

Welcome

St Patrick's Hall is within the Northcourt Group which includes Sherfield Hall, Sibly Hall and Offsite Housing. The main Group Reception is located at Sherfield Hall and it is expected that students will relate to this office for most routine matters during normal office hours.

St Patrick's Hall was founded in 1900 and was among the first halls in the then University College of Reading. It comprises of Pearson Court (built in 1913 and named after its founding Warden), New Court (completed in 1960) and several fine Edwardian houses, as well as the Dining Hall, Common Rooms, Library, Bar and Senior Resident's accommodation. The Dining Room received a major refit in 2003. There are 314 students in Hall constituting a broad mix of academic and cultural backgrounds.

The Group Residences Manager and Residences Manager deal with the general operational management of the Hall. The Senior Resident Tutor and Resident Tutors are responsible for all matters of student welfare and discipline. The Junior Common Room elects a President and Committee each year in the spring term to represent the student body at both Hall and University level and to organise a social programme. The Hall Management and Welfare Team work closely with the JCR Committee.

The rules that exist in the Hall are there to help ensure that all residents are comfortable here and to contribute to the safety of all. It is important in a relatively large community of people with different tastes and needs that consideration is given to others and that the Hall provides an environment in which people can study and relax. These rules have the same authority as the rules for the University and those that are included in the Student Residency Agreement

On behalf of the staff we welcome you to St Patrick's Hall and hope that your time with us will be successful academically and happy socially.

Index

1. Contact Information	5
1.1 Assistance—Out of Office Hours	5
1.2 Residences Team	5
1.3 Welfare Team	5
2. Room Information	6
2.1 Your Room	6
2.2 Inventory	6
2.3 Keys/Door Cards	6
2.4 Cleaning and Care of Room	7
2.5 Bed Linen	7
3. Hall Information	8
3.1 Post and Parcels	8
3.2 Kitchens	8
3.3 Dining Room and Meal Time Information	9
3.4 Formal Dinners	10
3.5 Junior Common Room	10
3.6 Hall Bar	11
3.7 Communal Televisions	11
3.8 Billiard/Snooker Table	11
3.9 Music Room	11
3.10 Computer Room	11
3.11 Laundrette	12
3.12 Maintenance and Damage	12
3.13 Hall Telephones	12
4. General Conduct	13
4.1 General Behaviour	13
4.2 Noise	13
4.3 Absence from Hall	14
4.4 Television Licences	14
4.5 Car Parking	14
4.6 Bicycles	14
4.7 Drugs	15
4.8 Firearms/Weapons and Dangerous Items	15
4.9 Pets	15
4.10 Smoking Policy	15
4.11 Guests	15
4.12 Games	16
4.13 Lost Property	16
4.14 Out of Bounds Areas	16

5.	Health and Safety	17
5.1	Your Health and Safety responsibilities as a student	17
5.2	Your Health and Safety Concerns	17
5.3	<i>Fire Safety—IMPORTANT, READ NOW</i>	18
5.4	First Aid	21
5.5	Medical and Health	21
5.6	Security	21
5.7	Personal Safety	21
5.8	Disabled Persons Emergency Evacuation Procedure	22
5.9	Disabled Visitors	22
6.	Welfare	23
6.1	Peer Support	23
6.2	Nightline	23
7.	Green Issues	24
8.	Conditions of Residence	25
8.1	Student Residency Agreement	25
8.2	Notice to leave Hall	25
8.3	Returning Students	26
9.	Hall Fees Information	27
9.1	Hall Fees	27
9.2	Prompt Payment Discounts	27
9.3	How to Pay	27
9.4	Battels Deposit	28
9.5	Vacation Residence	28
9.6	Personal Possessions Insurance	28
10.	Charges	29
11.	Complaints Procedure	31

1. Contact Information

1.1 Assistance—Out of Office Hours

Office hours are weekdays 8am to 5pm. During office hours please report any problems to the Group Reception (details below). If outside normal office hours: **Call Security: 0118 378 7799 (ext 7799)**

Security will investigate problems which may arise out of normal office hours: e.g. noise disturbances, lock outs, fire alarms and maintenance problems. Non-emergencies will be dealt with during normal office hours.

In an emergency situation call: 0118 378 6300 (ext 6300)

1.2 Residences Team

The Residences Team is responsible for the day-to-day management of the Hall. The Northcourt Group Reception is located at Sherfield Hall and is open Monday to Friday from 8am to 5pm (not bank holidays or University closure days).

To contact the Residences Team: Telephone 0118 378 4982, drop into the Group Reception or email northcourt@reading.ac.uk (please state St Patrick's Hall in the subject heading)

The Residences Team are as follows:

Group Residences Manager	Miss Sally Hall
Residences Manager	Mr Tony Parr
Secretarial Team Leader	Mrs Sandra Stacey
Secretary	Mrs Sandra Stone
Senior Building Attendant	Mr David Lodge
Building Attendants	Mr Vance Robertshaw
	Mr Dennis Swift
	Mr Daina Samba

1.3 Welfare Team

The Welfare Team is responsible for pastoral care and discipline. The team consists of a Senior Resident Tutor and Resident Tutors for the Northcourt Group. Detailed contact information and 'surgery' times are available on the Hall notice boards and from the Group Reception.

The Welfare Team are there to offer help and support on any matters of concern to you. In general they have considerable academic experience so are a good source of advice. In addition the team plays an important role in social aspects of the Hall and works closely with the JCR.

