to move, we can offer you a transfer to another property off campus dependant on the availability of rooms. Please note that we cannot offer a transfer to a room in Halls unless there is a medical need for the move for which we would need supporting evidence, but please do discuss this with us if that is the case. We also discourage transfers within the first four weeks of term to allow a settling in period and to help speed up the arrival of any students on an accommodation waiting list.

There is a charge to transfer rooms which is currently £40.

...I would like to leave my house/university?

Firstly, have a conversation with your tutor or with Student Services if there is a specific reason you would like to leave. You will also need to speak with the Registry department if you are considering leaving the university. Visit Student Housing Services to complete a withdrawal form, but please note the following:

If you are withdrawing from the University and accommodation, your liability will cease after the required notice period (28 or 14 days). You will need to ensure you have paid any money owing to the University

If you are withdrawing from your accommodation only, you will remain liable for the Residence Fees until you can find a replacement for your room. We will explain what makes a suitable replacement when you collect your form.

There is a charge to withdraw from accommodation which is currently £25.

Further information about withdrawals can be found in the Regulations at the back of this guide.

KEY DATES TO BE AWARE OF

These dates are also indicated on the wall planner in your property.
For Tuition Fee payment dates, check online at www.winchester.ac.uk/feeregulations

Throughout July and August	Student arrivals (Second and Third year)
12-16 September 2020	Student arrivals (First year)
14-18 September 2020	Welcome week
21 September 2020	Start of term
09 October 2020	1st Rent payment due
26-30 October 2020	Housing Inspections
Throughout December & January	Housing Advice day (for 2nd year housing)
7-11 December 2020	Housing Inspections
12 December 2020	End of term
11 January 2021	Start of term
15 January 2021	2nd Rent payment due
15-19 February 2021	Housing Inspections
01 April 2021	End of term
04 May 2021	Start of Assessment period
07 May 2021	3rd Rent payment due
17-21 May 2021	Housing Inspections
21 May 2021	End of academic year

For details of your Licence dates please check your room offer/Licence agreement or ask Housing. Licence dates will also be published on the wall planners that will be in all properties.

CATERING OPENING TIMES

King Alfred Quarter

The Food Hall (King Alfred Centre - Level 3): Monday-Friday 8:30-14:30, Saturday and Sunday closed

Ethical Earth in the Learning Cafe (King Alfred Centre - Level 4): Monday-Friday 8:00-16:00, Saturday and Sunday closed

Cyber Italia (Kenneth Kettle Building): Monday-Friday 8:30-20:00, Saturday and Sunday 10:00-20:00

West Downs Quarter

The Values Cafe (West Downs Centre - Level 0): Monday-Friday: 9:00-17:00, Saturday and Sunday closed

The Deli (West Downs Centre - Level 1): Monday-Friday: 9:00-19:00, Saturday and Sunday 12:00-18:00

Tastes of the World (West Downs Centre - Level 1): Monday-Friday 8:00-19:00, Saturday and Sunday closed

Cyber Italia (West Downs Centre - Level 1): Monday-Friday 11:00-19:00, Saturday and Sunday closed

Cafe Life (West Downs Centre - Level 1): Monday-Thursday 8:00-15:30, Friday 8:00-14:00, Saturday and Sunday closed

OUR GUIDE TO COMMUNAL LIVING.

Coming to University can be a challenging and exciting venture but many students may find adjusting to a new more independent and communal way of living difficult. We provide accommodation to a diverse range of students from different countries, religions, race and for students with additional needs or disabilities and we expect everyone to be tolerant, understanding and flexible with flat mates that you may meet for the first time ever on move in day. We've come across many different types of housemate issues before and have provided some guidance below about how you can try to address them.

Living communally means living with other people and for the majority of residents that means sharing facilities. Therefore learning to collectively organise certain tasks is encouraged and we strongly advise that you all make the effort to meet your housemates in the first few weeks and talk about ground rules regarding cleaning, noise and use of other belongings as examples.

We don't want anyone to feel uncomfortable about where they live and so if you do need further assistance in dealing with an issue, speak with Student Housing, the Residential Assistants, Wardens, Site Stewards or Student Services for further advice.

Common causes of friction in student housing.

