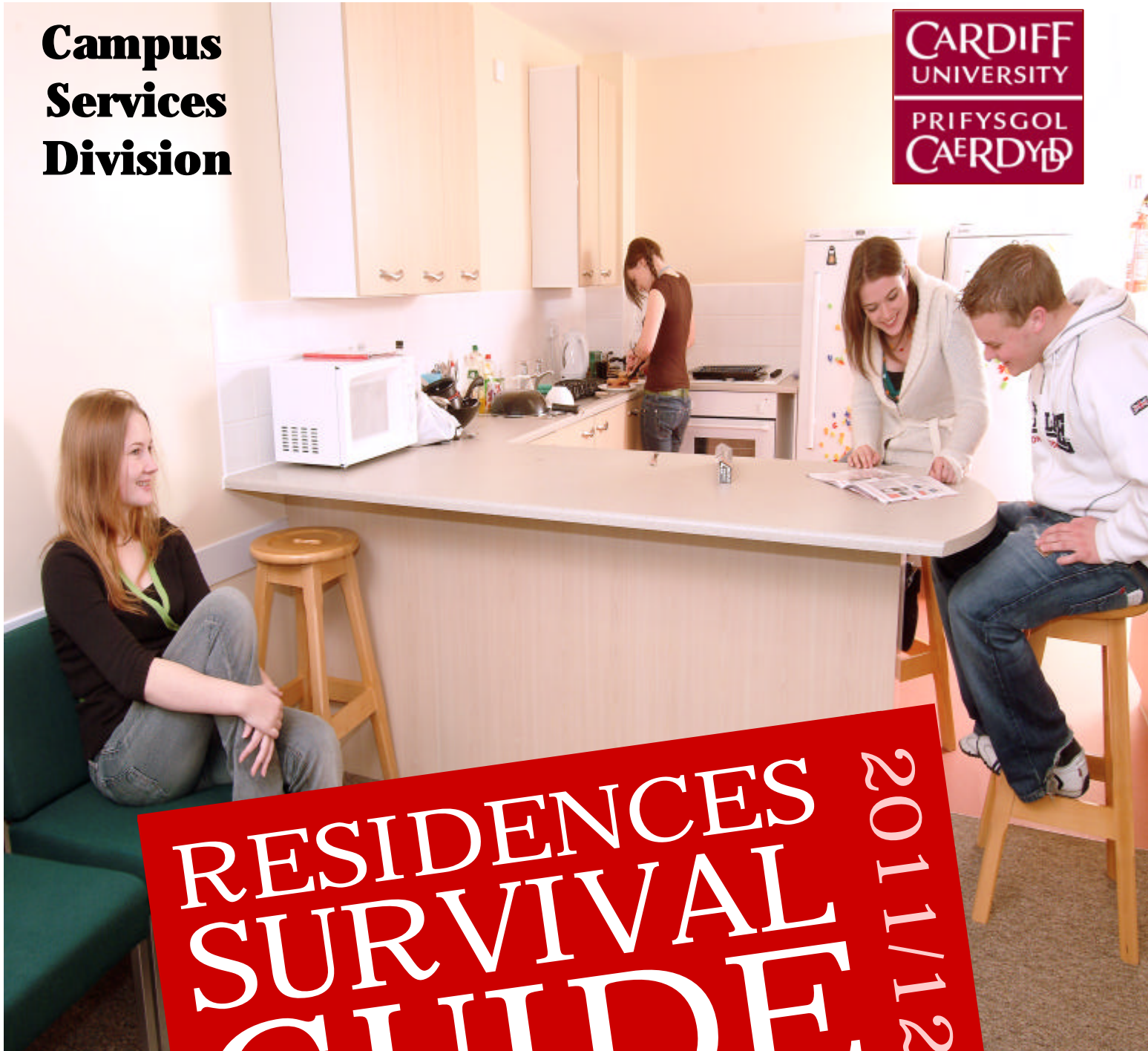


**Campus
Services
Division**



**RESIDENCES
SURVIVAL
GUIDE** 2011/12

**All you need to
know about living in
University residences!**



www.cardiff.ac.uk/for/current/accommodation



2011/12

Welcome..... Croeso.....



We are extremely pleased that you have chosen Cardiff as a place to live and study and we hope that you will be very happy here.

Our aim is to make your stay as comfortable and enjoyable as possible.

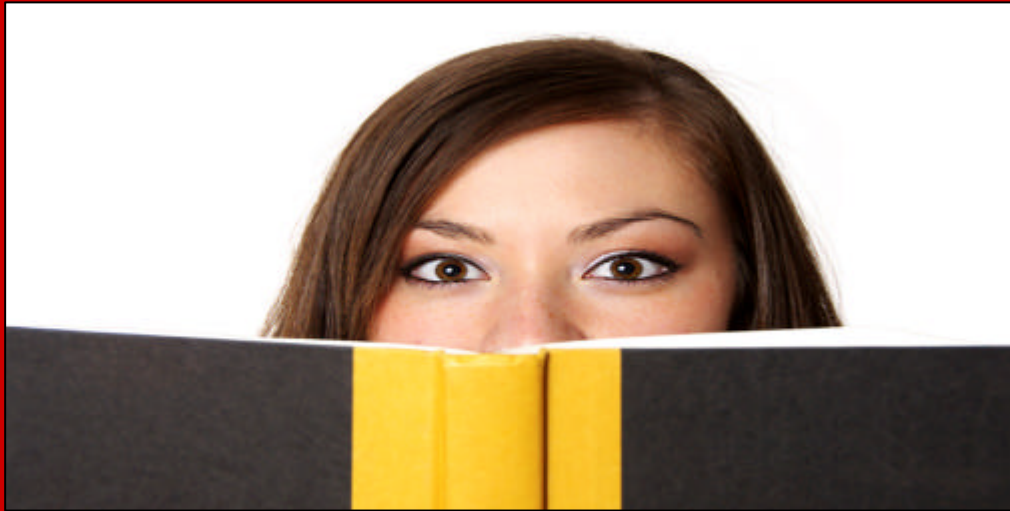
This guide offers important information about the services and facilities we provide, however, if you have any comments or concerns please let us know and we'll do our best to help.

Rydym yn falch iawn eich bod wedi dewis Caerdydd fel lle i fyw ac astudio, a gobeithiwn y byddwch yn hapus iawn yma.

Ein bwriad yw gwneud eich arhosiad mor gyfforddus ac mor bleserus â phosibl.

Mae'r canllaw hwn yn cynnig gwybodaeth bwysig am y gwasanaethau a chyfleusterau a ddarparwn, ond, os oes gennych unrhyw sylwadau neu bryderon, rhowch wybod i ni ac fe wnawn ein gorau i'ch helpu.