2. Room Information

2.1 Your Room

All of the study-bedrooms in the Hall are lockable and centrally heated. Each room contains a single bed, desk, desk chair, bookshelves, reading lamp, pin board, wardrobe, drawers and easy chair. A connection for internet access is also provided (see separate information in room regarding readingConnect). A four socket extension lead is provided, please do not use any other extension leads (if more than one is required please enquire at the Group Reception). Coat Hangers are not provided.

The furniture provided must not be moved elsewhere and, on departure from the Hall, rooms must be left as found at the time of first occupation, otherwise a charge will be raised to cover the cost to make good.

2.2 Inventory

An inventory form will be given to you at the beginning of your stay and this must be completed and returned to the Group Reception. This inventory will be used to determine damage and Battels charges at the end of each term.

2.3 Keys/Door Cards

On arrival you will be issued with a key and/or door card to your room, these are your responsibility. Residents who lose their keys/cards must report the loss to the Group Reception. Replacement keys/cards will be charged at £10 per lost item. Keys/cards must not be given to a third party in any circumstance. All keys/cards must be returned at the end of each term.

If you are locked out of your room, you will need to contact the Group Reception during office hours or if out of office hours phone Security (0118 378 7799).

Please note that for an out of office hours call out for lost keys/cards there will be a charge of £10 before 11pm, and £25 after 11pm. Weekend call outs for lost keys/cards will be charged at £25.

Abuse of the on-call arrangements will lead to disciplinary action. Any call outs deemed unnecessary will be charged at £25.

Lost keys/cards are a security risk. The Hall reserves the right to change locks, at the cost to the resident, in order to maintain Hall security if keys/cards are lost.

All residents will also be issued with a University access card which must be shown on request to Hall staff.

2.4 Cleaning and Care of Room

There is NO contractual duty on the part of the Hall to provide cleaning for residents. The duty lies upon residents to keep their rooms and common areas clean and tidy and to leave them as such when vacating at the end of term. Students are also responsible for removing rubbish from their rooms to the skips when they vacate their rooms at the end of term/session.

Hall cleaners will empty rubbish bins on a regular basis, usually weekly (provided adequate staff are on duty), but please empty your bin into the skips on site if it is full in between the cleaning emptying it. Rooms will be checked on a regular basis by the staff and rotas will be provided on notice boards. Any resident who fails to keep their room and such common areas to which they have access clean and tidy commits a disciplinary offence. The Hall reserves the right to have the room or common area cleaned and any additional costs will be levied upon the resident(s) concerned.

Students are responsible for the condition of their rooms and furniture and must pay for any damage attributed to them or their guests. Battels charges will be imposed if rooms are not left in a reasonable and clean condition particularly when vacated at the end of term. Members must not exchange rooms or furniture; requests for room changes must be made to the Group Reception. We are aware that at times accidents do happen and damage to furniture can occur. All accidents/damage must be reported immediately to the Group Reception

Clothing and carrier bags, etc must not be hung out of windows.

See Health and Safety sections for details of items not permitted in Hall and which are subject to confiscation.

Please do not put bottles, broken glass or other sharp objects into rubbish bins. Please wrap these items carefully and place them in the skips on site.

2.5 Bed Linen

Residents are required to provide their own bed linen and towels and be responsible for washing these themselves. If you require a bed linen pack, a limited number of packs will be available to purchase from the Group Reception.

3. Hall Information

3.1 Post and Parcels

The **postal** address for the Hall is:

Student Name
St Patrick's Hall
Northcourt Group
Northcourt Avenue
Reading
Berkshire
RG2 7HB

Students are given a key to a post box where letters are placed daily (Monday to Friday). The post boxes are located at the top of the stairwell outside the JCR.

Please note that post boxes are shared with other students and the Hall cannot be held responsible for missing items of post.

All items of any value must be sent by registered post. Registered mail and parcels will be delivered to the Group Reception at Sherfield Hall. Reception staff will sign for delivery on your behalf. If a parcel or registered mail has been received your name will be shown on a list which is updated daily and displayed on the side of the post boxes. It is your responsibility to check this list for deliveries. You must provide proof of identity when collecting parcels or registered mail from Reception.

If you are expecting a delivery by courier service please ensure you specify deliver via the Group Reception at Sherfield Hall. There are no staff at St Patrick's Hall to take delivery of items sent by courier.

If you are leaving the Hall and changing your address you should notify the Post Office so that they can re-direct your mail.

3.2 Pantries

Each pantry is equipped with a microwave, kettle, toaster and refrigerator. Equipment must not be removed from the pantries. Pantries can be used to prepare snacks and hot drinks and also Saturday and Sunday supper.

Cutlery, plates, bowls, pots and pans are not provided in pantries and are the students responsibility.

Deep fat fryers and rice cookers are not allowed in the kitchens under any circumstances and if found will be confiscated.

Pantries will be cleaned on a regular basis, however students are expected to wash their own dishes promptly and clean work surfaces after use. The Hall reserves the right to have the pantry area cleaned and any additional costs will be levied upon the resident's concerned.

Please do not put bottles, broken glass or other sharp objects into the rubbish bins. Please wrap these items carefully and place them in the skips on site. Students are expected to remove rubbish sacks to the skips when the bins are full and not allow rubbish to build-up or overflow in the kitchen. Black sacks will be provided.

Please ensure you throw away all out of date food.

Parties are not permitted in the pantries and noise should be kept to a minimum at all times. Misuse of the pantries may result in the affected areas being closed.

All pantries are non-smoking.

