



The
University
Of
Sheffield.

Accommodation &
Campus
Services.

Accommodation: Your Essential Guide 2010/11

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INTRODUCTION



Congratulations on being offered a place in University accommodation. We would like to take this opportunity to welcome you to your new home and wish you success in your course of study.

This booklet is for students who have the University as their Landlord. It contains all the information you need before and after entering into your Residence Contract. You'll also need it for reference after you've moved into your room, so please keep it safe.



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A LEGAL RELATIONSHIP

- Ø A Legal Relationship
- Ø University Regulations
- Ø Understanding Your Residence Contract
 - When does the Residence Contract become binding?
 - Confirmation of Receipt of Residence Contract
 - What facilities and services are provided by the University?
 - Change in allocated rooms
 - What type of tenancy do you have?
 - Ending your Residence Contract

A LEGAL RELATIONSHIP

To live in University accommodation, you are required to enter into a Residence Contract with the University before you take up occupation.

The Residence Contract creates a legally binding relationship between the University and each student tenant, and the obligations in the Residence Contract are legally enforceable.

The University aims to be a responsible Landlord providing safe, affordable accommodation to its students. However, it is essential that the University is able to seek redress in the courts where students behave in a way which is dangerous or disruptive to others, where they fail to pay their rent, or for damage caused.

UNIVERSITY REGULATIONS

The University's student tenants are also bound by the University's Regulations as to the Discipline of Students in the University Calendar. Visit www.shef.ac.uk/govern/calendar/discipline or request a copy from Accommodation and Campus Services by emailing: accommodationoffice@sheffield.ac.uk. These regulations apply to all University students, not just student tenants, but Regulations 22-24 deal solely with the residences. A breach of the Regulations as to the Discipline of Students may, depending on how serious it is, be regarded as a breach of the Residence Contract, which could result in it being terminated (see page 25 for further information).

UNDERSTANDING YOUR RESIDENCE CONTRACT

By entering into the Residence Contract, you are entering into a separate legal relationship with the University and this guide is to make sure you understand what that means. International students should be aware that the Residence Contract is made under English law, and that may be different from the law which applies in your own country. Take advice if you feel you need it and read the Contract in detail before signing.

Accommodation for single students is organised in corridors, cluster flats/apartments or shared houses, although each student has their own Residence Contract. Family accommodation is organised in self-contained flats/apartments or houses.

When does the Residence Contract become binding?

Residence Contracts are available either on the web or by post. You will be sent an email (unless a request is made to send a copy out by post) when your accommodation is offered. Details of your offer are available on our website and your offer email/letter will explain how to access these. If you do not have access to a computer you will be able to obtain a paper copy, but please be aware this will lengthen the process.

THE CONTRACT becomes binding only when you have paid the deposit and notified the University of a payment method for the remainder of the residence charge and

EITHER:

Online contract

You have accepted the terms and conditions by clicking 'OK' on the Residence Contract screen and a confirmatory email has been sent to you by the University.

OR

Paper contract

You have accepted the terms and conditions by signing the contract and the contract has been signed and dated by the University.

You will be sent an offer email or letter with a closing date by which to reply. Instructions on how to pay the deposit and set up a payment plan will be issued with your offer email or letter. If the Residence Contract is not accepted by the closing date; the deposit is unpaid; and no payment plan is set up by the closing date then the accommodation will be offered to another applicant.

If you have not met a member of the University's accommodation staff before the contract becomes binding, the University is required by law to give you a period of 7 working days in which to cancel, starting on the day after your booking has been confirmed. You are able to cancel the contract during this time by sending **written** notice to Accommodation and Campus Services by post, fax, or email at cancellations@sheffield.ac.uk. You should keep a copy of any notice you send. Cancellations by telephone or in person are not accepted unless confirmed in writing on the same day. The right to cancel does not apply after the date you are due to take up occupation. The deposit is non refundable unless you cancel within 7 working days.

If you have collected the keys and moved in during this 7 day period there is **NO** cooling off period.

Confirmation of Receipt of Residence Contract

If you have provided us with an email address, you will automatically receive confirmation that your Residence Contract has been received.

If you do not have an email address, you should enclose a stamped, self-addressed postcard when returning the Residence Contract. On receipt of your Residence Contract, the postcard will be stamped 'University of Sheffield Accommodation Reserved' and returned. Please note if you are living overseas you will need to send a fax to: +44 (0) 114 222 8919.

What facilities and services are provided by the University?

You will be allocated a study bedroom (either standard, en-suite, deluxe or studio) within a cluster flat/apartment or shared house or catered accommodation) and the room number will be issued in advance. The Residence Contract contains rights for students to use the shared parts of the flat, apartment or house.

The Residence Contract contains rights for students in catered accommodation to use the shared kitchenettes, bathrooms and social areas. If you are in catered accommodation you will be issued with an eatwithUS card to use in eatwithUS outlets and will receive a 10% discount off all food and drink in The Edge Dining room and International Food Court.

The University will add a £40 weekly allowance to your eatwithUS card. If you would like more to spend each week, you can upgrade the card by £10 per week, giving you a total of £50 per

week to spend on food and non alcoholic drinks. You must spend each week's allowance within the 7 day period otherwise the unspent balance is lost.

Meals are not included in the rent between Letting Periods. More information about the eatwithUS card can be found on our website at www.withus.com/eatwithus

Your room type i.e. family accommodation, en-suite or shared accommodation, will be stated on your Residence Contract.

In all cases, the accommodation is furnished. A typical inventory is available on the ACS website at www.shef.ac.uk/accommodation. You will be given an inventory for your accommodation when you collect your keys. There are slight variations in some of the properties, but all properties will have the furniture and equipment shown on the inventory as a minimum. An inventory of the shared areas is issued with the keys. A list of things you should/should not bring can be found on the website above.

Students are not permitted to bring additional items of furniture/ curtains or alter any of the décor in the accommodation.

In all student accommodation, charges for electricity, gas and water, are included in the rent. In the majority of accommodation, the heating controls are pre-set by Accommodation and Campus Services to give 2 or 3 heating periods per 24 hours, depending on the time of year. In some accommodation residents may boost the heating with the booster switch at any time day or night. Accommodation and Campus Services monitor the usage of utility bills and if required they may levy an extra charge if heat, light and power are used in excess.