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SECTION A

CONTACTS



Aberconway Hall, Colum Hall & Student Houses (Colum Road/Place)	
Assistant Residences Manager Sue Stevens Senior Assistant Residences Manager Emma Ballinger	130 Colum Road Reception (029) 2087 4574 Monday to Friday 8.30am - 4.30pm
Residences Manager Debra Jones	Senghennydd Court Reception (029) 2087 5709 Monday to Friday 8am - 6pm

Aberdare Hall & Hodge Hall	
Domestic Bursar Diana Jones Senior Assistant Residences Manager Emma Ballinger	Aberdare Hall Reception (029) 2087 6476 Monday to Friday 8am - 7pm
Residences Manager Debra Jones	Senghennydd Court Reception (029) 2087 5709 Monday to Friday 8am - 6pm

Cartwright Court & Roy Jenkins Hall	
Assistant Residences Manager Kim Dyer	Cartwright Court Reception (029) 2046 4939 Monday to Friday 8am - 4pm
Residences Manager Christine Lovell	University Hall Reception (029) 2048 5641 Monday to Friday 8am - 6pm

Gordon Hall, Senghennydd Hall, Senghennydd Court & Student Houses (Village)	
Assistant Residences Managers Sarah Jones Joanne Hooper Senior Assistant Residences Manager Isabel Cleverley Residences Manager Debra Jones	Senghennydd Court Reception (029) 2087 5709 Monday to Friday 8am - 6pm

Talybont North	
<p>Assistant Residences Manager Anna-Maria Carpanini</p> <p>Senior Assistant Residences Manager Paul McParlin</p> <p>Residences Manager Andrew Cleverley</p>	<p>Southgate House Reception (029) 2087 6334 Monday to Friday 8am - 6pm</p>

Talybont Court & Talybont South	
<p>Assistant Residences Managers Susan Parry Deborah Randall</p> <p>Senior Assistant Residences Manager Jaime Bradley</p> <p>Residences Manager Catherine Reed</p>	<p>Talybont Court Reception (029) 2087 0272 Monday to Friday 8am - 6pm</p>

University Hall	
<p>Assistant Residences Managers Katie Hall Jan Cachia</p> <p>Senior Assistant Residences Manager Rebecca Allen-Sandells</p> <p>Residences Manager Christine Lovell</p>	<p>University Hall Reception (029) 2048 5641 Monday to Friday 8am - 6pm</p>

OUT OF HOURS

All University residences	
Student Wardens	<p>Monday to Friday 5pm - midnight Saturday & Sunday 9am - midnight (contacted via Security)</p>
Campus Security	<p>(029) 2087 4444 24 hours everyday</p>

SECTION B

ESSENTIALS

Your Room...

Keys

After you've collected the key for your room it becomes your responsibility. Please check that your key is in good condition and when you leave your room/flat/house always make sure the doors are locked.

If you lock yourself out of your room during reception opening hours (see pages 4-5) please contact your Residences reception. If you require assistance out-of-office hours, you must contact Security on **(029) 2087 4444**.

When carrying out maintenance or during Health & Safety Checks, staff will lock any rooms found unlocked.

Charges:

- If you are locked out of your room for any reason then you will become liable for a call-out charge and you will need to show both your Residences card and University ID card
- A charge will be payable for any replacement keys issued (i.e. lost, stolen or damaged)



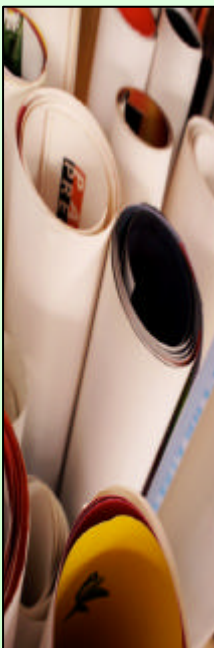
Residences Card

When you are on University premises, you are required to carry your Residences card and to produce it along with your University ID card to prove identity in accordance with University policy and guidance.

You will also need to produce both your Residences card and University ID card when collecting parcels and registered mail from reception.

Aberdare Hall/Gordon Hall/Senghennydd Hall/Senghennydd Court (Evening Meal Option): You will need to show your Residences card and University ID card in order to obtain meals.

University Hall: You will need to show your Residences card to use the bus service between University Hall and the campus areas.



Posters, Pictures & Stickers

Most rooms have a display board for you to use. In order to prevent damage to paintwork you are requested not to affix posters, pictures and stickers to the walls. You will be held responsible for any such damage.

Guests

All residences:

Overnight guests are welcome to stay. All we ask is that their stay is kept to a maximum of two nights per month and that you obtain a visitors permit from your Residences Manager so that we can ensure our records comply with fire safety regulations. Residents are responsible for their guests for the length of their stay. *(This arrangement is suitable for guests of a similar generation i.e. not for parents/mature guests).*

Aberdare Hall:

If the overnight guest is male, the host student must inform students on the corridor and must remain outside the washrooms to warn fellow female students that a male guest is using the facilities.

With the exception of overnight guests, visitors are not allowed to use the Hall's facilities, this includes showers. Subject to availability, overnight accommodation for guests can be pre-booked. Aberdare Hall has one en-suite guest room which can be booked when available and paid for in advance at the Hall reception.



Television

Digital TV services are provided in Postgraduate Extra at Talybont North, Postgraduate Plus at Senghennydd Court, Postgraduate Plus at Talybont South and Undergraduate Plus at Talybont South. Digital TV Services are not installed in any other University residence. Student Houses/Flats may have an option for digital TV via Virgin Media. For more information, please contact your Residence reception.

Feedback we have received suggests that other methods of watching TV are preferred by our customers, for example via a PC using television websites such as BBC iPlayer and ITV Player or a Digital USB TV Stick. **Please note every student using a TV receiver at University, to watch or record television programmes as they're being shown on TV (including a PC or laptop), needs to be covered by a valid TV Licence. It's the law and there's no excuse for not being licensed.** For further licence information, please visit: www.tvlicensing.co.uk

Network Connection Points



Halls of Residence:

These points give access to the University academic network with limited access to the internet. To use this facility you will require your own computer. Further information about the service can be viewed on the Cardiff University Residences' Network (RESLAN) website at: www.cardiff.ac.uk/insrv/reslan
You must check this website on your arrival in Cardiff.

Student Houses/Flats:

Cardiff academic network connection points are not provided. Some of the houses have the benefit of having private telecommunication lines installed by previous occupants.

If a telecommunication line has already been installed, you can make arrangements with Virgin Media to connect your own private internet service. Please note you will not be able to access the Cardiff University network via this connection. **If a telecommunication line has not already been installed**, you may be able to arrange to have your own line installed. To do this you must initially obtain permission from your Residences Manager. Please note that responsibility for all installation, call and associated charges lies with the house occupants.



MAINTENANCE

Reporting a Maintenance Fault

From Monday to Friday, any maintenance faults must be reported to your Residences reception during office hours (see pages 4-5 for opening times of Residences receptions).

On evenings and weekends, if an urgent repair is required, please contact Security on **(029) 2087 4444**.

Depending on the seriousness of the fault, maintenance will be dealt with as follows:

- If a maintenance fault is reported before midday, we will endeavour to rectify the fault on the same day
- If a maintenance fault is reported after midday it may not be rectified until the following day

If the fault cannot be easily rectified or requires a contractor to undertake the work, you will be kept informed of the situation via maintenance update cards.

MAIL

Please make sure that all mail addressed to you includes your full postal address including your Room/Flat Number/Floor/House Number/Name, as shown on your Residences Agreement.