3.3 Dining Room and Meal Time Information

Breakfast, lunch and evening meals are served in the Dining Room. There are no evening meals on Saturdays and Sundays. On those days residents normally prepare supper in their pantries or sample Reading's restaurants and take-aways. Meals are informal and self-service.

A cashless system, using a smart card for payment is in use and this allows considerable flexibility for residents. **Cards are for the sole use of individual students.**

Each day, an automatic allocation will be credited onto your card. Within this allowance you will be able to obtain set breakfast, lunch and dinner as detailed on the menu displays. If however you wish to use your allowance differently, for example by missing breakfast, you will be able to use the amount allowed for breakfast at lunch and/or dinner during the rest of that day.

All menu items will have a tariff displayed enabling you to either budget within the set allocation or by putting money on your card at the validator machine located at the entrance of the dining room. You can also purchase additional items in excess of your allowance and pay in cash. The level of daily allowance will be provided upon issue of your cashless card. The allocation for weekends is automatically adjusted to allow for two meals only.

Meals are normally served at the following times on a self-service, self-clear basis:

	Breakfast	Lunch	Dinner
Monday to Friday	08.00-09.30	12.00-13.30	17.30-19.00
Saturday & Sunday	08.30-09.30	12.00-13.15	no service

In addition a 'Grab & Go' service will operate Monday to Friday 08.00 to 19.00 and Saturday and Sunday 08.30 to 13.00. Snacks are also available throughout the day until 19.00 on weekdays and until 13.15 at weekends. A continental breakfast is provided each day. There are no cooked breakfasts.

Food, crockery, cutlery and glassware must not be removed from the Dining Room except where special permission has been given to take a meal to a resident who is ill.

Students are reminded that the Dining Room closes for security reasons at the end of the last meal service. Please vacate this area 15 minutes after the servery closes.

Students should advise the Chef Manager, in writing; of any special dietary requirements or restrictions they might have, including allergic reactions.

Guests may pay for meals in cash directly at the till.

Smoking is not permitted in the Dining Room at any time.

Well-mannered conduct is expected at all times in the Dining Room. Students should be fully dressed, including footwear. Please ensure your mobile phone is switched off.

3.4 Formal Dinners

The Hall has a number of Formal Dinners during the course of the academic year. Arrangements and details on appropriate dress will be notified nearer the time.

3.5 Junior Common Room

The Junior Common Room, of which all students in the Hall are members, meets regularly and elects a Committee annually to run its affairs. The JCR fund is used to pay for such items as newspapers, a pool table, televisions etc. The JCR organises social functions during the year.

All student members of the Hall are members of Junior Common Room and are obliged to abide by its Constitution. The Common Room fee is charged to each student by the JCR, to be paid on arrival.

The pool table and the machines located in the JCR are operated by the JCR Committee and reports of lost monies or misuse should be reported to the JCR Committee members.

The JCR and other public rooms in the Hall will normally be closed at 11.45pm, except on special occasions. JCR facilities are only supplied during normal term time.

3.6 Hall Bar

All Hall Bars are non-smoking areas

The Hall has a fully licensed bar for the use of Hall members and their guests. Normal licensing hours apply and are properly observed. The Residence Manager is the Licensee of the bar, and they may choose, on occasion to restrict entry to the Bar, or to close the bar on certain nights.

The Licensee may exclude specific individuals from the bar.

Glassware must not be removed from the bar. Alcohol not purchased on the premises is not permitted into the licensed area, including outside of opening hours.

The bar is a valuable amenity for Hall members and it requires thoughtful behaviour from all of its users in order to remain so. The Resident Tutor will treat as a disciplinary matter any carelessness or vandalism which may result in damage to furniture, carpets or fittings. Residents will be responsible for the behaviour of their guests.

3.7 Communal Televisions

There is a communal television provided by the JCR.

3.8 Snooker Room

A full-sized snooker table which is located in the JCR.

3.9 Music Room

The Music Room has a regularly tuned piano and is located at the end of the bottom corridor of 'K' New Court. It is for general use by students for serious work and practice. It may not be used after 8pm as the room is not soundproof. Group playing by more than three people at a time needs special permission from the Residence Manager. **Amplifiers, with the exception of small practice speakers, are forbidden.**

There is a small grand piano in the JCR which can be played if permission is granted by the Residences Manager.

3.10 Computer Room

There is a Northcourt Group Computer Room located in Pearson Court, St Patrick's Hall. The PCs are linked to the University network. Computer games are not permitted. Use of these computers is subject to the University policy agreement that all students sign and abuse will be dealt with accordingly.

No smoking, eating or drinking is allowed in the Computer Room.

The computers provided by the Group are for use of Northcourt Group residents only.

3.11 Laundrette

There is a well equipped coin-operated laundrette for student use in New Court. This includes commercial washing machines and driers. It is available for use all of the time.

Clothes must not be washed or hung up to dry in study bedrooms. Wet items of washing should not be hung over radiators or other areas in bathrooms as this causes condensation and wet areas on floors which may be a safety hazard.

3.12 Maintenance and Damage

Students must report without delay any damage to or faults in their room or in common areas and are not to attempt to rectify faults themselves. Maintenance report forms are available from the Group Reception or you can email patricksmaint@reading.ac.uk

The cost of repair or replacement of any reported damage or loss that is attributable to a resident or a guest of a resident will be charged to that resident.

3.13 Hall Telephones

There are internal extension telephones located in the accommodation blocks and also under the arch way of Pearson Court and these are connected to University Security (extension 7799).