Student Communities

All residents will automatically become a member of one of the Student Communities affiliated to your accommodation when you take up residence. Your Community provides a range of activities events for you to get involved in. Students living in University accommodation help to organise these events. You can volunteer to be part of your Community Development Committee or one of the sub-committees. Areas covered by the committees include entertainments, sports, activities, charities, ethical/environmental, volunteering and media. A £40 contribution will be payable with your first instalment of rent if you live in The Ranmoor and Endcliffe Villages and a £30 contribution if you live in City & Central Campus accommodation. For more information, visit www.shef.ac.uk/union/activities-and-sport/communities.

Resident Support Team

Each community has a designated team of Residential Mentors who live in the residences. This support team provides help, advice and information on all aspects of University life. They are also there to make sure the basic rules are respected so everyone can enjoy a pleasant atmosphere.

Insurance

The University works with Endsleigh Insurance to provide a mandatory block insurance policy to cover your personal belongings as part of all University Residence Contracts. See page 15 for further details.

Travel and Car Parking

All University owned/Partnership accommodation is well served by public transport to the city centre and the main teaching campus, and the vast majority of students walk from the accommodation to lectures in 15-20 minutes depending on location. Most accommodation has a good cycle store nearby and there is plenty of provision for cycles on main campus too.

Parking at University Accommodation

There is no student parking on the city sites and limited student parking in The Endcliffe Village, except for blue badge holders. Blue badge holders living in The Endcliffe Village, Ranmoor Village and Broad Lane Court can apply for a resident's parking permit online when you have registered on your course and have your Ucard number.

www.shef.ac.uk/cics/roomandparking/apply.html

Blue badge holders for Opal 2 must apply direct to your Customer Services/Reception.

There are a limited number of car parking spaces on the Endcliffe Village at Carrysbrook Court, Crescent Flats, Crewe Flats and Endcliffe Vale Flats and Ranmoor Village– you may apply for a Residents Parking Permit (Category R) online at the above website once you have registered on your course and have a Ucard number. Permits are issued on a first come, first served basis and holders will be able to park subject to spaces being available on the sites above.

Parking on campus

The main campus is well served by public transport and within easy walking distance of University accommodation. Car parking is very difficult around all parts of the University and for this reason parking permit schemes are in operation.

Students living in University accommodation will not be successful in obtaining a parking permit for other University owned sites unless there are special circumstances, for example if you have a blue badge.

The University Campus Parking Scheme is operated by Room and Parking Services, Octagon Centre, Sheffield, S10 2TQ (tel. 0114 222 9060).

Residents and their visitors must comply with all parking regulations.

Cycle Storage

Cycle storage is provided in some accommodation mainly in The Endcliffe and Ranmoor Villages. The procedure for obtaining a key to use the facilities is available on the website at www.shef.ac.uk/accommodation

Please note cycles must not be taken into residences for health and safety reasons and owners are responsible for the security and insurance of cycles. It is recommended that particularly expensive cycles are not brought to the University.

IT Facilities

There are computer data access facilities and internet within all study bedrooms in single accommodation and in communal rooms in some family accommodation.

Some accommodation is fitted with a computer data point which is a box on the wall next to the desk and others are provided with a wireless data adaptor, particularly in smaller buildings.

Internet connection is included in your rent, expect at Opal 2:

Name of Accommodation	Cost per 42 weeks	Connection Information
Opal 2	£160-£480 (depending on the package you choose)	Contact Opal Customer Services/Reception upon arrival

If you do not own a computer IT facilities and access are available on the Endcliffe Village as detailed on our web pages at www.shef.ac.uk/accommodation

Televisions

Televisions are not provided within University accommodation. If you bring a television to your study bedroom you will be required to purchase an individual licence in accordance with the television licensing regulations. If one person purchases a TV licence to cover the television in their study bedroom this will also cover any television brought into their communal living space. The cost for a TV licence is around £142.50 (2010 charge). For more details visit www.tvlicensing.co.uk

We also offer digital TV and telephone via a broadband connection in most of The Endcliffe and Ranmoor Village accommodation. Please note that you will need a TV licence if you use a computer to watch or record TV programmes.

Residents of family self-catering accommodation are also required to purchase a TV licence.

As a student, you may be entitled to a TV licence refund if you do not occupy the accommodation for the July, August and September period.

Members of Television Licensing staff carry out regular checks on the residences to ensure licences have been purchased. For more information please call them on 0870 241 7028.

Telephones

Residents in most accommodation in The Endcliffe and Ranmoor Villages may make telephone calls using their computer over the internet (internet telephony). This is free of charge between registered users but a small charge will apply to contact other networks.

Change in allocated rooms

The University reserves the right to move you to alternative University owned/Partnership accommodation, but only where it is reasonable to do so. This may be in circumstances where, for example, there has been a fire, or where a student or group of students is behaving disruptively. Unless the reason for the relocation is because of your own behaviour, the University will try to offer accommodation of a similar standard and in a similar location.

Where the new accommodation is less expensive, only the reduced rent is payable. If the new accommodation is more expensive, rent will be charged at the old rate.

If the reason for moving you is neither your failure to comply with the terms of the Residence Contract nor at your request, then as an alternative to relocating you may terminate your contract and the University will refund the deposit or the balance if any deductions are due to be made and a fair proportion of any pre-paid rent. If the reason for moving you is your failure to comply with the terms of the Residence Contract or at your request, the University will charge an administration and cleaning fee of £35 for single or family accommodation and will not pay any travel or removal expenses.

What type of tenancy do you have?

The tenancy is an exempt student tenancy under paragraph 8 of Schedule 1 of the Housing Act 1988. This means that the University is exempt from many of the rules which apply to Landlords in the private rented sector. An exempt student tenancy automatically expires at the end of the Period of Residence (and can be terminated earlier under clause 4 of the standard Residence Contract) and you have no contractual entitlement to remain in the accommodation after that date. Students occupying family properties also have an exempt student tenancy. Contracts are for a whole year and are usually renewable annually until you complete your studies. You cannot be forcibly evicted from your accommodation unless the University has a court order authorising this.