Also ensure that any mail containing personal or expensive items are sent to you via recorded or registered post. You will need to produce both your Residences card and University ID card when collecting registered mail from your Residence reception.

Missing Mail:

If your mail has been lost, then any individual loss should be reported to the Royal Mail Customer Care Unit on **0845 774 0740** or by completing a loss of mail form available from post offices.



PARCELS



Some residences are unable to accept parcel deliveries on your behalf. For further details specific to your residence, please refer to the 'Important Information' poster on the notice board in your kitchen.

You will need to produce both your Residences card and University ID card when collecting parcels from your Residence reception.

STUDENT WARDENS

Student Wardens are available for lockouts, fire situations, first aid or just for general advice.

They are available Monday to Friday from 5pm to midnight and from 9am to midnight on weekends.

If you wish to contact a Student Warden, please telephone Security on **(029) 2087 4444** who will arrange for a Student Warden to visit you.

Student Wardens also have a large number of useful contact details available to them including:

- Student Advisory & Counselling services
- Nightline
- Religious contacts
- Alcohol & drug abuse services
- Healthcare services including:
 - dentists, opticians & chiropodists
 - sexual health awareness
 - local general practitioners
 - family planning
 - Well Woman clinics
- Sports & recreation services
- Semester, holiday & festival dates



Counselling Services

Cathays Park

50 Park Place, Cardiff, CF10 3AT
Phone: **(029) 2087 4966**

Heath Park

Cardigan House, 2nd Floor, Heath
Park, Cardiff, CF14 4XN
Phone: **(029) 2074 2070**

Email: counselling@cardiff.ac.uk

FEELING HOMESICK?

Moving from home to University is a big change and sometimes we might need a little extra support to adjust. A new place with new people can seem daunting so if you feel like you need some extra help, visit the counselling service who will be able to help you deal with homesickness.

Discomfort rarely shows on the surface and it is likely other people imagine that everything is easy and fun for you too. It may be hard to deal with this, you don't want to worry family and friends back home and here you may not have people around you who you know well enough.

So, if you feel a bit lost and are missing home, seeing a counsellor may help you get settled and started at University. Please contact your Residences Manager or the University Counselling Services.

WALK
CYCLE
BUS
TRAIN
TAXI
DRIVE

GETTING AROUND



Most students find it easy to get around the city and the surrounding areas by walking, cycling or using public transport. There is an excellent local transport network within Cardiff, for further information please refer to the contacts below:



Trains:	Arriva Trains Wales	0845 748 4950	www.arrivatrainswales.co.uk
Buses:	Traveline Cymru	0871 200 22 33	www.traveline-cymru.info
Taxis:	Dragon Taxis	(029) 2033 3333	www.dragontaxis.com
	Premier Cars	(029) 2055 5555	www.premiertaxis.net
	Capital Cabs	(029) 2077 7777	www.capitalcabs.co.uk

At University Hall, there is a University operated bus service to the Main Campus and the Heath Park Campus which runs weekdays from 8.00am until 5.30pm between 21 September 2011 and 15 June 2012.

BICYCLES

One of the main security risks at the University is the theft of bicycles and obviously the newer, more expensive models are at a greater risk of being stolen. We strongly advise you to consider this before you decide to bring your bicycle. If you do decide to bring a bicycle please make sure that you keep it safe and secure with a good bike lock and adequate insurance. Bicycle locks can be purchased from the Security Lodge on Park Place for a subsidised fee.

Bicycles are not included in your personal possessions insurance provided by the University. Details on what is included and options for purchasing additional cover can be found at: www.endsleigh.co.uk/reviewcover

There are also lockable bicycle sheds where you can secure your bicycle. Your Residences Manager will issue you a key for a deposit of £10 and this will be returned to you at the end of your stay.

Please do not leave bicycles inside residential buildings as this is against fire and safety regulations and we will have to remove them.



CAR PARKING

Parking is **not available** on site, or within a three mile radius at the following residences:

**Aberconway Hall
Aberdare Hall
Colum Hall
Senghennydd Hall
Students Houses (Village & Colum Road/Place)
Talybont Court
Talybont South**



Parking is available at the following halls of residence to those students with an allocated parking permit:

**Cartwright Court
Gordon Hall
Hodge Hall
Roy Jenkins Hall
Senghennydd Court
Talybont North
University Hall**

The exception to this is for disabled students at **Talybont Court** with an appropriate parking permit.

Visitors at Talybont North and University Hall can purchase a visitor's parking permit for a fee of £1 per night, with a maximum of 2 nights per any month.

To obtain a visitor's permit for your guest, please go to your Residences reception. You will be asked to show your Residences card and guest pass (which can also be obtained from your Residences reception).



For security, all cars parked on University owned property **must display a parking permit**. Any cars not displaying a parking permit will be subject to further action, with a possible fixed penalty. You are advised to secure your car at all times and not to leave items that could be stolen in your vehicle.

To allow for the access of emergency vehicles at any time, all cars must be parked in the areas designated for resident parking. Please note there is a 5mph speed restriction on all residences sites.

Personal & Possession Safety

Personal Safety

If you are likely to be away from your residence for a number of days (i.e. 2 days or more) please tell a member of your flat or a member of Residences staff. This will avoid flat mates and staff becoming concerned when it is noted that you have not been seen for a few days.

Security

You should familiarise yourself with the security arrangements for your residence soon after arrival. When you leave your room/flat/house, always make sure the doors and windows are locked. Be vigilant and don't let anyone you don't know into the residences.



University Security

Campus Patrol Officers are employed by the University to provide a 24 hour security service to all University students and staff and can be contacted on **(029) 2087 4444**

The University also has a Community Police Officer who liaises closely with the Residences Managers and University Security. If you would like more information about the role of the Community Police Officer, please contact Cardiff Central Police Station by telephoning **(029) 2022 2111**

Insurance

The University is not responsible for your personal possessions. Insurance for your personal possessions is provided by Endsleigh Insurance as part of your Residences Agreement. Details of what is covered by your insurance and options for purchasing additional cover can be found at **www.endsleigh.co.uk/reviewcover**



We also recommend that you take a look at **www.immobilise.com** a free property protection service which is quick and easy to use and allows you to register as many items as you wish. It provides free protection, but can also help if items are lost or stolen when it comes to completing insurance claims or reporting stolen or lost property to the police.