A confidential payphone is located outside the Old Senior Common Room.

4. General Conduct

The harmony and reputation of a University Hall of Residence depends mainly upon the good sense, respect and consideration of all its members who are expected to display these personal qualities at all times not only within Hall but to all members of the University, including its staff, and members of the public at large. The Hall wishes to afford its members the greatest possible academic and personal freedom but recognises that in order to maintain a pleasant environment certain conventions must be followed. The attention of members is drawn to the University's Regulations for Conduct detailed in the University Calendar (copy available in Group Reception). Abuse of the Regulation will be subject to disciplinary procedures.

4.1 General Behaviour

- Fire safety is of the highest priority. Anyone who misuses, damages or any other way interferes with fire equipment or procedures is guilty of a serious breach of University regulations and will be subject to disciplinary action
- Drunkenness is no excuse for misconduct
- All staff should be treated with respect. Insulting, abusive or aggressive behaviour toward any member of staff will not be tolerated
- Any action/s that puts into jeopardy the safety and security of fellow residents will result in disciplinary action
- If you are a member of a group acting in an ill-disciplined manner, then you are all responsible for the actions of that group, no matter how active or passive your part was

Under the terms of the University Regulations for Conduct fines up to and including £200 may be levied and other penalties imposed as are reasonable and to make good any damage caused.

4.2 Noise

Halls of Residence are communal buildings and care and consideration for others should be shown to allow fellow residents peace and quiet for study.

Noise should not be audible outside a study bedroom after 11pm. You are responsible for any noise made in your room, whether by yourself or by your visitors. Please be particularly considerate when returning late to your rooms as others may already be asleep. Parties should not be held in study bedrooms or kitchens and residents must take special care to be quiet and avoid loud conversation in corridors or rooms especially after 11pm. Any music played must not be loud enough to disturb others at anytime. Musical instruments must not be played in study bedrooms.

If you are disturbed by noise of any nature you should first ask those responsible to be quieter. If this is unsuccessful or not feasible then report this matter to the Group Reception or if out of office hours telephone security on 0118 378 7799. The Welfare and Hall Management team will then investigate your complaint and disciplinary action will be taken if necessary.

Please be advised that during the examination period a 'QUIET PERIOD' is imposed (through the University Senate) and students who cause noise disturbance during this time will have a fine imposed.

4.3 Absence from Hall

Any resident leaving Hall to enter the University Health Centre or Hospital must ensure that the Group Reception is notified of their admission and of their return to Hall. If you are going to be absent from Hall for more than 5 days please complete a form which is available from the Group Reception.

4.4 Television Licences

Students are more than welcome to bring their own televisions for private use in their rooms. However, TV licences are the responsibility of the student. There are regular inspections by the licensing authorities. Also, members are reminded that televisions may constitute a fire hazard and therefore old and poorly maintained sets may not be brought into Hall. Internal aerials must always be used.

4.5 Car parking

In general bringing a car to Hall is discouraged. In certain cases limited car parking space is available but a permit must be obtained (fee—£10 for the session) before a car is brought to the Hall. Initially forms for parking permits can be requested from the Group Reception. Vans, jeeps and four-wheeled drive cars are never permitted.

Owners of cars parked without permits or parked inappropriately will be subject to University fines. All vehicles parked in the car park must hold a valid insurance certificate, MOT certificate and the driver should possess a full driving licence.

Drivers should note that side-street parking is unacceptable to neighbours, the police and the University. All cars that are parked on University property are left at the owners risk. Do not leave items of value on display. Visitors should follow the regulations in force in the area at the time.

4.6 Bicycles

Students bringing bicycles to Reading do so at their own risk. The Hall provides a secure shed for bicycles with a coded locking system. Information on access to the cycle shed can be obtained on arrival at the Hall. You are advised to use a strong cycle lock to secure your bike. Bicycles may not be brought into the

buildings under any circumstances.

4.7 Drugs

The possession of illegal substances is expressly forbidden within the Halls of Residence. It is a criminal offence and is against regulations to produce, use or supply an illegal drug on any of our premises.

The Halls and the University view any breach of this regulation as a very serious offence that may result in offenders being excluded from University.

4.8 Firearms/Weapons and Dangerous Items

No firearms, and/or ammunition, other weapons, including swords, replica guns or ball bearing guns may be brought into the Hall at any time. Anyone taking part in sports involving their use is responsible for arranging secure storage elsewhere with the aid of their club or society.

Collectors' knives etc will be viewed as offensive weapons and must not be brought on to Hall premises at any time.

It is forbidden to keep gas canisters for cooking in the Hall. Fireworks should not be brought into Hall or stored in bedrooms. They are not to be let off anywhere within the Hall grounds.

4.9 Pets

Pets of any kind, including tropical fish, are not permitted in Hall or the grounds.

4.10 Smoking Policy

There is no smoking policy throughout the whole Hall, including study bedrooms, the bar and common areas.

4.11 Guests

Residents are responsible for the behaviour of their guests at all times. Consideration must always be given to neighbours when entertaining late in the evening, and particularly when the guest leaves (especially if this is late).

Guests may be admitted to the Hall at any time but must not remain overnight without permission. Please complete a visitors form which may be obtained from the Group Reception.

A guest may stay overnight for up to three consecutive nights in a ten day period. Abuse of this privilege could result in disciplinary action being taken. Hall fire and safety regulations require that a record of all overnight guests is kept.

Only one guest may be signed into any one room. Residents must not allow guests to use their rooms in their absence. Sub letting of rooms is strictly prohibited.