Ending the Residence Contract (clause 4)

The Residence Contract will terminate automatically on the end date specified in the agreement. Neither the University nor you need to serve notice to quit.

If you are in serious or persistent breach of the obligations set out in the Residence Contract, the University may serve notice to quit. The University is also entitled to serve notice to quit on any tenant who does not have status as a registered student of the University or if the health or behaviour of the tenant constitutes a serious risk to him/herself or others or a risk to property.

The University is a responsible Landlord and will take all reasonable steps to accommodate people with disabilities. It is essential that you complete the section on the application form so that appropriate accommodation can be allocated. However, if for example you contract a serious infectious disease, or suffer behavioural problems, and other students are put at risk as a result, the University may (after taking into account all the circumstances) have to request that you leave, either temporarily or permanently.

The Residence Contract is legally binding for the full period (please see Clause 4.3 of the Residence Contract). Accommodation and Campus Services will assume that you are in residence unless you notify Accommodation and Campus Services, The Endcliffe Village, The Edge, 34 Endcliffe Crescent, Sheffield, S10 3ED in writing that you are leaving (or have left). Vacating the accommodation and returning the keys to your Customer Service Reception **does not** release you from your financial obligations. Your obligations under the Residence Contract continue until it expires, unless the University terminates your Residence Contract or gives you a formal release from it.

If you wish to vacate the accommodation before the end of the contract you may:

- 1) Transfer to alternative University accommodation, subject to availability, by signing a new University Residence Contract. An administrative charge of £35 will be charged. Transfer application forms are available from Customer Services at The Edge, The Ridge

or from the Accommodation Office. If your application is successful, you will be released from your existing Residence Contract when you sign the new one. Transfers are not considered for the first 4 weeks of your contract, as this is a time for settling in and getting used to living with others.

- 2) Find a replacement student to take over the room. Please see Clause 4.3 of the Residence Contract and the University's Termination Policy (visit www.shef.ac.uk/accommodation) for further details. If you do find a replacement student then you should bring this person to the Accommodation Office to ensure that they are an acceptable replacement. When the Accommodation Office agrees with you that the replacement is acceptable, and the replacement signs a Residence Contract, you will be released from your Residence Contract. You **cannot** have a replacement that is already in University owned or managed accommodation.
- 3) Apply to the Contract Review Panel for release from your Residence Contract. You may only apply if you **withdraw from the University** in the following exceptional circumstances.
 - Disability – Unable to continue course of study due to disability reasons.
 - Financial – Unable to continue course of study due to financial reasons.

If you wish to be released from your Residence Contract by the Contract Review Panel, please submit your application in writing together with a copy of your authorised Change of Status form and a supporting Medical Certificate to the Contract Review Panel, Accommodation and Campus Services, The Endcliffe Village, The Edge, 34 Endcliffe Crescent, Sheffield, S10 3ED. A Change of Status form can be obtained from Student Services Information Desk or downloaded at www.shef.ac.uk/ssid/record/status.html

The Contract Review Panel will consider cases within 15 working days of receiving the application and you will be notified of the conditions of release in writing. The Contract Review Panel will not meet during the first 3 weeks of term or the Christmas or Easter vacations. The Contract Review Panel is not under any obligation to give detailed reasons for its decisions. The Contract Review Panel will only consider cases for the current academic year for those students **withdrawing** from the University.

When you signed a University Residence Contract or accepted it online you agreed to pay for the accommodation for the whole year and there is no legal obligation for you to be released before the end of the Residence Contract if this will cause loss to the University.

If you are released from your Residence Contract by the Contract Review Panel, a fair proportion of any pre-payment or deposit will be refunded. In other cases, refunds will only be given for the period after a satisfactory replacement occupier has taken your place. You should be aware that where the accommodation is damaged or where the University has incurred costs as a result of your conduct, a fair proportion of pre-payments and deposit may be nothing.

Vacating accommodation – mid session (Clause 4.3)

If you withdraw or take leave of absence from the University you are requested to return your keys/swipe card/ID card, in an envelope, clearly marked with your name and address, to Customer Services.

Your room must be left clean, tidy and free of rubbish and damage.

Please note: **RECEIPT OF KEYS BY STAFF DOES NOT IMPLY RELEASE FROM CONTRACT.**



RESIDENCE CHARGES

- Ø Deposit
- Ø Rent
- Ø Late payment charge
- Ø 'One-off' Charges
- Ø Additional Charges
- Ø Insurance
- Ø Communities Contribution

RESIDENCE CHARGES

Deposit (sometimes called a Bond) (first page and clauses 1.2, 2.3, 3.11 and 4.3, of single and first page and clauses 1.2, 2.3, 3.12 and 4.3 of family accommodation contract) and payment for damage

You (except those returning for a subsequent year) are required to pay a £150 accommodation deposit (£300 in family accommodation) preferably online, in order to accept the student contract.

After the tenancy commencement date, the accommodation deposit is then held as the damage deposit for the duration of the Residence Contract.

The deposit can be used by the University to cover its losses in the event of you failing to perform the obligations in the Residence Contract. If your failure causes losses in excess of the deposit, the University can claim the balance from you. Deposits are carried forward from one year to the next if you book for a subsequent year or are in family accommodation.

In the shared areas of student accommodation (i.e. kitchens, corridors, stairwells etc,) damage may be caused anonymously. In these circumstances, the University is entitled to charge each student for a fair proportion of the costs. The University will exercise its reasonable discretion in deciding whether to share the charges among the occupants of a flat/apartment/house, or all the occupants of a particular block or on a particular corridor or any other key/card access holders. You will be contacted via your University email or post each time a charge is due to be made (communal or individual).

Where damage is caused anonymously and the University divides the charges between students, any student who has grounds for objecting to the charge may make representations in writing within 7 days of notification of the charge. This can be either to the reply address included in the charge email or letter or to Accommodation and Campus Services, The Edge, The Endcliffe Village, 34 Endcliffe Crescent, Sheffield, S10 3ED. Representations will be fairly and impartially considered. If Accommodation and Campus Services is satisfied that you could not have been responsible for the damage, they will discharge you from the liability to pay. This may mean that other students have to pay an increased share of the costs.