Mobile Phones

If your mobile phone is stolen, call your network on:
08701 123 123

Contact the Mobile Industry Crime Action Forum for more advice on handset security on: **(020) 8778 9864**



General Advice

- Limit the amount of money you carry on you
- Don't leave your valuables on display in your room or in your car
- Be alert at ATMs - always shield your PIN number
- Always report a hate crime. Do not feel intimidated to speak out if you have been targeted because of your race, religion, ethnicity or sexual orientation



Useful Contacts

Reporting a crime anonymously:

www.crimestoppers-uk.org
Freephone: **0800 555 111**

Personal safety advice:

www.suzylamplugh.org

Card fraud: www.financialfraudaction.org.uk

Drink Aware: www.drinkaware.co.uk

Police:

Emergency: **999** Non-Emergency: **101**

Out and About

When you go out with a group of friends to a few bars or a club, it is a good idea to remember these tips:

- Always stay in a group. Do not leave for home alone
- Don't accept drinks from strangers - drinks can be spiked very easily
- Men's drinks get spiked too! Always leave your drink with someone you trust
- Don't leave handbags unattended
- Always look out for each other - if a friend is acting out of the ordinary, they may have had their drink spiked. Make sure they get home safe
- Don't walk home (unless in a group) - always get a taxi and make sure it is a licensed one
- Drink responsibly - a drunk person makes an easy target for muggers
- Drinking can lead to fighting. Drunk people do not listen to reason - if you feel threatened, walk away

Your COMMUNITY

Equality and Diversity

Cardiff University is committed to supporting, developing and promoting equality and diversity. All students are required to behave with dignity, courtesy and respect.



Noise

Excessive noise is the greatest cause of friction between residents in University residences.

THINK OF YOUR FLATMATES

Keep the volume of TV's, stereos, etc. at a reasonable level or preferably use headphones, in particular between 11pm and 7am and at certain times during the academic year when notices are displayed indicating quiet periods.

You should also respect other members of the local community with regards to noise levels and good behaviour.



Litter

Please help us to keep your surroundings clean by disposing of rubbish in the bins provided.



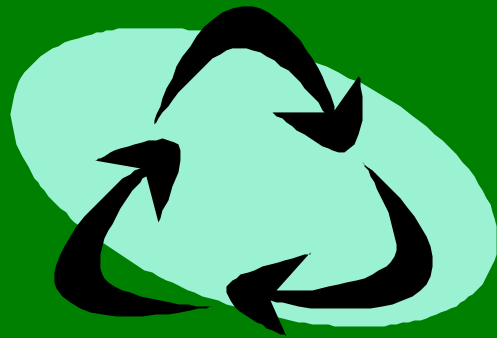
Recycling

The University has a recycling scheme. Please refer to the Recycling Poster located in kitchens for more details.

Student Houses: Please note your recycling is provided by Cardiff Council. For information on recycling schemes available, please contact your Residences Manager.



SAVING ENERGY



What you can do to help...

There are many things that you can do to conserve energy and help the environment. Here are some tips to get you started:

- Close your curtains/blinds in the evening to stop heat escaping through the windows
- Always turn off the lights when you leave a room
- Don't leave appliances on standby and remember not to leave appliances on charge unnecessarily
- Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle) and think about purchasing an Eco Kettle
- Use re-chargeable batteries - more than 650 million batteries are thrown away in the UK each year
- Use public transport
- Practice ethical shopping - choose items with the least packaging and look for recyclable alternatives to what you normally buy
- Buy locally grown groceries and Fairtrade items
- Use an ethical bank such as the Cooperative Bank
- Turn the microwave off at the wall. Powering the clock can use more than heating your food
- Defrost your fridge/freezer regularly to keep them running efficiently
- Don't keep the tap running when brushing your teeth. This can waste up to 5 litres each time



www.energysavingsecrets.co.uk
www.biggreenswitch.co.uk



HEALTH

GP (General Practitioner/Doctor) Registration

In the case of an emergency you can call an ambulance by dialling 999 or University Security on **(029) 2087 4444** who will make the call for you.

All students must register with a local GP and notify their Residences Manager of the GP's name and practice. You should also attend the health check which is part of the registration process.

Details of local GPs will be available from your Residences Manager during the key issue period. At other times, lists will be available from the University Health Centre at **47 Park Place**.



Medical Condition / Disability

It is advisable to report any medical condition/disability to the Residences Manager. All information will be treated in the strictest confidence.

Useful Contacts

University Health Centre:	(029) 2087 4810
<i>Clinic Hours: Monday to Friday 9am - 4.30pm</i>	
<i>Emergencies only: Monday to Friday 4.30pm - 5pm</i>	
University Eye Clinic:	(029) 2087 4357
University of Wales Hospital:	(029) 2074 7747
NHS Direct 24 hour helpline:	0845 4647
Meningitis Trust 24 hour helpline:	0800 028 1828
Pregnancy Advisory Service (BPAS):	0845 730 4030
GUM Clinic (Cardiff):	(029) 2047 2244
Smokers' Helpline Wales:	0800 169 0169
Journeys (Recovery from Depression):	(029) 2069 2891

Choose Well - Helping you decide if you need medical attention if you get sick:
www.wales.gov.uk/topics/health/nhswales/choose/?lang=en

Dentists within the Cardiff area accepting NHS patients:
www.cardiffandvaleuhb.wales.nhs.uk/directory/dentists

CUSTOMER CARE



Customer Care Policy

It is the policy of the Campus Services Division to provide a quality of service that meets the needs of our customers.

If you have any comments or concerns regarding the services provided, fellow customers or staff employed by the Campus Services Division then we would like to hear from you.

Our Customer Care Policy aims to deal with complaints in a prompt, fair and positive manner. For further information please contact your Residences Manager or refer to our website: www.cardiff.ac.uk/residences

Customer Relations

Both staff and customers are expected to behave with dignity, courtesy and respect towards others.

In the event that a close personal relationship develops between a customer and a member of staff, it is incumbent on those concerned to ensure that essential standards of professionalism are maintained. Where such personal relationships exist please inform the Residences Manager.

Residences Agreement



Once you have accepted an Offer of Residence you are responsible for the fees for the residential period shown on your agreement. In order to maintain fees at levels which students can afford, we operate on the basis of full occupancy and consequently expect students to honour the commitment they have agreed to.

If you wish to transfer to a different room within University Residences:

If you find after an initial period that you are unhappy with your residence, you should approach your Residences Manager who will explain the transfer procedure. Please note that an administration charge of £20 will be levied to cover any costs involved.

If you want to reduce the end of your residential period from September to June: (Requests must be made to your Residences Manager by 1 June 2012)

In certain circumstances we can reduce your residential period from September to June. You will need to complete a proforma which you can obtain from your Residences Manager. Please note that an administration charge of £20 will be levied to cover any costs involved.

If you want to extend the end of your residential period from June to September: (Requests must be made to your Residences Manager by 1 June 2012)

You will need to contact your Residences Manager to check if your room is available. Payment will need to be made in advance. Please note, we will be unable to extend your residential period if you have an outstanding debt with the University.

If you want to be released from your Residences Agreement:

If you would like to find your own private accommodation or commute from home, we will release you from your Residences Agreement, providing that you find a substitute from the private sector to take your room.

We will also try and assist in finding a substitute, as sometimes students approach us directly for a room.

You will need to complete a Release Request Form which you can obtain from your Residences Manager. Please note that an administration charge of £20 will be levied to cover any costs involved.

If you are withdrawing from University:

You must complete your withdrawal on SIMS Online and inform your Residences Manager. You will be required to pay the residences fee up to and including the departure date or the date upon which the room key is returned (whichever is the later).