For information on disabled visitors please refer to the Health and Safety section.

4.12 Games

Activities that could damage the building or injure residents or visitors to the buildings, e.g. ball games and similar, should not be played inside or near the buildings. The Hall does provide areas for outdoor sports such as football and volleyball.

4.13 Lost Property

Lost property will be collected and kept in the Group Reception.

4.14 Out of Bounds Areas

The following areas are closed to residents except in emergency or when they are officially working there: kitchen, housekeeping areas, bar store, boiler rooms, roof areas and staff accommodation.

5. Health & Safety

5.1 Your Health and Safety responsibilities as a student

Safety and security is a communal responsibility and we ask students to act responsibly and take common-sense precautions to help us maintain a safe and secure environment.

As a student you must take reasonable care for your own health and safety and that of other people who may be affected by what you do. In particular you should:

- comply with all relevant health and safety rules published by the University, or your School/Unit/Hall of Residence
- follow instructions from University and Halls staff on health and safety matters
- work safely, and if in doubt, ask your supervisor
- report any accident/near miss you are involved in (report forms available in all buildings)
- immediately report any significant hazard you discover to a member of staff (Group Office/Main Reception)
- know the Fire Action Procedures (notices posted in all buildings)
- know the First Aid Procedures (notices posted on the Health & Safety Notice Boards in the Hall)

It is very important that you do not interfere with or misuse anything provided in the interests of health, safety or welfare. This includes fire alarms, sounders and extinguishers. If you deliberately misuse or interfere with this equipment you may be subject to disciplinary action.

5.2 Your Health and Safety Concerns

You should raise any health or safety concerns you may have with a member of staff in the Hall of Residence (Group Office/Main Reception) or School/Unit concerned. If the matter is not resolved or attended to within a reasonable period of time or if you are still worried, then contact the University Health and Safety Services:

Contact details:
Health and Safety Services
Physics Buildings
Whiteknights
Tel 0118 378 8889
Email: safety@rdg.ac.uk

5.3 Fire Safety

The risk of fire is a major concern in the Halls of Residence. As a consequence statutory fines are imposed for transgression of fire regulations. Serious cases may lead to expulsions from the Hall and in extreme cases the University.

Everyone in Hall must familiarise themselves with the fire precautions and regulations. These are posted around the building and in your room.

It is very important to familiarise yourself with:

- Your nearest fire escapes
- Assembly points
- Fire alarm points
- Fire fighting appliance

What To Do If You Find A Fire:

- Close the door
- Sound the fire alarm using the break glass point
- Leave the building by the nearest fire exit and report to the assembly point
- Tell the person in charge where the fire is, and what is on fire. Check with them that the Fire Brigade has been called.

Never tackle a fire unless you are confident you can SAFELY extinguish the fire, do so by using either a fire blanket or fire extinguisher. Carbon dioxide fire extinguishers (with a black band) should be used on small electrical and oil fires. Water extinguishers should be used on paper and wood. You should only attempt to put out small localised fires that are contained in a waste paper bin or cooking pot for example.

NEVER go back into the building once the fire alarm has sounded —once out, stay out. Remember, your safety comes first.

What To Do If you Hear the Fire Alarm

If the fire alarm goes off, you MUST evacuate the building immediately.

Go to the assembly point and wait there for instructions from the person in charge (they will normally be wearing a fluorescent vest).

NEVER assume it is a false alarm

DO NOT use the lifts when evacuating the building

NEVER go back into the building until the person in charge says that it is safe to do so. If the fire alarm stops this does not mean that it is safe to go back in, it just means that someone is investigating and has switched off the alarm. There could still be a real fire.

Fire Talks

During Freshers Week all new residents **MUST** attend a short presentation on fire safety. Attendance will be recorded and failure to attend will result in a fine and you will have to attend another talk.

Fire Safety Equipment

The Halls of Residence are fitted with fire safety equipment to help protect you. Therefore:

- NEVER set off fire alarms for a laugh
- NEVER cover or remove smoke detectors
- NEVER wedge open self-closing doors. The Kitchens have specialist fire detectors, wedging the door open will cause cooking fumes and steam to activate the smoke detectors in the corridors and could damage the door and self-closing mechanism
- DO NOT block or obstruct fire exit doors, routes, corridors or stairs. These must be kept clear so that in the event of a fire all residents can get out as quickly as possible

Abuse of any fire equipment will result in a fine

Malicious Activations

The University has a zero-tolerance approach to malicious activations of fire alarms including tampering with detectors. Any student found to be responsible for a malicious activations will be suspended pending a decision by the Standing Disciplinary Committee.

False Alarms

Prevent fire alarm false activation by:

- ALWAYS shower with the door shut to keep steam in
- ALWAYS shower with the extractor fan on to remove steam
- ALWAYS keep aerosol sprays such as deodorants and hair spray well away from fire detector heads
- ONLY smoke in areas where this is permitted and well away from fire detector heads and ALWAYS with an open window
- ALWAYS report faults with extractor fans, doors and windows to Hall Management IMMEDIATELY
- NEVER remove the fire detector sensor head—this sets off the alarm

Cooking

- NEVER leave pans or food unattended on the cooker, especially when frying or grilling.
- NEVER use chip pans or deep fat fryers—these are banned from Halls
- ALWAYS check that you have switched the cooker off after use

- If you burn whatever you are cooking, open the window to let smoke escape (don't open the corridor door)
- NEVER throw water on to pans/grills with hot oil in them
- NEVER cook if you are affected by alcohol or drugs