Where accommodation has to be cleaned or decorated before it is fit to re-let, as a result of dirtiness or damage by students, the out-going tenant is charged for the cost of cleaning, decoration and repair necessary to make the accommodation fit to re-let. Hiring cleaners is relatively expensive compared to keeping the accommodation clean yourself.

Items which need replacing as a result of fair wear and tear and decoration which is necessary as part of on-going maintenance, are not charged to students.

The University may bill you instead of making a deduction from the deposit. This will happen in all cases where individual liability is ascertained.

No interest is payable on the deposit, because the interest is used to pay for the costs of collecting, banking and refunding the deposits. Deposits (or the balance after any deductions) will be returned to you as soon as possible after termination of your Residence contract, unless you have booked accommodation for a subsequent year. There are large numbers of

deposits to return, so this may take a while, but the University will not deliberately delay the return of deposits.

The University will confirm via email the timeline for end of contract refunds in June of each year. Statements confirming the deductions will be sent out just before refunds are processed, and at key dates during your contract period. You will be notified of these dates in the first term.

Rent (first page of Residence Contract and clauses 1.1, 4.1, 4.3 of single and clauses 1.1, 4.2a and 4.3 of family accommodation)

Rent is payable to the University and it can be paid in a number of ways. The preferred method of payment is online by direct debit or credit/debit card. If you are not able to pay online please contact the Finance Department (telephone 0114 222 4868) or email: residencefees@sheffield.ac.uk to establish an alternative method of payment. Single occupants are **required** to make payment before the first Payment Date of Friday 1 October 2010. Please note you will be required to notify the University of your payment method when you accept your accommodation.

Late Payment Charge

It is important to make prompt payment. The University will add a late payment fee of £35 to each Letting Period's rent which is not paid on or before the due date. The University will make an administration charge of £10 each time it has to send a reminder letter. If the University has to sue for non-payment, the solicitor's fees and the court's fees will be added to the debt claimed from you.

If paying your rent becomes a problem, it is essential that you contact the University's Finance Department as soon as possible. The problem will only become worse if you ignore it.

'One-Off' Charges

Your first period of rent will also include the following one off charges:-

- £40 Student Communities charge (Endcliffe and Ranmoor) £30 (City & Central campus)- all single accommodation (see page 5)
- £8.00 Insurance (see page 15)

In all accommodation there is also an **optional** rent appeal charitable donation of £6.00 per contract period. This is collected on behalf of the Students' Union and donated to a homeless charity. Further information regarding this is provided on arrival.

It is your responsibility to make sure that you will have the money to pay your rent **throughout** the period of your Residence Contract.

Please note that Opal 2 and some street/family property residents are responsible for paying for their internet connection (please see the information table on page 7). Please note that in **all** accommodation, gas, water and electricity are included in the rent.

You should plan for your responsibilities and make sure that you will be able to pay your bills.

Additional Charges (clauses 1.9 and 1.10 catered single, clauses 1.10 and 1.11 self catered single and family)

The University's policy is to recover the cost of damage from those responsible, and any related administration. This ensures that the rent is properly channelled into maintaining and improving the residences and not used to subsidise the unacceptable behaviour of a minority of students.

The law allows the University to claim compensation for breach of contract. The compensation claimed will be the sum which would put the University back in the same position as if the breach of contract had not occurred. This includes the University's proper and reasonable costs incurred in administration.

Accidents do happen, and the University encourages you to report all damage promptly, to avoid the administration costs of making enquiries. The University has the discretion to waive administration charges in appropriate cases where students have been cooperative. The University may also waive administration charges relating to late payment of rent, but only where you have made contact with the Finance Department or Accommodation and Campus Services to discuss your problem.

Administration Fees/Charges

£10 Each enquiry letter, demand for damages payment, or reminder for rent arrears.

£35 Where damage has been caused in single accommodation anonymously, and the University makes a collective damage charge, this is shared between the students.

£25 Terminating a Residence Contract early in single accommodation where the outgoing student finds a replacement

£50 Terminating a Residence Contract early in family accommodation

£50 All other residents terminating their accommodation early/released by the Contract Review Panel is £50. Please see the Termination Policy at www.shef.ac.uk/accommodation

If you are relocated either at your request or because of your behaviour, the administration charge is £35 in single or family accommodation. There is no administration charge when the University requests the relocation, if you are not in breach of your Residence Contract.

Lost keys and swipe cards are chargeable. The charge for replacing these is £10 per swipe card and £20 per key, refundable if the original is returned within 24 hours of the replacement set being issued. In all cases you will be asked to pay at the time of issue.

The University may pass on the full charge for a wasted repair call-out, for example responding to a report that the heating is not working, when you had simply forgotten to turn the thermostat up.

Other examples of charges are as follows:

Storing an impounded bicycle	£20
Refilling a maliciously discharged fire extinguisher	£50 minimum
Malicious interference with other fire precaution or safety equipment	£50 minimum
Attending to fire alarms triggered due to negligence	£25 minimum
Re-instating gas supply after malicious activation of gas shut off valve	£50
Reconnecting a disconnected fire door closer	£50 minimum
Attending to heat or smoke detectors which have been tampered with or removed	£50 minimum
Re-glazing fire door	£80 minimum
Excess cleaning	£30 minimum
Removal of street furniture from accommodation	£20 minimum
Call out charge for lift shut down if the door is wedged open	£120 minimum
Liable for the first £50 of any damage caused to University property as a result of an accidental fire.	£50
Removal of rubbish at the end of tenancy	£5.00 per bag
Breaking the smoking ban	£25 *
Poster damage to walls	£40 minimum

The above list is not exhaustive. The charges are an indication and in some cases may be high.

Note that the fire service may charge for malicious or other false call-outs at approximately £500 per fire engine and these charges will be passed on to the person(s) responsible wherever possible. It is also a criminal offence to interfere with fire safety equipment or cause a false fire alarm and those responsible will be dealt with accordingly.