Cleaning

In a shared house, it is not uncommon for residents to have different views about what an acceptable level of cleanliness is. We would always recommend that you compromise with each other, but here is an idea of what to do if that isn't working:

1. Talk to each other calmly and maturely. Arrange a meeting for when you're all in and discuss what needs to happen. Perhaps you could draw up your own cleaning rota. Give this a couple of weeks and remember to feedback if you think someone is not pulling their weight. Always remember to deal with these situations calmly as you may find that confrontation causes others to ignore requests and communication to breakdown.

2. If this hasn't worked, contact Student Housing Services. We will ask what you have tried and advise that we may look to visit the property to assess the situation ourselves.
3. We may look to arrange a meeting with individuals or as a group to discuss what can be done next.

As all residents are over 18 and so there is an expectation that these matters can be dealt with by residents. Student Housing will be able to help when all other options have been tried and you feel you aren't getting anywhere with the issue.

Noise

Noise can be a problem amongst people living so close together. Whether it's someone who has their music up loud to the nocturnal amongst us. Residents are advised to not make excessive noise between the hours of 10.30pm and 7am, however, noise should always remain at a sensible level.

We expect residents to be able to talk to each other, so if your housemate is disturbing you, politely speak with them. If you find that this doesn't work, you can contact the Site Stewards on 01962 827666.

Noise can also cause issues to non-student residents as well. Make sure you aren't slamming doors, playing loud music and keeping voices at a low volume. Be particularly mindful when leaving for and returning from a night out. Winchester City Council may become involved if a complaint is made against a property.

Visitors

To allow students to acclimatise and settle in to their accommodation and to form their 'households', we will not permit residents to invite guests into their accommodation (both during the daytime and overnight, all weekdays/nights and weekends) for the first 4 weeks (from 12th September). The University will then review this in line with up to date Covid 19 guidance. We will operate a traffic light system in our communications on this so at present it is key for you to know that we are at Red - No Guests Permitted - at the present time. We will send an update to everyone in residences during the week 12-16 October to let you know if we are able to permit any guests and how the process will work, effective from Monday 19 October 2020.

We are aware that the social side of University is very important and, as an institution (including the Student Union), so we are working very hard to ensure that students can engage socially with each other in multiple ways aside from just face to face. We are also aware that some students will have a level of anxiety around starting University, particularly this year and we are keen to ensure that all students have a period of time to settle in to their new surroundings.

We will be in contact with all residents immediately following our 4 week review.

Residents should feel able to approach Student Housing, the Residential Assistants, Wardens and the Site Stewards if they have concerns relating to inter-tenant relations.

Covid-19

We are all working together to keep the University and Winchester safe. As residents in University accommodation you **MUST** take notice of the signs and posters you see in residences, on campus and when you are out and about. Remember to follow all government, NHS and University guidance and regulations. Please note that all University guidance is subject to change in line with the latest government advice which can be found at www.gov.uk/coronavirus The University takes any breach of Covid-19 protocols extremely seriously.

MAINTENANCE

Reporting day to day repairs

All maintenance issues must be reported via the **Servicedesk** link on the Intranet. **This must be done as soon as they happen – if it is not you may be charged for damage caused by negligence.**

This can be accessed through the Intranet via the Maintenance link. Remember to add as many details as possible, including which room, makes and models of items, a detailed description of the problem and contact details.

Please remember that by having reported a maintenance issue, you have given permission for a member of Student Housing Services, the property owner or a contractor to attend. Make sure you have told your housemates that you have made a report. We will give notice where possible, especially if we require someone to be in at the property.

What is your responsibility?

- Changing light bulbs
- Testing and replacing batteries in Smoke Alarms
- Testing and replacing batteries in Carbon Monoxide detectors
- Unblocking toilets, sinks, baths, showers and external drains
- Cleaning washing machine filters
- Removal of lime-scale from bathrooms (especially shower heads) & kitchens
- Defrosting freezers
- Removal of condensation and mould growth
- Clearing and cleaning of vacuum cleaner filters and parts

If you need advice on any of these, please do ask!

What happens once you've reported an issue?

The Off Campus Housing Team check the maintenance system throughout the day.

1. The first thing we do is look to prioritise what has come in so we can action the most urgent repairs first, for example, a broken boiler would take preference over a broken drawer.
2. Check information, assess what action is needed & request more information from the resident if needed.

Some things may be safe for you to fix yourself and we will advise of this where appropriate.