Smoking

- Only smoke in designated areas
- If smoking is permitted in your room, smoke close to an open window to avoid setting off the smoke detection system
- Always put your cigarette out safely using an ashtray, never in the waste paper bin
- Never smoke in bed

Naked Flames

- Be careful with matches and lighters
- All open flame items (including candles, tea lights, joss sticks etc) are strictly prohibited in University accommodation and if found will be confiscated and a fine will be imposed

Electrical Equipment

- Never overload electrical sockets or use adapters, one item per socket is the rule
- Only use the University supplied four socket extension leads
- Ensure the correct rated fuse is used in each appliance
- Only use CE marked plugs and appliances
- Irons, kettles, sandwich makers, toasters, rice cookers, electric fire heaters, fan heaters, electric blankets and plug-in air fresheners must not be brought into the Hall or used in your study bedroom. If found these items will be confiscated and a fine will be imposed
- All electrical equipment being brought into the Hall must be independently inspected and a certificate should be provided as proof that the inspections have been carried out within the previous 12 months

5.4 First Aid

If you, another resident or guest requires first aid treatment please go to the Group Reception during office hours if out of hours call Security on 0118 378 7799. Please also inform the Group Reception/Security if you, another resident or guest is unwell or if an ambulance has been called.

5.5 Medical and Health

Students are required to register with a local doctor or the University Health Centre. Information on how and when to register is provided in your Welcome Pack.

Any resident leaving Hall to enter the University Health Centre or hospital must ensure that the Group Reception and the Resident Tutor is notified of their admission and of their return to Hall after admission.

5.6 Security

The University Halls of Residence are ideal places for criminals to operate so, please be vigilant and ensure that thieves do not gain access to your Hall.

If you do see any strangers walking around the Hall please show them to the Group Reception and if you are in any doubt contact a member of staff or phone Security on 0118 378 7799.

Under no circumstances should an entrance door be propped open and please do not let strangers walk in behind you when you enter the Hall.

If your door card or key is lost or stolen report it immediately to Group Reception or if out of office hours to Security on 0118 378 7799.

Students are expected to carry their University Access cards at all times.

Always lock your room, even when you intend to be away for a short time. If you live in a ground floor room always lock your window when you are away from your room, do not leave expensive items in view of any passer-by and if you are returning to your room late at night close the curtains before you depart.

Please report any crimes that occur to:
The Group Reception
The University Security Team (0118 378 7799)
Thames Valley Police (0845 8 505 505)

5.7 Personal Safety

- Avoid being out on your own after dark
- Avoid dark alleys, parks and wasteland, especially at night

- Let your friends know when you are going out, where you are going and roughly what time you expect to be back
- If you are out late at night organise to get home safely either with a friend or in a registered taxi. Generally information about taxi companies is available in Hall.

5.8 Disabled Persons Emergency Evacuation Procedure

People with disabilities are welcome in the University Halls of Residence. We will talk with you to assess your level of disability and we will then allocate you suitable accommodation.

If you use a wheelchair you will normally be located in 'Ground Floor' accommodation that has been adapted to meet the needs of wheelchair users.

The University has a managed emergency system to ensure that disabled residents and disabled visitors are safely evacuated in the event of an emergency.

Hall Management teams will brief you on the evacuation procedures from your room and the communal areas of the building. The evacuation procedure is based on the use of areas designated as 'refuges' where it is safe to wait in the event of a fire while the situation is assessed.

You must have a 'Personal Emergency Evacuation Plan' (PEEP) for your specific hall. It is your responsibility to complete this. The Residence Manager will assist you and confirm the facilities available in each Hall.

5.9 Disabled Visitors

Residents who receive a disabled visitor must make themselves familiar with the designated areas where disabled people can safely visit and refuge areas as below. In the event of an emergency evacuation they must evacuate their visitor or accompany them to the refuge or other designated area and then inform the Evacuation Officer (Security) of the location of their disabled visitor.

NB. The lift facilities within the University of Reading Halls cannot be used by wheelchair users to gain access to upper floors. Therefore the evacuation procedures do not make provision for the evacuation of wheelchair users from the upper floors.

Refuge or Designated Safe Area, available to individuals who cannot evacuate St Patrick's Hall via normal procedure:

Refuges: Ground floor staircases 'J' and 'K'
Designated Areas: Bar, Offices and Dining Room

6. Welfare

6.1 Peer Support

There is a small but enthusiastic team of student Peer Supporters at Reading University. They are all students who have been trained and are supervised by the University Counselling Service. If there are issues you'd like to talk through with someone outside the situation, but you'd rather, at least at first, talk to a peer rather than a professional, why don't you find out where the next Peer Support drop-in session is and find a friendly face to chat to.

Peer Supporters can be found in some Halls of Residence, in the Students Union in regular drop-in sessions there, and in the Law School. You can find out how to access them by emailing peersupport@reading.ac.uk or by keeping an eye open for posters and flyers.

If you're interested in becoming a Peer Supporter yourself, then go to www.rdg.ac.uk/counselling/peer_support.htm where you can find out more. The training programme takes 30 hours, so it's a big commitment, but many would agree it's worth every minute. By becoming a Peer Supporter you will be adding in a significant way to your c.v., and learning useful skills for life as well as for work.

Peer Supporters: How can they help?

- Trained listener
- Guidance and support
- Assured confidentiality
- One-to-one confidential appointments on request
- Fortnightly drop-in sessions providing the opportunity to chat to a male or female fellow student who is a member of the Peer Support Panel.