Insurance (page 2 of contract – clause 2.1b catered single, clause 2.1e self catered single)

In all student accommodation, buildings (but not contents) insurance is included in the rent. The University will not accept liability for the loss of, or damage to any of the student residents' property however caused, unless it is caused by the negligence or default of the University or its staff.

Please note that by accepting your Residence Contract you will be charged a premium of only £8.00 (inclusive of Insurance Premium Tax and University of Sheffield administrative fee), which will be added to your first instalment of rent. If you are living in family accommodation then this is charged at £8.00 per adult in the household.

Your personal belongings will be covered up to a value of £4,000 in total (including computer equipment), and is valid for loss or damage by theft, fire, flood and vandalism. Mobile phones are covered up to a value of £300 (conditions apply.) Accidental loss or damage is not covered in the basic policy and any student who wishes to insure against this will have to take out top-up cover. You will benefit from normal cover during Christmas and Easter vacations providing that you leave your room locked.

The first £25 of each claim (£50 for portable computer equipment) is payable by you.

High value items are subject to limited cover, for example portable computer equipment (£2,000), audio equipment, TV, DVD's, MP3 players, photographic equipment (£1,000) and jewellery (£600). Cover for CD's and DVD's is limited to £600. Bicycles are not covered in the basic policy, although many other items are. Top-up cover is available and the policy can be extended to suit individual requirements.

It is recommended that you visit the Endsleigh Insurance web pages to review your cover at: www.endsleigh.co.uk/reviewcover

Communities Contribution

All residents living in single accommodation pay a contribution of £40 in The Endcliffe and Ranmoor Villages a £30 contribution in City Campus residences with your first instalment of rent. This money goes towards the activities and support services provided by the student representatives – see page 5 for more information.



OUR RESPONSIBILITIES

- Ø Cleaning
- Ø Maintenance and Repairs
- Ø Privacy

OUR RESPONSIBILITIES

Cleaning

Type of Accommodation	Cleaning Frequency	Details
Catered accommodation	Shared areas (outside each study bedroom) but not study bedrooms approximately twice a week (usually the same days each week)	Cleaning of shared areas does not include cleaning of kitchenette equipment, washing-up or tidying the kitchenette. Kitchenettes or bathrooms which students leave in a mess will either not be cleaned at all, or an additional charge equal to the cost of additional cleaning will be levied. All recycling to be carried out by students.
University self-catering complexes (except Opal 2)	Shared areas (outside each study bedroom) but not study bedrooms, approximately once a fortnight	All recycling to be carried out by students.
Family, Houses and On-street properties	No University cleaning provision and students are responsible for all the cleaning at the property.	All recycling to be carried out by students.
Partnership Accommodation (Opal 2)	Cleaning service provided in Landlord areas only (i.e. up to the flat door).	

- You are responsible for:
 - Emptying your internal refuse bins. Details regarding recycling facilities will be available in your accommodation on arrival
 - Keeping the accommodation clean on a day-to-day basis, including shared kitchen and bathrooms
- Please refer to the following table regarding when inspections of all rooms are to be carried out.

Accommodation	Inspections	When will inspection take place?
All single University accommodation	3 times a year	Prior notice will be given
Opal 2	3 times a year	Prior notice will be given
Family properties	As required	By prior notice and at change of tenancy

3. Where a cleaning service is provided, the cleaners' responsibilities are:
- Kitchens in self-catering accommodation – strip and clean hob and oven, wipe down work surfaces, table and kitchen units, wipe fridge surface, mop floor
 - Bathrooms, showers and toilets – clean all sanitary fittings, wipe mirrors, and mop floors. Clean and sanitise toilet in standard facilities.
 - Stairs and hallways – vacuum carpets, mop vinyl floors, wipe down banister rails, skirting boards, fire extinguishers and internal glass doors
 - Damage – report any damage or missing items to the Housekeeping Team Leader

Where cleaning is included as part of the Residence Contract, access must be given to cleaning staff. Where the accommodation is not, in the reasonable opinion of the cleaning staff, in a fit state to be cleaned, they may decline to clean it and will report such cases to Accommodation and Campus Services. Accommodation and Campus Services may require you to put the accommodation into a tidy condition to enable the cleaners to carry out their duties, or arrange for a special deep clean and charge the cost to you.

Cleaning staff will not:

- Remove rubbish from the accommodation. You must place your rubbish in the external bins provided. Residents of street properties must place these at the kerb-side for emptying on collection days, and return after emptying
- Clean pots, pans or other personal items
- Launder or change bed linen or make beds
- Remove street furniture

A cleaning service is **not** provided in family accommodation except at change of tenancy.

Maintenance and Repairs (clause 1.8 catered, clause 1.9 self catered)

The University is responsible for repair and maintenance of the accommodation (but will charge you for the cost if you caused the need for repair). The University can only repair faults once it becomes aware to them, and it is important that you report these as soon as possible after you become aware of any problem.

How to report a fault at Opal 2:

Residents of Opal should report repairs to the Customer Services at Opal 2.

How to report a fault in University accommodation:

Faults and /or maintenance requirements (including damaged caused by you or those in your accommodation) can be reported via any of the following methods:

Online: www.shef.ac.uk/accommodation/maintenanceform.html

Telephone: 0114 222 4488

Email: acs-helpdesk@sheffield.ac.uk

Alternatively you can report faults to ACS Customer Services.

When reporting a fault, please ensure you provide the following detail:

- Full details of the nature of the fault
- Location of the fault (including block, flat and room number if applicable)
- Your name, plus your email address and telephone number

Providing this information will ensure that repairs can be responded to more quickly and accurately. For example, to mend a "broken window" the University may send round a glazier, but if it is in fact the window just won't open, it might be more appropriate to send a joiner. This information will also enable the maintenance team to contact you should there be any issues.

EMERGENCY repairs can be reported **out of office hours**. Details of reporting procedures will be provided on arrival. Emergency repairs are repairs which are necessary immediately in order to avoid a danger to personal safety or to avoid serious damage to the accommodation or your belongings. If a repair is not an emergency, it should be reported between the hours of 08.00 and 17.00 where possible.

PRIORITY 1 (EMERGENCY) The University will endeavour to make safe as soon as possible and restore or provide temporary solutions within **4 hours** of notification. Priority 1 includes all repairs endangering safety, health or security or where there is immediate risk to the structure of the building. For example, gas leaks, major electrical faults, water leaks and fire.