RESIDENCES FEES



Payment Methods

All fees for residences, as well as most of the associated charges such as Parking Permit and Evening Meal Option, are payable by either:

- Credit/Debit card in full in advance or on arrival
- Direct Debit from a UK Bank Account (payable in 3 instalments)

The payment dates for the 2011/2012 session are:

- Wednesday 26 October 2011
- Wednesday 25 January 2012
- Wednesday 25 April 2012

FINANCE ENQUIRIES

Tel: (029) 2087 5239/4662/6367
Fax: (029) 2087 4661
Email: residencesfinance@cardiff.ac.uk

You must quote your student number when you contact us.

Late Payment Charge

In order to keep residences fees and associated charges as low as possible, we require students to pay such fees promptly. Late payment will mean that you will lose your entitlement to pay the fees at the rate quoted in the fees information (included in your *Offer of Residence*) and incur an initial 5% charge. If the payment remains outstanding after 15 days a further 5% charge will be incurred. The charge is applied to any residences fees and associated charges applicable to the late instalment.

A Late Payment Advice/Invoice will be issued for any fees due and which remain unpaid after the payment dates and you will be listed and chased as a debtor until payment has been made.

University debtors with outstanding residences fees and associated charges will be subject to further action (which may include legal proceedings) to recover the sums due and/or possession of the Property.

BUDGETING

Average weekly budgeting for students staying in self-catered residences with en-suite facilities between September and June:

Residences Fees	£65.00
Food	£29.00
Toiletries/laundry	£6.00
Books/course	£8.00
Travel (inc. travel home)	£8.00
Phone, TV, Insurance	£10.00
Social/leisure	£25.00
Clothes	£10.00

Total: £161.00

(Estimated figures obtained from the Student Support Centre)

Financial Support

The Financial Support Team at Cardiff University manage a variety of funds which can help students who are having financial difficulties, require help covering specific costs during their time at university or give advice on budgeting.

You can download the Cardiff University Student Support App for FREE for the iPhone and iPod Touch. The app includes a personal budget calculator, an information area, key dates and useful contacts.

Further details can be found at:
www.cardiff.ac.uk/financialsupport





CHARGES

SESSION 2011/12



During your stay in University Residences, you may incur charges for the following reasons (please note this is not an exhaustive list). If you incur a charge, you will receive notification from your Residences Manager and you will be expected to pay the charge as soon as possible. You must pay the charge within 7 days. If you have not paid the charge by the end of each semester, the charge will then be handled by CSERV Finance who will add £10 to cover the additional costs.

ITEM	COST (£)	DETAILS
Bike shed key deposit	10.00	Deposit - will be refunded upon return of key
Replacement keys if lost	20.00 30.00 10.00	Per key Per key and fob (Aberdare Hall) Post box key
Visitor Parking - Talybont North and University Hall only	1.00	Per night (maximum of 2 nights)
Bedding Pack	30.00	
Replacement of lost 'Residences Card'	5.00	Per card
Locked out of accommodation	10.00	
Removal of general waste/recycling	1.00	Per person per bag
Housekeeping Charges - Cleaning and/or defrosting of fridge or freezer, washing up, cleaning of cooker, cleaning en-suite facilities etc. *	20.00	Minimum charge
Damage, loss or theft of University property *	Full cost of repair or replacement	
Propping open fire doors #	10.00	Per person
Tampering with fire equipment including covering fire detector heads, break-glasses etc. #	50.00	Per piece of fire equipment
Tampering with tamper tags #	10.00	Per tamper tag
Discharging fire extinguishers #	50.00	Per extinguisher
Damage to any fire equipment #	50.00	Minimum charge
Smoking in no-smoking premises #	50.00 10.00	Fixed penalty issued by the local authority Minimum charge for cleaning/painting required to remove evidence of smoking
Outstanding charges - administration fee	10.00	Per person

* If damage is caused to, and/or additional cleaning is required, in respect of common parts all occupants of the flat/corridor/block/house shall be charged collectively and in equal amounts.

Disciplinary action will be taken if fire alarms or fire fighting equipment are misused because of the potential risks posed to residents and staff.

SECTION C

HEALTH AND SAFETY

Electricity Supply

The electric supply in your room is 230V AC and electrical equipment should have a 3 square pin plug (as shown in picture below).

You can use the electricity sockets in your study bedroom for small electrical items such as your stereo, hairdryer, PC and TV, but not for heaters, kettles, plug-in air fresheners or large electrical appliances.

Please be careful not to use too many of the above items in your room at any one time as this may activate a trip switch. For this reason and for your own safety, the use of multi-adaptors is not permitted.

If you bring an electrical item into the residences you need to ensure it is in safe working order and you may be asked to produce an electrical safety certificate. Your Residences Manager can test your electrical items for you free of charge. To avoid any damage to your electrical items by a power surge we recommend you use a circuit breaker (RCD).

The electricity sockets in the corridors are for staff use only.



Computer Equipment

Display screen equipment is not provided in University residences, however, information regarding health and safety for display screen users can be found at: www.learninglink.ac.uk/keepfit

Heating

Heating in residences is generally provided from October to May at the following times: **7.00am - 11.00am and 4.00pm - 11.00pm**. The heating systems are controlled centrally and students are not expected to adjust or operate this equipment. If you have any queries regarding this matter, please contact your Residences Manager. Unless indicated, all standard charges for heating and lighting are included in your residences fee.

Windows

All windows are fitted with restrictors for health and safety reasons. Please do not force the windows open further than the restrictor permits.

Room Checks

Residences staff will carry out a minimum of one Health and Safety Check of your room each term. If any areas for concern are identified, Residences staff may carry out further health and safety checks of your room during the term.

Emergency Notice Boards

These are used to display emergency information to residents including meningitis precautions. Emergency Notice Boards can be found at the following places:

Aberdare Hall	Garden Wing/Library Wing
Aberconway Hall, Colum Hall, Hodge Hall and Student Houses (Colum Road/Place)	North Campus reception 130 Colum Road
Cartwright Court	Cartwright Court reception
Gordon Hall	Ground floor foyer
Roy Jenkins Hall	Ground floor foyer
Senghennydd Court, Senghennydd Hall and Student Houses (Village)	Senghennydd Court reception
Talybont Court	Talybont Court reception
Talybont North	Talybont Social Centre
Talybont South	Talybont South laundry
University Hall	Birchwood House corridor and Tower foyer

Smoking

The University is committed to making its premises completely smoking free for the protection of all its students and staff and has issued a policy in line with government legislation. Smoking is not permitted **in or on** any University premises, except in designated areas. For further details specific to your residence, please refer to the 'Important Information' poster on the notice board in your kitchen.

This includes all University residences and residences grounds, communal work areas, individual rooms, stairwells, lifts, rest areas, toilets, car parks and grounds.

Where infringements of this policy occur, the relevant student disciplinary procedure will be invoked.



Fire Protection / Alarm Detection

Students are not expected to use the fire equipment provided in residences. These are for **staff members only** to use in the event of a fire. Misuse of fire equipment (extinguishers/ automatic detection devices etc.) is subject to Cardiff University disciplinary and criminal prosecution. Please see page 20 for information on charges relating to misuse and damage of fire equipment.

Interference with or misuse of Fire Protection/Alarm Detection systems or appliances and Electrical or Gas systems is a breach of Residential Terms and Conditions and constitutes a criminal offence.