3. Contact the landlord or contractor to discuss repair. We use external contractors so they will not always be from the same company.
4. Contact resident to advise of repair and discuss access to the house. Some contractors require someone to be in at the property when they visit.
5. Follow up with residents to check contractor arrived and if further works are required. **Residents are advised to contact Housing if the appointment has been missed or no repair made due to parts required.**
6. Further follow ups made and report closed when the repair has been confirmed.

Please check your emails regularly as we often use them for communication.

Remember that it is extremely important that you report all maintenance issues promptly in order for us to process the issue.

Additionally, if the problem is not solved by the first visit please inform us and further action will be taken. Once a contractor has been round, either pop in, call us or email us with a roundup of what they have said to you. **If no one has been round within 1 week of the issue being raised, please let us know.**

Maintenance Emergencies

If you feel that you have an 'emergency' in your property during office hours please call the housing office on 01962 827533. If it is outside of office hours then ring the Site Steward on 01962 827666.

However, please check whether it truly is an emergency first or whether it can wait until the next working day. If you ring up to inform us that your heating and/or hot water are not working, we will endeavour to get an

Engineer out to you but cannot guarantee availability. The earlier you call us, the more likely it is that we can request a same day appointment.

A maintenance emergency can include a large water leak an electrical fault or loss of hot water / heating – essentially something that needs immediate attention. Please be aware that where an issue cannot be repaired, temporary options may be sourced which could include an offer of alternative accommodation where necessary and available.

If you find a leak, make sure you locate the stopcock to isolate the water supply until someone is able to attend.

Please do not phone for minor maintenance or general enquiries out of office hours.

Site Steward numbers 01962 827666/827667
Housing 01962 827533

Common Maintenance issues and what you can do.

Here is a guide to some basic steps you can take within your house to help combat some common problems. If there is anything you are unsure of, please contact Student Housing Services.

Condensation and Mould

We have included a more comprehensive guide to this in your house folder.

A very common problem, and often misdiagnosed. Damp is a problem with the property structure. For Example. A missing tile or a broken pipe can cause a water build up. If you notice new stain marks on the walls then let us know.

Condensation is caused by the way we live and when excessive moisture builds up in the atmosphere. This can then cause mould to grow in susceptible areas. For Example, in bathrooms, around windows and behind furniture.

The moisture needs somewhere to go, so you need to ensure that you ventilate the room often, even in the winter. Make sure that there is a gap between furniture and a wall to let the air move between. Condensation is very common around windows, especially in winter, make sure you wipe these dry to prevent further problems. You may wish to purchase a small window sill dehumidifier/moisture catcher.

If you do find that mould is beginning to form, treat it straight away as if you allow it to grow, it may damage the area and you may be charged for its re-decoration. Wipe the area down with a disinfectant (a branded mould and mildew remover is very effective) and ensure this is repeated regularly even if it seems the problem has ceased.

Tips for avoiding condensation

- When cooking, use the extractor fan at all times, clean or replace the filter if necessary. Use pan lids to prevent too much steam in the room.
- When using the bathroom, make sure that the air vents or the window are open. Also, try to use a bath mat to soak up the moisture.
- We do not recommend that you dry your clothes in your rooms, however if you cannot use a tumble dryer

or it's raining outside, then make sure that you leave your window open and door closed.

- In your bedroom make sure blinds or curtains are opened to allow air to circulate. Keep windows open as much as possible when in the property.
- Don't overheat the house! As a guide, keep the thermostat between 18-20°C when needed.
- Don't under heat the house! We know that energy costs are high and still rising, but don't be put off using the heating at all as a cold house cannot dry out. Ensure that you have the heating set to come on for a few hours a day during the colder months to allow the whole property to warm up.

Loss of Power

If you suddenly find that your electrics have gone off, there are some things you can check before calling us:

- Find the fuse box; have any fuses tripped? All fuses point in the same direction, but if one has blown it will flip another way. Fuses are usually marked to show what they relate to.
- The most common things to trip fuses are blown bulbs. Turn all electrical items to off and switch the fuse back to 'on'. Then check each item individually by switching it on and seeing if the power trips. If one item is causing a problem, stop using it.
- Contact us if it was provided with the property.
- Have any of your neighbours lost power too?
- Check with them as it could be an external problem.
- Call SSE on 0800 072 7282 to report the issue and to receive updates. There is little that Student Housing can do in this situation, you will have to be patient until the service has resumed.
- Have you been receiving lots of letters from a utility company that you haven't passed on to Student Housing?
- If you have and are concerned the supply has been cut, please contact us.