PRIORITY 2 (URGENT) The University will endeavour to repair or rectify within **24 hours** of notification. Failures or want of repair where it is likely to seriously affect occupation but does not constitute a danger. For example, complete breakdowns of heating, hot water systems and major cooker faults.

PRIORITY 3 (NORMAL) The University will endeavour to repair or rectify within **5 working days** of notification. Priority 3 includes failures or want of repairs that affect amenities that do not seriously affect occupation or operational effectiveness. For example faulty toasters and dripping taps.

PRIORITY 4 (NON-URGENT) The University will endeavour to repair or rectify within **2 weeks** of notification. Priority 4 includes all repairs not listed above. For example, plaster work, replacement of window sash cords etc.

Breakages of **glass** must be reported immediately to Customer Services. If in University property, you may be charged for repair unless the glass is a window and has been broken from the outside and you have submitted a police crime reference number to Customer Services.

When you report a repair, the University will attend to this within a reasonable timescale (see above regarding response times), but cannot give advance notice of when repairs will be carried out. University representatives/contractors will carry identification and/or documentary evidence of the need for any repair and you are entitled to see this upon request.

You should contact Customer Services if the repairs have not been carried out by the specified time, quoting the job reference number where possible.

If you report a repair or maintenance issue – the University representative must ring or knock to check whether anyone is at the accommodation; if everyone is out, they will use a

master key to gain access. If this does not occur please contact Customer Services as soon as possible.

For health and safety reasons, if you are in when the University representative calls, you may be required to wait outside your room whilst any repair is being carried out.

If a repair or maintenance issue is identified by a University representative – if the repair is likely to cause a disruption, you will be given a minimum of 24 hours notice as to when the work will be carried out. If you are not in when the representative calls then access will be gained by use of a master key, after ringing or knocking twice to check whether anyone is in the accommodation.

Failure to allow reasonable access is a breach of your Residence Contract and the University may pass on to you the charges which it occurs for wasted contractor call-outs.

If any emergency repair or maintenance issue is identified by a University representative - this will be attended to immediately and the University reserves the right not to provide notice of this, although every effort will be made to do so. Please see Clause 1.5 (catered) and 1.6 (self catered) of your Residence Contract. The University representative must ring or knock twice to check whether anyone is in the accommodation, if everyone is out they will use a master key to gain access.

A Code of Conduct for Contractors can be found on our website at www.shef.ac.uk/accommodation

Fire damage must be reported to Customer Services within 24 hours of the fire.

If damage to the residence is caused by intruders, you should also report the incident to on-site staff, where applicable and the Police as soon as practicable. You should provide the Police incident report number to the University within 7 days. Where the Police provide a crime reference report confirming the probability of the damage having been caused by an intruder, you are not required to pay for the damage.

Privacy (clause 1.5 catered & 1.6 self catered)

The University is entitled, after giving 24 hours notice (except for routine cleaning, reported repairs or emergencies, medical/welfare, criminal/anti-social activity, when no notice is given), to enter the accommodation for the purpose of inspection, cleaning, maintenance or non-reported repair. The University recognises that the accommodation is your home, and will not unnecessarily interfere with your privacy, but it must have access to carry out safety checks, investigate complaints, test alarms and so forth. You should expect cleaning inspections during the contract period and if necessary photo's will be taken of your accommodation (see page 18 for frequency). Where you do not comply with your obligations, inspections will be more frequent until compliance is achieved.

Requests may be made from time to time to show prospective or returning students around University accommodation, to give an idea of the type of facilities provided. This is very much appreciated and Accommodation and Campus Services will, of course, contact you beforehand to check that a visit is convenient.



YOUR RESPONSIBILITIES

- Ø Looking after your accommodation
- Ø No smoking policy
- Ø Complying with legislation, rules and regulations
- Ø Visitors
- Ø Health and Safety
- Ø Nuisance

YOUR RESPONSIBILITIES

Looking after your accommodation

Check the bedroom/property inventory as soon as possible after taking up residence and return it to Customer Services. You must report any missing items or damage via the inventory within 7 days, otherwise you may be charged for them when the inventory is checked at the end of the year. Please consult the other members of your flat/house (as applicable) before completing any inventory for your shared responsibility areas.

It is your responsibility to keep the accommodation clean and tidy throughout the Residence Contract, as well as leaving it clean and tidy at the end of the tenancy period. We do not expect you to keep your room completely clutter-free, but if you are untidy by nature we do expect you to make sure your untidiness does not cause a nuisance or health/safety problem to others and does not prevent cleaning or maintenance staff from carrying out their duties. If you do not keep the accommodation clean and tidy, the University is unlikely to terminate your Residence Contract for that reason alone, but the University is entitled to have the accommodation cleaned and charge the cost of this to you. Professional cleaning is expensive!

Deliberate damage to the accommodation, its contents, or any University property is a disciplinary offence, as well as a breach of the Residence Contract. You will be charged for the cost of rectifying the damage, including associated contractor costs and VAT, and will be charged for the University's reasonable costs of investigation and administration, including a £10 administration charge for invoicing for the damage.

You are responsible for keeping your accommodation securely locked. You may be liable for damage or theft by intruders if the intruder gained entry through an open door or window. This may invalidate your insurance.

Particular problem areas are:

- Shared kitchens and bathrooms - a lot of problems can be avoided if you clean up after yourself, do your own washing-up and clean sinks, baths and showers after using them. You should clean up any spillages immediately, because they are always harder to remove when dried, and failure to clean them straight away may cause staining. Where there is a shower curtain, always make sure it is tucked inside.
- Check your fridge for out of date items, remove and keep clean and tidy.
- Students should not bring their own furniture - the accommodation is already furnished and there is simply not room for your own furniture. Accommodation which is too cramped is a fire risk. Even if there is a storeroom in the flat/apartment, it should not be used for storing furniture.
- Vermin - where food is left lying around and bags of rubbish, maggots and mice can home in surprisingly quickly!
- Pictures and posters – do not pin or stick anything to the walls – it always leaves a mark, no matter what the adhesive manufacturer claims. Use pinboards above the desk.