Fire doors must be kept closed at all times and under no circumstances should they be propped open.



The heat detectors located in the kitchens and smoke detectors located in the communal areas are very sensitive to cooking and aerosol sprays. Care should be taken to ensure that the alarms are not set off by any of the above and extractor fans (where provided) should be used when cooking.

Please note, lit candles and incense burners are not permitted in any University residences as they represent a fire hazard.

On discovering a fire: sound the nearest fire alarm and leave the building by the nearest exit.

On hearing the fire alarm: leave the building by the nearest exit. Do not stop to collect personal belongings. Do not use lifts.



It is in your own interest to familiarise yourself with the regulations concerning fire and safety for your residence, paying particular attention to the location of break glass points, emergency exits and assembly points. Please see the notices in your hall/flat/room.

Accidents

Any accident you are involved in or witness to should be reported to your Residences Manager, Student Warden or Security immediately.

In the case of an emergency you can call an ambulance by dialling 999 or University Security on **(029) 2087 4444** who will make the call for you.



Snow and Ice



In the event of snow or ice, we will endeavour to clear pathways as soon as possible.



FOOD SAFETY

DON'T BE A CASUALTY

Thousands of people contract food poisoning each year simply because they fail to follow some simple guidelines....

- Maintain **good personal hygiene**. A huge amount of food poisoning is transmitted because we fail to wash our hands, so don't forget, especially after using the bathroom and before preparing food
- Ensure open wounds are covered before preparing foods
- Refrigerate all high risk foods, these tend to be foods that are high in protein/moisture and/or foods that are not subject to any further treatment, e.g. cooking. Foods in this category are ready to eat foods, sandwiches, meat, poultry, fish and dairy products
- **Store raw and cooked food separately**, cooked foods should be stored above raw foods
- Ensure hot food is **thoroughly cooked**. Read cooking instructions provided on packaging
- Adhere to '**use by**' and '**best before**' dates
- Avoid reheating food
- Avoid pests – **keep the kitchen clean and tidy**, empty waste bins regularly, wash cutlery, crockery and other equipment after use. Remember pests are attracted to leftovers - keep food covered. If you do encounter any pests report them immediately
- Disposable cleaning cloths are an excellent idea as bacteria is not allowed to build up and spread around the kitchen
- **Wash utensils and chopping boards** in between and after preparing raw and cooked food
- Use the refrigerator to defrost foods, ensure you use sealed containers to defrost
- **Do not overload the refrigerator**, take care not to buy more than you can store
- Avoid purchasing broken packaged foods or dented tins

For tips on maintaining a healthy student lifestyle and some quick and easy recipes to try out on your housemates, please refer to the following website:

www.studentrecipes.co.uk

KEEP IT CLEAN!

Cleaning for communal areas

A cleaning service is provided (except in the residences for families and couples) which includes the cleaning of kitchens, toilets, bathrooms, corridors and entrances. The service does not include washing-up in kitchens, laundry, removal of refuse or any cleaning of your study bedroom, en-suite facilities or shared en-suite facilities. It is **your responsibility** to keep your room clean and to help you do this, vacuum cleaners can be found in your house or flat. Please note these are not to be used for clearing any spillages. Your Residences Partnership poster displayed in the kitchen will provide more information on cleaning.



En-suite: How to clean in 15 minutes

Bathrooms need to be cleaned at least once a week. This 15 minute clean up allows you to maintain the cleanliness of the en-suite without spending hours scrubbing and disinfecting. If you follow these simple steps on a routine basis it will take no time at all and keep your bathroom sparkling...

- You will need multi-surface bathroom cleaner, cloth, toilet brush and toilet cleaner. You can purchase a good multi-surface cleaner for around £1.50 and this should last you months
- Apply multi-surface bathroom cleaner to the sink, shower and mirror and using a cloth, wipe and rinse
- Apply toilet cleaner to toilet and briefly scrub out the inside of the toilet using toilet brush
- Using the multi-surface bathroom cleaner and cloth, wipe down the outside of the toilet
- Remember to store any chemicals in a cool and dark cupboard. **Please also take care not to mix chemicals/products as this may result in toxic fumes which can be quite dangerous**



How to clean your kitchen...



Fridge

You will need to regularly throw away any rotten food (fruit/vegetables etc.) in order to keep your fridge smelling fresh and prevent other food from spoiling. We recommend you store cooked meat above raw meat in order to prevent cross contamination.

Freezer

You will need to defrost your freezer when there is a thick layer of ice on the inside. This will usually be once a term. Please see the operating instructions on the next page for how to defrost your freezer.

Work surfaces

You should clean your work surfaces before and after you have prepared each meal. You can purchase a simple anti-bacterial spray which can be used on the work surfaces.

Cooker & hob

You can also use anti-bacterial spray to clean the cooker & hob. Please ensure you clean the cooker & hob only when they are turned off and cooled down. Please note that dried on food spills are a fire risk and therefore it is good practice to clean the cooker & hob after every use.

Microwave oven

To clean the microwave, simply use a damp cloth to wipe the oven sides and plate. It is good practice to do this regularly to prevent stains and spills becoming dried on and more difficult to remove.

Crockery/Cutlery

Dirty dishes cause smells and can attract unwanted visitors to your kitchen. They can also cause friction between you and your other housemates. Set up a dish washing rota if it helps.

Floor

If any spills occur, use a cloth/mop to wipe up any mess. Take care not to leave a wet floor unattended for health and safety reasons.



OPERATING INSTRUCTIONS

LAUNDRY AREAS

Each area within your residence will have comprehensive usage and safety instructions displayed, please take note before use.

FREEZER

- Plug appliance into a nearby plug socket
- Ensure door is closed and leave for a minimum of 2 hours before putting items in. Temperature settings vary, however the highest number setting will indicate the coolest temperature in the freezer – in some instances the temperature of the freezer will be set by the factory

Defrosting Your Freezer:

- This process should be done on a periodic basis i.e. before leaving for Christmas and Easter break or when there is a build up of frost and **before vacating your residences**
- Turn off appliance at the mains and pull out the plug
- Remove all food etc. and drawers
- A bowl of hot water can be placed in the freezer to speed up the process (DO NOT use sharp objects, hairdryers or other electrical appliances to remove the frost). When defrosting has finished dry the interior, replace drawers, plug in and turn on at the mains (if vacating your residences this step is not required). You must wait 2 hours before replacing food into the freezer

Safety:

- The 'Fast Freeze' button should only be used when placing lots of new fresh items in the freezer and should only be on for a MAXIMUM of 30 minutes – if left on for longer or continuously this will burn out the freezer and it will break down
- Always ensure the freezer door is closed when on
- Do not attempt to freeze fizzy drinks

FRIDGE

- Plug appliance in and turn on at the mains
- Ensure door is closed and leave for a minimum of 2 hours before putting items in
- Temperature settings vary, however the highest number setting will indicate the coolest temperature in the fridge – temperature should be between 0°C and 5°C

Safety:

- Ensure door is closed when appliance is on – light inside the fridge will indicate when door is open
- DO NOT place warm/hot foods, or goods containing flammable gases inside
- DO NOT store food in tins/cans inside your fridge. If you open a tin of food and do not use all the contents, store the leftovers in a plastic container or ceramic bowl
- DO NOT over-fill your fridge
- Clean inside regularly
- Before vacating your residences ensure appliance is switched off, cleaned and door is kept open

COOKER - HOB (ELECTRIC & GAS)

- Place a flat bottom pan on the hob you wish to use
- **ELECTRIC:** Turn relevant control knob to desired heat setting. The red indicator LED will light
- **GAS:** Push down and turn the relevant control knob to the maximum setting. With the control knob pressed, push the ignition button until a flame appears. Keep the control knob pressed for around 5 seconds before releasing
- The heat setting can be increased or decreased during cooking if required by turning the relevant control knob
- Once you have finished cooking, switch off all hobs by turning the temperature control knob back to '0'

Safety:

- DO NOT use round bottom pans / woks – always use flat bottom pans that are the correct size for the hob. Hobs vary in size to accommodate most size pans
- DO NOT operate an electric hob without placing a pan on it. This can cause irreparable damage to the hob
- ALWAYS ensure all control knobs are turned off when not in use
- NEVER try to extinguish oil or fat fires with water
- ALWAYS ENSURE pan handles are not placed above other hobs when in use
- DO NOT place flammable or plastic materials on or near the hob during or after use and NEVER try to dry clothing on the hob, or sit on appliance
- DO clean the hob regularly, ideally after each use. Always allow the hob to cool first and ensure the power supply is turned off (if electric). Any spillages should be cleaned up immediately before next use to avoid damage / burning
- DO NOT use abrasive scourers or corrosive products to assist cleaning
- NEVER use the hob as a room heater
- Gas hobs – if the ignition button is not working, please inform a member of staff

OVEN (ELECTRIC & GAS)

- Select temperature required by turning the oven temperature control (for a gas oven press and turn the oven temperature control, whilst still pressed, push the ignition button until a flame ignites), allow about 5-10 minutes for the oven to reach this temperature before placing food inside
- Open oven door and place food onto a tray in the middle of the oven and then close the door
- Temperature can be turned up and down during cooking if required
- To switch off, turn temperature control back to '0'

Safety:

- The appliance both outside and inside will become very hot when on, therefore take care when opening/closing the door and taking food/trays out – ALWAYS USE OVEN GLOVES
- Take care when opening the door as built up steam or hot air will escape
- NEVER place plastics, cans, aerosols, garments of any kind in the oven
- NEVER use appliance as a room heater
- ALWAYS ensure oven is switched off after every use
- For gas ovens – if your ignition is not working please inform a member of staff

GRILL (ELECTRIC & GAS)

- Select temperature required by turning the grill temperature control (for a gas grill press and turn the grill temperature control, whilst still pressed, push the ignition button until a flame ignites)
- Pull grill tray out using handle and/or oven gloves, place food onto tray and place back under the grill
- Keep grill door OPEN at all times during cooking
- Temperature can be turned up and down during cooking if required
- To switch off, turn temperature control back to '0'

Safety:

- The appliance both outside and inside will become very hot when on, therefore take care when opening/closing the door and taking food/trays out – ALWAYS USE OVEN GLOVES
- NEVER place plastics, cans, aerosols or garments of any kind in the oven
- ALWAYS ensure oven is switched off after every use
- NEVER use appliance as a room heater
- For gas grills – if your ignition is not working please inform a member of staff

In an emergency situation (e.g. cooker breaks down and you are waiting for a replacement) you may be provided with a microwave convection/grill oven, where one is provided please speak with a member of staff on use and safety instructions.

MICROWAVE

- Plug appliance in and turn on at the mains
- Place food onto a non metallic plate and place in the centre of the appliance
- Close the door
- Select cooking power level (defrost, low, medium, high etc.)
- Select cooking time, according to food packaging instructions, if available
- In some instances you will then need to select start
- To cancel operation turn the timer to '0', press STOP or open the microwave door

Safety:

- Please wipe clean inside appliance after each use to ensure any remains do not burn on next use
- DO NOT turn the microwave on when empty
- DO NOT put sealed containers into the microwave as they may explode
- DO NOT put metal or paper into the microwave as they may catch fire
- Take care when removing items from the microwave as they are likely to be hot
- For long cooking times, check food every couple of minutes for burning or over cooking
- DO NOT place or store anything on top of the microwave
- NEVER heat oil or fat in your microwave

TOASTER

- Select the required setting (highest number being the hottest setting)
- Place one or two pieces of bread in the toasting slots
- Press the bread carriage lever down until it clicks into place and the bread starts to toast
- Toast will pop up when toasted to the selected level and toaster will automatically switch off. If you wish to cancel toasting: press cancel or turn toaster off at the mains plug

Safety:

- Always leave a minimum of 30 seconds in between each toasting
- Never touch metal top of the toaster during or after use
- Empty crumb tray regularly
- Never wrap cables around the toaster when in use
- If toast gets jammed, turn off the toaster at the mains and wait for it to cool before removing
- ONLY bread, tea cakes and small rolls can be used in a toaster and slices should never be too thick or they will get stuck

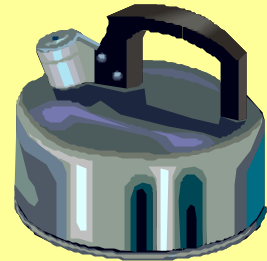


KETTLE

- To fill: cordless – remove kettle from base; non cordless – remove cable from kettle
- Lift lid and hold kettle under a running COLD tap
- Fill to required amount – indicated on measurement guide on the side of the kettle
- Replace kettle to either base or cable
- Press lever switch to turn on and light will indicate operation
- When lights turns off the water is boiled
- To cancel boiling: press lever back or turn off at the mains plug
- Kettle will automatically turn off when boiling is finished

Safety:

- Always fill enough water to cover the elements at the bottom of the kettle
- Never fill kettle over MAX indicator
- DO NOT open the lid when water is heating
- ONLY use the kettle to boil water – no other liquids or food should be used in any kettle



IRON

- Put water into the iron through the fill opening (ensuring it is unplugged at this time)
- Place iron on ironing board and plug appliance in to a near by plug
- Select temperature/setting required using the temperature control dial
- Red light will come on, stand appliance on its heel – when temperature is reached the light will go out
- Iron by pressing and moving the soleplate around a garment on the ironing board
- Between ironing always stand appliance on its heel and NEVER leave on its soleplate as it will burn the surface
- To spray water onto garment, press the water spray button whilst pointing the nose of the appliance in the required direction
- To switch iron off - turn temperature down and unplug at the mains

Safety:

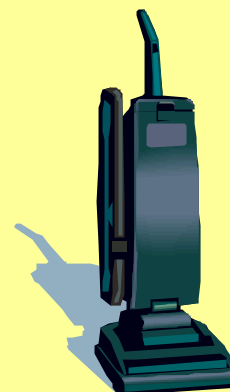
- DO NOT use iron if cord is worn, stretched, kinked, or damaged in any way
- DO NOT leave appliance unattended whilst on
- DO NOT submerge appliance in water in order to fill the water tank
- Never store appliance near hot appliances, steam or a cooker

VACUUM CLEANER

- Release cord from appliance and plug in at the mains (ensuring any knots in cord are untied)
- For upright vacuums place foot on the front head of the appliance and pull handle back
- For the 'Henry' or portable vacuum take hold of the nozzle
- Switch on by pressing the on/off button
- Push vacuum/nozzle around required area in a backwards/forwards motion
- To switch off appliance press the on/off button or turn off at the mains plug

Safety:

- To replace vacuum bag please ask a member of staff
- When storing your vacuum ensure cord is wrapped around appliance correctly and securely
- Only use vacuum cleaner indoors
- NEVER use vacuum cleaner on liquids or wet surfaces of any kind
- DO NOT vacuum up hard or sharp objects such as glass, nails, coins etc.
- DO NOT vacuum up flammable or combustible materials such as matches, cigarette butts, burning objects, lighter fluid etc.