Appliance Care

Please make sure that you keep all appliances clean and in good condition. If there are any problems with any items, then please ensure you let us know the make/model numbers to enable us to process the problem quickly.

Washing Machine

It is important that at least once a term you complete a 'maintenance wash' with your washing machine. This requires putting the full amount of detergent in a machine, setting the highest temperature and running a wash with no laundry in it. This should then keep the pipes and machine clear.

If you find that your machine is not draining properly, then there is probably something stuck in the filter. Before emptying the filter, put lots of old towels, tissues and newspapers on the floor around the machine. At the bottom of the machine there should be a panel which can be pulled away (it may need some force, but please be careful). There will then be a round screw cap which you will need to undo. Water will come out of this which is why you need something to soak it up. Pull out anything that may be blocking it and wait until the water has stopped running. Replace the screw cap and the panel (it may be worth doing a maintenance wash now).

Fridges and Freezers

Make sure that you do not overload your fridge freezer. Defrost the freezer once a term to avoid a build-up of ice. A good tip is to remove food from bulky packaging and to use sandwich bags instead. You can cut the cooking instructions from the packaging and keep them in a drawer for future reference. This should help save space.

Sinks and toilets

Be careful about what you let go down the plug holes and toilet bowl. Use a washing up bowl in the kitchen sink and throw any solid substances straight into the bin (do not force things down the plug!). If you find that your bath, shower or sink plug hole is not draining properly then you need to unblock this yourself. You can safely use an implement to get the blockages out, but you may also want to use a sink and plug hole un-blocker to do an effective job.

Some sink blockages may be caused by a build-up of debris in the sink trap (this is the U-bend in the pipe under the sink) In-order to unblock this you will need to turn off the taps. Place a bowl or bucket underneath,

unscrew the trap and remove the blockage. Then re-screw the trap making sure it is watertight.

Make sure that you are only flushing toilet paper and human waste down the lavatory. Sanitary towels, tampons, face wipes, cotton buds and other similar products can easily block a toilet. Try unblocking the toilet yourself first using a plunger, a toilet un-blocker liquid or boiling hot water. If you can't clear it, then contact us.

Please make sure that toilets are cleaned before an engineer arrives as they can refuse to complete the work if they feel the surrounds are unsanitary.

Showers and kettles

Winchester is a hard water area, which means that electrical items like kettles and showers are more susceptible to limescale than some other areas.

Limescale can significantly affect the workings of those items.

Kettles

You'll probably start to notice little white bits floating in your tea or chalky remnants in the bottom of your mug. To remedy this, you will need to use a descaling solution; you could purchase a brand product each time you need to de-scale the kettle, or you can pour vinegar into the kettle and leave to soak for a few hours. The best thing about this is that once finished, you can pour the vinegar back into the bottle and re-use it when you need to de-scale again - just don't use it on your chips!

Remember to pour out excess water or try to boil exactly what you need as leaving water in the kettle will encourage the limescale.

Shower

Allowing your shower head to build up with limescale can have serious implications if you have an electric shower. A build-up of limescale in the shower head restricts the flow, meaning water cannot escape quickly enough through the shower and remains in the heater tank for longer than necessary.

The water will then overheat and will cause the thermal switch to operate. You may notice that the water temperature fluctuates; this can mean it's too late and works are needed to rectify it or replace the unit. This can be fairly costly, so to avoid these repairs, remember to de-scale your shower head regularly.

You can use the same method as the kettle, by removing the shower head and soaking it in vinegar. Remember to check all the chalky bits are out of the head; you can use a pin to push through the holes if necessary.

Vacuum Cleaners

If your vacuum cleaner has stopped working, there are a few things you can check before you report it to us:

- Does the bag need changing? If yes, please do this yourself.
- Is the filter covered in dust? If yes, please clean this yourself.
- Check the vacuum in various plug sockets to ensure that they aren't the problem.
- Check that the cable isn't bunched up, but is spread out straight.
- If the suction is poor, check that the main unit and the hose aren't blocked. If they are, please do your best to unblock them.