- DIY – you are not allowed to decorate or make repairs to your accommodation. You should not alter the accommodation by putting up shelves, etc. If damage has been caused, it should be reported.
- Students should not attempt to put anything but the simplest problem right themselves (e.g. changing a light bulb), particularly where the electrical or water installations are concerned. Locks should not be fitted by students to any of the doors in the accommodation.
- Barbecues are a health and safety/fire issue and cause damage to the grounds, create litter and noise problems with neighbours. Students must not use barbecues in University/Partnership grounds.
- Fireworks are a nuisance and can be a danger to other residents and these must not be used on University/Partnership premises/grounds
- Parties – you should speak to your Residential Mentor before holding a party and he/she will be pleased to offer advice. Please note that you will be responsible for the conduct of all guests even if they are uninvited.

Keys

Do look after your keys/swipe cards and try not to lock yourself out. If you do lock yourself out or lose your keys call at your designated Customer Services/Reception for a replacement set of keys during working hours, or contact the Help Desk on 222 4488 out of office hours

Lost keys and swipe cards are chargeable. The charge for replacing these is £10 per swipecard and £20 per key, refundable if the original is returned within 7 days of the replacement set being issued. In all cases you will be asked to pay at the time of issue. On rare occasions, it may be necessary to change the barrel lock and the cost of this will be advised at the time of repair.

The charge for replacing keys or swipe cards (in addition to the cost of the key/card and replacing the locks if necessary) is £10, refundable if the original is returned within 24 hours of the replacement set being issued. On rare occasions, it may be necessary to change the barrel lock and the cost of this will be advised at the time of repair.

Electronic locks are installed in some accommodation and residents will be issued with a swipe card for access purposes. Please note that the system enables the University to determine the recent history of which card has been used to enter the building. This facility is rarely used however and only to investigate serious breaches of security.

No smoking policy

Smoking is prohibited in all accommodation. Please note that a fine will be given in response to any breach of this policy – see page 15.

Complying with legislation, rules and regulations (clause 1.7)

Any criminal behaviour is regarded as a breach of the student's obligations in the Residence Contract and it may also constitute a disciplinary offence under the University's Regulations as to the Discipline of Students. You may not be aware, for example, that allowing someone else to use illegal drugs in your accommodation is a criminal offence – you don't have to be using them yourself.

The University does not hesitate to refer matters to the Police when appropriate.

A disciplinary offence under the University's Regulations as to the Discipline of Students is a breach of the Residence Contract and may result in it being terminated. The University is entitled to charge you for any losses which it incurs as a result of your behaviour in breach of the Residence Contract. These charges are outlined on page 15 of this booklet.

It is important for you to remember that you live within a community and that your behaviour affects others.

We all have certain duties and responsibilities under English law to make sure that by our actions or negligence we do not cause injury to other people, or damage their property, or prevent them from going about their lawful business. This means, for example, that you must not make so much noise that it becomes a nuisance to others, you must not use your accommodation in a way which is dangerous to others (for example placing heavy objects on window sills, which may fall onto passers-by, or using faulty electrical equipment), and you must not engage in criminal activity.

Visitors (clause 3.1 and 3.11 single and shared rooms and 3.1 and 3.12 family)

You are responsible for the behaviour of any visitor you invite to the accommodation, and this includes any damage they may cause. You may have the occasional overnight visitor, but to allow any visitor to stay at the accommodation on more than an occasional basis will be regarded as sub-letting and is in breach of the Residence Contract. The local authority and/or the University are empowered to take action relating to houses where there is a long-term visitor, because the house will be classed as overcrowded. Other residents in a shared house would also be entitled to object to the presence of a long-term visitor.

Allowing another student to use your accommodation during the vacation time is also a breach of the Residence Contract.

Health and Safety

Clauses-single self catering 1.7, 1.8, 1.9, 1.13, 1.14, 1.15, 1.16, 1.22, 1.23, 1.24

Clauses-family 1.7, 1.8, 1.9, 1.14, 1.15, 1.16, 1.17, 1.23, 1.24, 1.25

Clauses-catered 1.6, 1.7, 1.8, 1.12, 1.13, 1.14, 1.15, 1.20, 1.21, 1.22

The University has a number of policies to protect the health, safety and welfare of students and staff. A breach of a University Policy may be regarded as a breach of the Residence Contract, which may be terminated as a result, if the breach is persistent or serious. In

addition, disciplinary action may be taken either under the Policy in question or under the University's Regulations as to the Discipline of Students.

Every student, whilst on University premises, has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions. It is also a term of the Residence Contract that a student will not put the health and safety of others at risk. The University may (at the student's expense) remove any article which constitutes an obstruction or a fire or safety risk, but will return it to the student on termination of the Residence Contract. In serious cases, the Residence Contract may be terminated before its expiry date.

It is important that residents observe the following common sense rules in order to ensure the safety of all residents. Please note many are also disciplinary offences.

Fire safety

YOU MUST

- Comply with fire drills, emergency alarm or evacuation procedures (see the notices posted in accommodation)
- Report all incidents of fire to Customer Services within 24 hours

YOU MUST NOT

- Tamper with fire prevention or fire safety equipment (this is also an imprisonable criminal offence) and anyone responsible for such action will be reported to the Police and Fire Service
- Use chip pans or other methods of deep fat frying
- Use candles, joss sticks, oil lamps or any other item which smoulders or has a naked flame
- Leave gas or electric cooking rings or grills switched on and unattended
- Bring items of furniture, cushions or pillows and curtains into the accommodation, which do not comply with current regulations
- Bring paraffin, bottled gas or other inflammable, explosive or combustible substances into the accommodation
- Bring heaters into the accommodation (even where a heater meets safety standards, it has to be used safely, and the University's accommodation is often not suitable for additional heating)
- Erect posters in corridors, kitchens and windows or in public areas
- Use fairy lights in your accommodation

Electrical safety

YOU MUST NOT

- Interfere with electrical equipment or installations
- Use electrical equipment which is unsafe
- Use portable electric or gas fires
- Use electrical adaptors of the old block, plug-in type (a proprietary based trailing adaptor should be used).
- Overload electrical sockets
- Use a fridge or freezer in your room (except for mini coolers)

Please note all electrical equipment must be used in accordance with the manufacturer's instructions for the purpose and in the manner for which it was designed. Residents are personally responsible for the safety of all electrical equipment that they bring onto their

premises and we strongly recommend that all such items are tested by a qualified person prior to your arrival at your University accommodation.