TELEVISION

- Place appliance on a flat surface and plug into a near by plug socket
- To tune your TV, using the remote control press the **menu** button and select **setup** and press **ok** – select the **autoprogram** option which will tune your TV in automatically
- When TV is on, use your remote control to scroll through programmes and for volume control

If you wish to view the full user guide of TVs provided by Cardiff University, please speak to a member of your Residences team at your reception.

Safety:

- DO NOT cover ventilation holes or store your appliance on the floor
- DO NOT position your appliance in direct sun light or near naked flames or other warm appliances
- When not in use, always ensure appliance is switched off on the TV or mains

SHOWER

Shower (Electric)

- Pull power cord
- Select pressure setting by turning control to low/medium/high
- Select temperature by turning control: blue = cold, red = hot
- Press the start/stop button (settings can be adjusted when shower is on)
- To stop, press the start/stop button and pull on power cord

Shower Mixer (Gas)

- Turn the flow lever until desired force of water is obtained – this will automatically turn your shower on
- Turn the temperature knob until the desired temperature is reached
- To stop, turn the flow lever back to the starting position

Safety:

- Ensure shower is fully turned off at the end of every use
- Ensure en-suite door is closed when showering as steam will set the smoke alarms off
- Ensure there are no electrical appliances in or around your shower at any time

ELECTRIC HEATER

In an emergency situation (e.g. heating breaks down and you are waiting for it to be fixed) you may be supplied with a temporary **electric heater**. Here are some safety tips for use:

- Disconnect the appliance from the mains when not in use
- Place appliance on a firm and level floor indoors
- Ensure that there is a minimum distance of 1 metre from furniture or curtains
- You must NOT use the heater if it is resting on its front, back or sides
- The heater must NOT be covered at any time and NOT be used as a clothes dryer or used in a moist environment (e.g. kitchen or bathroom) or directly below a plug socket

If you are still unclear on the use of any appliance please speak to a member of staff.

If any appliance does not work – NEVER try to fix it yourself, always report it to reception.

And remember NEVER turn on an appliance and leave it unattended.

SECTION D

LEAVING RESIDENCES

Vacation Periods

You are allowed to stay in your room during the Christmas and Easter breaks. If you are **not** vacating your room during these breaks, please let your Residences Manager know. Our on-site Security will then be made aware of your presence at this time.

If you go home during the Christmas and Easter breaks, you can leave your belongings in your room. However, we advise you to **take all valuables home with you**.

Please ensure your **fridges and cupboards** are cleared of any perishable food that may go off during the vacation period. Take care to clean all **cutlery and crockery** before you leave as these will go mouldy in your absence if left unwashed. Please ensure all **surfaces** are clear to enable domestic staff to clean. You must also empty your room/flat of all **rubbish** before you depart.

If you are living in a **ground floor room**, please take care to ensure all windows and doors are locked properly and it is a good idea to close curtains/blinds until your return.



Please also pay all outstanding invoices before you leave, as this may incur late payment charges if left until your return.

Please also remember to bring your **room key** back with you. If you forget it, you will be issued with a replacement key and you will be charged £20 if your original is not returned within 3 days.

End of your Residential Period

Ensure that you are able to vacate the premises by **10am** on the day your residential period ends. Take all belongings with you. Cleaning firms are contracted to begin work at 12 noon and therefore there will be no time for Residences staff to collect and store any forgotten items.

Any unwanted clothes, belongings and non-perishable food (i.e. tinned food) can be left in boxes at your Residences reception or launderette and these will be used for charity.

Ensure that all unwanted and perishable food is thrown away and that your room and communal areas are fairly clean and free of rubbish. **Any unacceptable rubbish will result in a charge and the invoice sent to your home address.**

Return your keys to your Residences reception in the pre-printed envelopes provided at the end of term. There will be a **£50 charge for non-return of keys** and the invoice will be sent to your home address. If you are returning your keys outside office hours, place them in the letterbox outside your reception with tags attached and sealed in the pre-printed envelope.

Don't forget to return your bike shed key and claim back your £10 deposit!



Ensure you **pay all outstanding residences fees and associated charges**, as failure to do so may result in further action being taken (which may include legal proceedings) to recover the sums due.

If you are moving into private accommodation, lots of useful information about moving from halls to a house, living in the local community and being a good neighbour can be found at: **www.cardiffdigs.co.uk**

We hope you have enjoyed your stay
in Cardiff University Residences.



USEFUL CONTACTS

Campus Security	(029) 2087 4444
Police	Emergency: 999 Non-Emergency: 101
University Switchboard	(029) 2087 4000
INSRV Helpdesk	(029) 2087 4487 insrvConnect@cardiff.ac.uk
Students' Union	(029) 2078 1400
Students' Union Box Office	(029) 2078 1458
Students' Union Letting Agency Park Place	(029) 2078 1525 www.cardiffstudentletting.com
Student Support Centre	Cathays Park: (029) 2087 4844 Heath Park: (029) 2074 2070 studentsupportcentre@cardiff.ac.uk
Student Counselling Service	Cathays Park: (029) 2087 4966 Heath Park: (029) 2074 2070 counselling@cardiff.ac.uk
Nightline	(029) 2022 3993
International Student Support	(029) 2087 4844
CSERV Finance: Residences Fees	(029) 2087 5239/4662/6367 residencesfinance@cardiff.ac.uk
Finance: Tuition Fees	(029) 2087 9262 fees@cardiff.ac.uk
University Health Centre 47 Park Place	(029) 2087 4810 (Clinic hours: Mon-Fri 9am-4:30pm)
Disability & Dyslexia Service	Cathays Park: (029) 2087 4844 Heath Park: (029) 2074 3811
University of Wales Hospital	(029) 2074 7747
NHS Direct	0845 4647
Fitness & Squash Centre – Park Place	(029) 2087 6706
Sports Training Village – Talybont	(029) 2087 4675
Sports Fields – Llanrumney	(029) 2077 7377
Insurance	www.endsleigh.co.uk
NUS	www.nus.org.uk
TV Licensing	www.tvlicensing.co.uk/students
Cardiff Council	(029) 2087 2087 www.cardiff.gov.uk