If you cannot find an instruction booklet for an appliance in the property, do have a look on the Internet as most guides can now be located online.

Garden

Usually the landlord is responsible for ensuring that the grass is cut and any bushes or plants are maintained.

Please contact us if no one has been round to do the garden for a while. It is your responsibility to ensure that the external areas are kept clean. Do not leave rubbish and items in the garden as it looks messy.

Make sure you pick up your cigarette butts!

Please don't leave furniture or cleaning equipment, from inside the property, outside as it can get damaged and may need replacing - residents may be charged for replacements.

Useful Information

Rubbish and recycling

All wheelie bins from private residences in Winchester are currently collected on Thursdays. If there is any change, you will be sent notification by the City Council. Collections alternate between rubbish and recycling so check with a neighbour as to which collection is due when you move in.

As the collections are fortnightly for the different types, please make sure you work together to manage your rubbish and recycling effectively. Please don't let it build up either inside or outside the house. There is a household waste collection site in Bar End if you find you have missed a collection and need to remove some items yourself.

For more information about collections and waste, please visit <http://www.winchester.gov.uk/waste-and-recycling/>

You can also use their helpful recycling locator guide to find out where you can recycle certain items locally <http://www.recyclenow.com/recycling-locator>

Car Parking

Some properties will come with their own off-road parking space, or may have on-road parking which doesn't require a parking permit. Please make sure that you are using those spaces responsibly. Please don't invite friends to come and use spaces around your property as this can have a negative effect on your neighbours if they are unable to park near their property.

If you require a permit to park at your property, you will need to contact the City Council <http://www.winchester>.

gov.uk/parking/residents-parking/winchester-resident-permit-parking-scheme/ .

The University has cycle storage facilities located across campus. Maps of cycle facilities are available on the University Intranet. Cycle lockers are located by the Stripe and are free to use. To enquire about these lockers, please email environment@winchester.ac.uk.

Residents of university managed houses are not eligible to apply to park on site at the University.

Registering with a GP

You are strongly encouraged to register with a local GP Practice when you move to live at or near the University. You can choose to register with any of the three Practices in Winchester including the one on site.

The Friarsgate Surgery (onsite) - Tel: 01962 871730

St Clements Surgery - Tel: 01962 852211

St Paul's Surgery - Tel: 01962 853599

Smoking

All accommodation areas are designated no smoking areas (including e-cigarettes) and the University is considered a smoke free site. Please pay attention to notices and only smoke in designated areas.

Smokers must go outside and must make sure that their smoke is not blown or drawn into any University Building and does not inconvenience other people. Please do not smoke out of your window.

Posters/pictures

We do understand that you may want to bring posters or pictures to make your room feel more homely, however these should not be fixed to walls. Pin boards are provided in most rooms or students can bring their own. Blu/white tack, Sellotape, hooks, nails etc should not be used on walls. We discourage this due to the possible redecoration costs that may be incurred by a resident if these are fixed to walls.

Personal Safety

Winchester constantly ranks very high as one of the safest cities in the UK, but it is still always useful to know how best to get around the city safely. All our properties are in walking distance of the university, city centre, large supermarkets and train station. There are bus routes nearby with regular buses in to town; you can plan your journey using this website: www.traveline.info

It is important to make sure that you take responsibility for your own safety when travelling around. It is a short walk from your property to the University, but we would still advise that you travel by bus or taxi at night and make sure that you either travel with others or ensure people know where you are. Make sure you save some taxi numbers saved to your mobile when you get here.

The Student Union employs internal and external security staff for their events and strives to ensure that students remain safe in their venue and when they leave. If you are lost or unsure where you need to go, just ask them and they will be able to help. They also run a safety bus from their venue to properties in the local community on certain nights, so make sure you find out more about this during Welcome Week.

Be aware of possible dangers and follow some of these tips to stay safe:

- Don't walk home alone late at night in the dark
- Use the Student Union safety bus after their events to get home
- Don't advertise your phone or wallet in public
- If someone tries to grab a bag let it go – your safety is more important
- Don't leave your drink unattended in pubs or clubs
- Lock accommodation doors when going out - even if it's just to the kitchen!
- Report faulty locks, window latches, fire safety equipment
- DO NOT give your accommodation keys to anyone else
- Don't let anyone you don't recognise into the accommodation without checking who they are, and who they are visiting

Property Safety

Please make sure the doors and windows of the house are kept locked when the property is unoccupied.