In the United Kingdom, electrical equipment operates on 220-240 volts AC at 50 cycles per second. Electrical equipment from America is designed to operate on 110-120 volts at 60 cycles and equipment from other countries uses other voltages and frequencies. Using equipment that is not compatible with the UK electrical supply may damage the equipment.

Appliances should be fitted with a suitable 3 pin plug with appropriate fuse. Properly manufactured and fused (max 13amp) distribution boards (trailing sockets) are acceptable but multi-way adapters (cube/box adapters) must not be used.

Security

YOU MUST NOT

- Allow others to use your keys/cards to the residence or the accommodation
- Leave windows or doors open or unlocked when out of the accommodation
- Allow strangers through the entrance doors without asking for identification
- Leave valuables, particularly laptop computers and other electrical items on display, either in your accommodation or in an unattended vehicle.

Health

YOU MUST

- Notify a member of staff if you have an illness which may be contagious (other than minor ailments such as a common colds)
- Properly dispose of medicines or used medicinal syringes

Hygiene

YOU MUST

- Properly dispose of unwanted food

YOU MUST NOT

- Leave unwashed crockery, cutlery or cooking utensils around the accommodation
- Leave work-surfaces, cookers, fridges or any other part of the shared kitchens and the equipment in them in an unhygienic condition
- Smoke in the accommodation
- Leave bathrooms dirty
- Accumulate rubbish

Other

YOU MUST NOT

- Bring bicycles, motorbikes, mopeds or parts for them inside the accommodation
- Bring animals into residences (except for assistance with a disability)
- Bring BB guns into the accommodation
- Distribute or display posters (flyposting) in common areas and/or corridors and accommodation grounds which advertise commercial or other organisations.
- Bring additional items of furniture into accommodation

Nuisance (clause-single catered 1.18, self catered clause 1.19 and family 1.20)

Causing a nuisance may affect the health and safety of others, but even where it does not, it is still a breach of the Residence Contract.

The following are examples of behaviour which causes a nuisance:

Noise

- Any prolonged noise made in a bedroom or in family accommodation which is audible from outside it. This includes things such as music, singing, and loud conversation, but excludes things like the noise occasionally made by closing a wardrobe door
- Any noise made in the shared areas of the accommodation which is audible from within the bedrooms
- Noise made between 11.00 pm and 7.30 am is more likely to cause a nuisance than noise made at other times
- Noise made during the 'Quiet Periods' e.g. one week prior to, and during, examination periods will be regarded as a serious breach of the Residence Contract and may lead to the contract being terminated

Other

- Unruly behaviour
- Harassment
- Abusive language and or behaviour to staff
- Damage or defacement of property e.g. setting off fire appliances
- Obstruction of shared areas
- Criminal activity
- Substance abuse
- Any other irresponsible behaviour which damages the University's good relations with local communities (e.g. rowdy behaviour)



ADDITIONAL INFORMATION

- Ø Moving in
- Ø Accommodation for further years
- Ø Complaints Procedure

MOVING IN

Information about moving into your accommodation including the things you need to bring, collection of keys, luggage arrangements, TV licences etc. can be found on our web pages at www.sheffield.ac.uk/accommodation

ACCOMMODATION FOR FURTHER YEARS

University accommodation is not just for first years and lots of students are now choosing to stay for the duration of their course.. There are some great deals available for returning students.

University accommodation can work out cheaper than private housing. Our rent includes all bills, room contents insurance and internet access (excluding Opal 2) so you'll know exactly how much you'll be paying each month. We reserve properties just for returners and you can apply on your own or with friends – we can even accommodate large groups of up to 14 students.

Staying in University accommodation also gives you a chance to gain new skills, boost your CV and earn some extra cash. Whilst living with us you can , work as a Residential Mentor in our Resident Support team or work within ACS, for example in our bars and cafés.

For more information about the many benefits of returning to live in University accommodation visit our website at www.sheffield.ac.uk/accommodation

Remember, don't rush into finding somewhere to live next year. Signing a contract is a big commitment and you need to be sure you are happy with the accommodation, the people you are living with and the Landlord.

COMPLAINTS PROCEDURE

Most difficulties can be resolved at an early stage by talking to a member of staff at local level or Customer Services. If this is not the case then we welcome constructive comments about the facilities and services provided in the accommodation. Please visit www.shef.ac.uk/accommodation/policiesandprocedures.html for full details of our 'Compliments and Complaints Procedure'.

Should you have any issues about any aspect of the service, please telephone 222 8800 or email us at acs-customerservices@sheffield.ac.uk. Please note that if you require a written reply you can write to us at Customer Services, Accommodation and Campus Services, The Edge, The Endcliffe Village, 34 Endcliffe Crescent, Sheffield, S10 3ED for a response within 13 working days.

It is important that you report problems promptly as it may not be possible to follow up a complaint retrospectively.



UNIVERSITIES UK CODE OF PRACTICE FOR THE MANAGEMENT OF STUDENT HOUSING

All University-owned single student residences comply with the regulations set by the Universities (UUK) Code of Practice for the Management of Student Housing. This Code ensures that residents benefit from clear policies and procedures relating to the following subjects:

- Health and Safety
- Maintenance and repairs
- Landlord and tenant relationship
- Student welfare
- Antisocial behaviour and disciplinary procedures
- Environmental Quality

Further information about the Code can be found on www.uukcode.info

Please note that our Partners offering single accommodation are subject to the ANUK Code which is a similar code for large Landlords. Information about this code can be found on www.anuk.org.uk/default.asp

Disclaimer

Every effort has been made to ensure the accuracy of the information given in this publication, but the University can accept no responsibility for any errors or omissions. Accommodation and related issues are continually reviewed and there may well be changes between the date of publication and the time a student commences occupation.