So if you just want a friendly impartial face to talk to, come find us!!

For more information and ways of getting involved go to: www.rdg.ac.uk/counselling/counselling/peer_support.htm

The Peer Supporters are trained and supervised by the Reading University Counselling Service.

6.2 Nightline

Nightline is a confidential listening and information service run by students for students. It is not aligned to any religious or political group. They offer a listening ear between 7pm and 7am on weekdays during term and will always respect the caller's confidentiality. If you need information on anything from taxi numbers to film showings then this information is also provided.

Nightline Telephone Number: 0118 9210711

7. Green Issues

We are very concerned to be as environmentally aware as possible. To this end we have implemented a number of measures in Hall to try and be more environmentally friendly.

- Some while ago we agreed to only purchase “green electricity”; as you may know this is a bit more expensive but produced in ways that minimise impact on the environment.
- As part of our “green electricity” policy we have invested in energy saving bulbs to reduce electricity used. These bulbs are expensive and for that reason we have added them to the inventory for your room. The additional good news is that they have a longer life so they should last throughout your year in Hall with normal use. If there is a problem with your bulb please take it to the Group Reception for replacement.
- We also pay for all rubbish that is collected in the Halls to be recycled by the collection company. This means that they sort through the rubbish to extract recyclable materials.

Please try and help by implementing the following energy saving tips:

- Turn off your lights when you leave your room
- Do not leave door and windows open in the winter
- Use the kettle to boil water for cooking instead of heating a pan on the stove. Not only will this be more efficient, but it generally takes less time too
- Draw the curtains at night to keep the heat in
- Have a shower instead of a bath as showers use far less energy
- Switch all electrical appliances off at the plug instead of using the ‘standby’ function. During standby the appliances are still using nearly as much energy as if it is on!
- Kettles should be filled with enough water for your needs and not to the brim every time.

8. Conditions of Residence

8.1 Student Residency Agreement

In order for a student to be resident in a Hall, for all or part of the academic session, they must return to the University a signed copy of the Student Residency Agreement.

The Student Residency Agreement is a legally binding document, and is designed to:

- Inform you of your rights as a resident
- Inform you of some of the rules by which you must abide whilst in residence
- Inform you of the conditions by which you may cancel your residence

Rooms may be occupied only by the students to whom they are allocated, and only as a study bedroom and for no other purpose. Residents must not change rooms with anyone else without prior consent of the Residences Manager and is subject to an administrative charge of £15.

8.2 Notice to leave Hall

The attention of all students is drawn to the following clauses from the Student Residency Agreement:

7. TERMINATION OF THE LICENCE

This Licence may be terminated by the University in one of the following ways:

- 7.1 *By you giving written notification to the Hall Management, on or before Friday 10 November 2006 that you wish to end this Licence as at the end of the Autumn Term*
- 7.2 *If at any time your course is suspended or terminated by you or the University prior to its original expected end date you will be liable to give two weeks notice of termination or may pay two weeks charges in lieu of notice; in this instance the £25 Administration Charge will be waived*
- 7.3 *If you leave the Hall other than in accordance with clause 7.1 or 7.2 you will be liable to pay for any period that the Room remains unoccupied within the duration of this Licence except if permitted by Halls Management to transfer to another University owned Hall*
- 7.4 *By the University forthwith, if you fail to pay any sums due within thirty days of the due date or if you fail to comply with any of the terms of this*

Licence or if your behaviour prejudices the health and safety and/or welfare of you or other residents, or staff

7.5 *By either party if the Room becomes unfit for use for at least two weeks due to fire or accidental damage*

8 *Termination of this Licence does not cancel any outstanding obligations that you may owe the University, and court proceedings may be taken if necessary to recover any outstanding charges.*

8.3 Returning Students

There are limited numbers of spaces for students to return to live in Hall for their 2nd, 3rd or 4th year of study. Applications for returning students to return to Hall for the 2007/08 session can be made in early 2007. Application forms for this purpose will be made available from the Group Reception. The results on the ballot will be posted later in the Spring Term.

9. Hall Fees Information

9.1 Hall Fees

The fees for the session 2006/07 for St Patrick's Hall are as follows:

Catered, single room with hand basin (30 weeks inclusive of leaving belongings in room during Christmas and Easter vacations)

Autumn Term	£1,451.00
Spring Term	£1,451.00
Summer Term*	£819.00
Total for 06/07	£3,721.00

Catered, better single room with hand basin (30 weeks inclusive of leaving belongings in room during Christmas and Easter vacations)

Autumn Term	£1,517.00
Spring Term	£1,517.00
Summer Term*	£857.00
Total for 06/07	£3,891.00

*Summer Term rates are charged to students who are resident in Hall throughout the academic session. Students moving into Hall during the Summer Term only will be charged at the Autumn/Spring Term rates.

9.2 Prompt Payment Discounts

For students in Hall, the charges given may be reduced by £20 per term for payment by the dates shown below.

The reduction can be claimed, provided that:

- A) Payments are received no later than:
 - 27 October 2006;
 - 26 January 2007;
 - 11 May 2007.
- B) the student has no other outstanding debt to the University (including Battels deposit charges, tuition fees and bank charges for currency conversion)

9.3 How to Pay

You will receive a bill at the start of each term. Please read your bill for information on ways to pay your bill. Payments cannot be received at the Hall/Group Reception. Any queries about your bill can be made at the Receipts Office in Whiteknights House.