It is strongly recommended that all students take out contents insurance for their belongings as the University does not provide this. The Student Union has information and links to insurance companies at <http://www.winchesterstudents.co.uk/>.

Drugs and Alcohol

The possession or misuse of drugs (including cannabis) is not permitted in our accommodation. Any resident found to have brought an illegal substance into the accommodation and/or be using an illegal substance, or any related paraphernalia, will be subject to the sanctions in place in the Student Resident Regulations, including Police involvement. The student may also be subject to the Student Disciplinary Regulations which can be viewed here named 'Disciplinary Procedures for Students': <http://www.winchester.ac.uk/Freedomofinformation/Publicdocuments/Pages/Public-Documents.aspx>

Whatever your choices are in life it is not acceptable to engage or pressure others into taking any illegal substances. If you were to suspect or know of anyone taking illegal substances in the accommodation you should report this to Housing and the Site Stewards who will investigate the concern. Do not live with what is a negative behaviour as you have the right to enjoy safe and secure accommodation.

We also strongly discourage psychoactive substances or 'legal highs' from being brought into the accommodation or being taken. As reports have shown within the last 2 years these psychoactive substances can kill. If we were to find a psychoactive substance that is considered illegal at the time of discovery we will deal with it as such.

When it comes to alcohol be advised that most people tend to over estimate how much they can sensibly drink and how much others might be drinking. Don't be tempted to 'keep up' with others to 'fit in' or 'be like everyone else' as the reality is you'll end up drinking more than you may be able to manage, and they are more than likely drinking less than you think! Alcohol abuse is unhealthy and can have a negative impact on any environment.

If after arriving you were concerned about your level of drug or alcohol use you can contact Student Services for help, advice and signposting to local services that could help. If you become worried about a house mate you could contact Student Services for support yourself as much as for your house mate.

Data Protection

We do understand that when issues occur in accommodation, parents/guardians/family members

would like to speak with us to gain some further understanding of the issue and what action can be taken. Family members may also wish to find out what the next Residence Fees payment is or need confirmation of your address.

The University is not able to disclose any personal information about students to any third party without having received permission in writing from the student. You can do this by emailing housing@winchester.ac.uk and clearly stating the contact details for those who may contact us.

We would encourage you to share this information with anyone who may contact us on your behalf.

Community relations – SSHH

Silent Students Happy Homes. This is a campaign promoted by the Student Union and the University to encourage you to have fun but also to be aware of the noise you are making.

Please be aware of the level of noise that you create in your house and when walking home from a night out.

Pause for thought next time you are wandering the streets after drinking, turning the music up on your stereo or inviting your mates round for a few.

Try introducing yourselves to your neighbours and telling them if you are going to have a lot of friends round, try moving your stereo and TV away from adjacent walls and keep your voices down when coming home late. It is your responsibility to be considerate of your neighbours and remember that their way of living may be very different to yours.

If you do not act responsibly and respond to any complaints, Environmental Health can be called and you may receive a large fine or have equipment seized or face eviction.

If you are having problems with your neighbours, be they students or non-students, please do get in touch with us and we will help you.

Hopefully you'll receive a visit from the Council within the first few weeks of term; they try to visit as many student properties as possible to promote positive community relations as well as the support and services available to all residents in Winchester.

Where will we live next year?

Once you have settled into your room and made your friendship groups you will probably want to start thinking about where you are going to live for the next academic year.

Student Housing Services can offer you help and advice on this.

House hunting can seem like a daunting process. The Off Campus Team holds an advice day before Christmas to ensure you are equipped with the right information and tools to make an informed decision. Local landlords and other representatives will be on hand to advise you about house hunting. It is advised that you pop along and speak to an advisor to discuss all of your options.

Student Housing start advertising local landlord properties and university managed houses in January.

Dates for these events will be advertised on the Intranet, on Social Networking sites and in houses.

Staying in the same property.

In November/December, Student Housing will send an email to all residents asking them to let us know if they are interested in staying in the same house for another year. This isn't guaranteed and we usually let residents know if it is a possibility in early January. If you haven't received an 'expression of interest' email from us by the start of semester 2, do get in contact.