9.4 Battels Deposit

Students in Hall are charged a refundable deposit of £100 in addition to their Hall fees. This is payable in advance of your arrival to Hall and is known as the Battels Deposit. It is normally used to offset the cost of making good any damage or replacing any missing equipment. This may take the form of a charge against an individual, or, where damage is done and the student responsible cannot be identified, the charge may be made on a more general basis at the discretion of the Hall Management. Deliberate damage will be dealt with as a disciplinary matter.

The Battels deposit must be 'topped up' to the £100 level at the start of each term: any sum in this connection is added to the invoice for the termly Hall fees. The Battels deposit should not be regarded as, in any sense, an absolute limit to a student's liability in respect of damage.

9.5 Vacation Residence

Students may book vacation accommodation, as available (note that 38 week residency agreements cover the Christmas and Easter vacation periods). Booking forms are available from the Hall office. There is a minimum charge of four nights. Vacation charges for self-catered accommodation up to 31 August 2007 are as follows:

Single standard room	£10.70 per night
Single wash basin room	£12.70 per night
Single room with ensuite facilities	£16.70 per night

9.6 Personal Possessions Insurance

A block insurance policy is provided by Endsleigh Insurance Services Ltd for students resident in Hall. The total sum insured is £3,000 for room contents, plus £1,000 for portable computer equipment. The annual premium is £6.55, and this will be automatically charged along with the first Term's accommodation charges.

If you wish to opt out of this scheme, you must contact the Accommodation Office in writing by Friday 13 October 2006 at the latest.

10. Charges

This table of charges is not exhaustive and there may be other items which will be charged for.

Detail	Amount
Access and Security	
Replacement Door Key/Card	up to £12.50 per key/card
Failure to hand in keys/cards at end of term	£50.00
Late or early arrival without notice	£25.00
Out of office hours call-out for lost keys/cards	Before 11pm—£25.00 After 11pm—£25.00 Weekends—£25.00
Out of office hours call-out for non-emergencies	£25.00
Kitchen	
Misuse of equipment resulting in damage	£50.00
Excessive mess in kitchen resulting in additional cleaning	£45.00 minimum or costs incurred if greater
Painting to kitchen	Cost as per invoice
Replacement of Carpet/Vinyl	Cost as per invoice
Bedroom	
Sub letting	Strictly prohibited – can result in expulsion from Hall
Guest staying in room for excessive time (3 nights maximum in every 10 nights)	Abuse of this can result in expulsion from Hall
Blue tac or white tac left on walls	£1.00 per piece that has to be removed
Replacement of carpet/vinyl	Cost as per invoice
Painting to bedroom	Cost as per invoice
Cleaning to bedroom	£45.00 minimum or costs incurred if greater
Cleaning to en-suite	£45.00 minimum or costs incurred if greater

Leaving furniture not in original position	£25.00
Damage to furniture and/or fittings	Costs as per invoice
Extremely dirty/untidy room, something that could cause problems at end of term	£90.00
Fire Safety (Minimum £50.00 charge plus cost of repairs or replacement materials)	
Removal of fire signs	£50.00
Abuse or letting off fire extinguisher	£50.00
Non attendance for Fire Talk	£50.00
Burning candles/incense in rooms	£50.00
Covering the smoke detector / Removal of smoke detector	£50.00
Failure to evacuate the building or re-entering building before the all clear is given	£50.00
Fire doors propped open	£50.00
Replacement of fire blanket	£50.00
Replacement of fire break glass	£50.00
Cooking appliances in rooms i.e. kettles, rice cookers	Removal and confiscated plus £50.00
Misc	
Damage to wall and carpet in study	Cost as per invoice
Graffiti	Cost as per invoice
Littering through windows and on grounds	£20.00
Replacement Carpet	Costs as per invoice
Additional window cleaning	£50.00 minimum
Shampoo carpet cleaning	£50.00 minimum
Replacement of Window or Door Glass	Costs as per invoice
Cleaning up Bodily Fluids	£100.00
Use of external cleaning company for cleaning up excessive bodily Fluids	£282.00 Minimum charge plus hourly rate if job exceeds 2 hours

11. Complaints Procedure

If you wish to make a complaint about a Residential Service:

In the first instance please report any problems or complaints to the Group Reception who will liaise with the Residence Manager of your Hall if necessary. The complaint will normally be resolved at this point.

- Stage 1: If you are dissatisfied with the outcome following contact with the Residence Manager you should contact the Group Residence Manager for your Group of Halls. Your complaint will be investigated and you will receive a written reply advising you of the outcome.
- Stage 2: We aim to resolve complaints at Stage 1. However, if you are dissatisfied with the outcome of Stage 1 and wish to pursue the matter further, normally you should write to the Assistant Director of Residences, RCS, Facilities Management Directorate, Whiteknights Campus, who will normally investigate your complaint further and reply to you with a decision.
- Stage 3: In the unlikely event that the complaint is not resolved at Stage 2 and you wish to pursue the matter to the Director of Residential and Commercial Services, Facilities Management Directorate, Whiteknights Campus, who will normally consult with the Director of Estates and Facilities Management.
- Stage 4: The final stage if the complaint has not been resolved is for it to be dealt with through the University's Student Complaints Procedure (http://www.rdg.ac.uk/Handbooks/Teaching_and_Learning/Complaints_Procedure.html).

If you wish to make a complaint about Welfare or Pastoral Service:

Please follow the standard University of Reading Student Complaints Procedure found at http://www.rdg.ac.uk/Handbooks/Teaching_and_Learning/Complaints_Procedure.html

Notes