If we don't hear from you, we will assume that you will be seeking alternative accommodation.

Finding another property.

Student Housing open their online accommodation listings of University Managed and private landlord properties in January on a site called 'Studentpad'. The majority of properties are advertised this month but the website is accessible throughout the year and some landlords choose to add their property on later meaning properties continue to be added throughout the Spring and Summer.

The web address for Studentpad is:  www.winchesterstudentpad.co.uk

The date adverts go live will be advertised on the Intranet, on Social Networking sites and in properties.

University Student/Landlord Forum

All properties advertised through Studentpad are part of the Student Landlord Forum. There are currently nearly 150 properties registered on our Student Landlord Forum. These properties are owned by private landlords who agree to certain requirements before we advertise their properties for them:

- Their accommodation will meet Winchester Shared Housing Accreditation Scheme standards
- They will use fair and legal contracts
- They will allow Student Housing to act as an 'honest broker' in any landlord/tenant disputes

The Winchester Council Shared Housing Accreditation Scheme was set up to raise and maintain the standard of student accommodation in Winchester. The scheme takes into consideration gas and electrical safety, security, fire safety provision, furniture and furnishings, energy efficiency, amenities and facilities, property condition and landlord management.

Further information can be found here: <http://www.winchester.gov.uk/housing/private-housing/winchester-shared-housing-accreditation-scheme>

Other ways to search for accommodation.**Students advertising/looking for rooms.**

The University provides access to three online places to advertise a room/look for a room.

- Housemates section on the Intranet
- www.winchesterstudentpad.co.uk Messageboard
- 'Winchester student2student Noticeboard' on Facebook

We also have a noticeboard in the foyer of St Swithuns Lodge.

Students can also access externally run websites, for more information on these please visit the Housing Office.

Local letting agencies

Some students find properties through local letting agencies. If you choose this route there will be administration fees to pay when you complete an application, which are usually non-refundable if you end up not taking the property. Make sure you understand what fees are payable and when.

If there is anything you are not sure about, come and chat to a Student Housing Advisor. You should ask if the property has been Accredited by the City Council and if not, asked to be ensured of the same standards that are covered in Accreditation.

A good letting agency should be signed up to a regulatory body, for example ARLA, so make sure you ask if they are before proceeding.

Remember, once you have signed a tenancy agreement, it is unlikely you will be released from the agreement unless you can find a replacement to take over your contract.

Student Housing has lots of helpful guides which are available on the Intranet and from our office in St Swithuns Lodge. These include guides to contracts, deposits, housing jargon and a handy house hunting check list.

You can also utilise the vast information provided on these external sites:

www.citizensadvice.org.uk

england.shelter.org.uk

www.gov.uk

www.nus.org.uk/en/advice/housing-advice

Moving out of accommodation at the end of the year.

What to do

Cleaning

- Towards the end of the tenancy you will receive a list detailing the state the house is expected to be left in. All areas of your house should be cleaned thoroughly.
- All residents are responsible for the communal areas at the end of your Licence Agreement period.
- If you choose to leave early and rely on those left to leave your communal area tidy, you do so at your own risk.
- We would recommend you take photos of the property the day you leave and email us with any concerns you have.

Keys

- All keys must be returned to the Housing Office in St Swithuns Lodge or to Main Reception on the King Alfred Quarter and signed in.
- Please ensure that you clearly mark your key with your name, it would be better to return it in a clearly marked envelope.
- Out of hours please call the Site Stewards on 01962 827666 and return your key to them.
- Failure to return your keys may result in a charge for non-return and possible lock change charges.
- If you do forget to hand your key in, then you must send it back to the University in a secure jiffy bag and by recorded post to:

**Student Housing Services
University of Winchester
Winchester SO22 4NR**

Don't forget to indicate who is sending it (but NOT which property it is for!)

Post

Please make sure that you have your post re-directed at the end of the licence period. You may need to get this set-up a month or so before you leave. This can be done at www.royalmail.co.uk. The housing office IS NOT able to forward mail to previous residents once they have moved out.

Charges

If the property is not left in an acceptable condition, residents may be charged. This could be for uncleanliness, excess rubbish removal and damage repairs. Please note, failure to report a maintenance issue which has resulted in damage will be re-chargeable to residents. An example of this would be a dripping tap which is left and requires a replacement tap instead of a replacement washer.





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