

# Welcome to Halls

Your essential guide

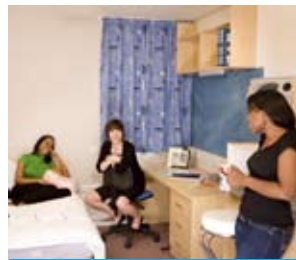


# Contents

<b>Welcome to halls</b>	<b>1</b>
<b>Making yourself at home</b>	<b>2</b>
Halls of residence queries; Insuring your property; Overnight guests and visitors; Car parking; Inter-site bus service; Bicycles; Post; Faxes; Maintenance issues/fault reporting; Laundry; Fridges; Open days; Summer vacation	
<b>Your licence – the legal bit</b>	<b>8</b>
Period of occupation; Prohibited items; Moving out of halls early	
<b>Best behaviour</b>	<b>10</b>
Code of conduct; Notice to Quit; Appeal against a Notice to Quit	
<b>Safety, security, and cleaning</b>	<b>12</b>
Security staff; Accidents and first aid; Keys; Windows; Health and safety checks; Electrical equipment; Smoking; Cleaning; Charges; Recycling and sustainability; Rubbish	
<b>Fire safety</b>	<b>16</b>
Fire safety equipment; Fire safety guidance; General fire prevention tips; Fire prevention in the kitchen; Fire prevention in your study/bedroom; In the event of a fire; What to do if a fire breaks out; Fire alarm activation charges; Appeal procedure	
<b>Paying your deposit and hall fees</b>	<b>20</b>
Deposit; Bank transfer; Hall fees	
<b>Help and support</b>	<b>22</b>
Kingston University support services – practical help; Time to study; Extra support; Living arrangements; Your career; Student funding; Complaints and misconduct; Disability and dyslexia support; Health and counselling; Spiritual wellbeing; Sport and recreation; Students' Union; Nursery; Useful contact numbers	
<b>Terms and conditions</b>	<b>26</b>
<b>Your halls management team</b>	<b>32</b>



Middle Mill halls of residence



iQ Wave studio ensuite



Seething Wells Halls of residence

# Welcome to halls

Your university years will be some of the most exciting of your life – leaving home, making loads of new friends and taking control of your own decisions are just a few of the new experiences that will shape the future you.

Alongside the fun and newfound independence come challenges and responsibilities, not least when making our halls your home.

But don't worry, because this booklet is designed to help you cope with, or even avoid, those more-daunting situations, making your stay in halls as enjoyable and stress-free as possible.

This guide can even save you time and money! Just a quick read-through will give you all the information you need to avoid unexpected bills for damages or any charges for failure to comply with those all-important rules that ensure a happy environment.

As a member of the Universities UK approved code of practice for the management of student accommodation, our rules ('conditions of licence' see pXX) and procedures have been drawn up to ensure that the standards of our halls are kept above the legal requirements. You can help us keep those standards high by following the guidance we've included here. After all, who wants to live next door to a nuisance neighbour?!

We look forward to helping you settle in to your new home!

Accommodation and Halls teams  
Kingston University

## What do you think of this booklet?

Send your comments to us at  
[accommodation@kingston.ac.uk](mailto:accommodation@kingston.ac.uk)



Kingston Bridge House halls of residence

# Making yourself at home

Once you have moved into your new room, unpacked your essentials and put your personal stamp on your surroundings – maybe you've even had a look around the communal areas and said hello to a few of your new flatmates – hopefully you'll start to feel at home and excited at the prospect of the months ahead.

Now you've settled in, what about the rules and responsibilities? Where do you pick up your post; can your friends from home stay over; how do you connect your laptop to the internet; where do you wash your clothes; who do you contact if things go wrong? Read on, and all your questions will be answered...

## Halls of residence queries

The reception desk is your first point of contact for any queries in halls, such as maintenance requests and public transport information.

Halls management can be contacted 24-hours a day from reception or the on-call duty manager in the event of an emergency.

After hours, when the halls day staff leave, University security officers come on duty and undertake periodic patrols of all areas.

## Insuring your property

Your personal belongings (ie, laptops, sports and electrical equipment, clothes and frozen food) are covered for the duration of your stay at Kingston's halls under an Endsleigh insurance policy provided by us.

If you would like to insure additional items, such as your mobile phone, bicycle, or laptop outside of your room, you have the option of extending your insurance cover.

To find out what the insurance covers and how to claim, or to view or extend your policy, or ask a question, visit [www.endsleigh.co.uk/reviewcover](http://www.endsleigh.co.uk/reviewcover)

## Keys

You are responsible for your hall keys – see [pXX](#) for more details.

## Smoking

Smoking is not allowed anywhere within the University buildings, including your study bedroom – see [pXX](#) for more details.

## Overnight guests and visitors

You are permitted one guest (aged over 18) to stay overnight on no more than two consecutive nights in any one week, and for a maximum of six visits per term.

Overnight guests MUST sign in at reception.

All other visitors/guests must leave the halls and grounds before midnight.

A maximum of two day visitors/guests (including student guests) are permitted at any one time for health and safety reasons.

You are responsible for the behaviour of your guests/visitors while they are on the premises – you will be responsible for any damage/loss they cause.

Guests/visitors may not enter your room or flat without you being present.



### Car parking

Vehicles brought onto the University sites are done so at the owner's risk – the University accepts no responsibility for accidents or damage to vehicles.

Please ensure your vehicle is locked when unattended.

If you wish to park your car on site, you must display a car park pass at all times.

Passes can be obtained from reception – proof of ownership and valid insurance documents are required.

Visitors must display a pass if parking their car on a University site – these must be obtained from reception by the resident, NOT the guest.

All vehicles must be parked in designated car parking bays only.

Wheel clamps will be used on any vehicle parked improperly or without a valid pass – a charge will be payable to the clamping company for release. Persistent offenders may be denied access to the site.

Parking passes apply to the car and can not be used on other cars.

Parking passes are for your hall of residence only.

Misuse of a parking pass may result in it being revoked without reimbursement.

KUSCO and Grosvenor Facilities Management reserve the right to refuse to issue a car park pass.

The maximum speed limit on University sites is 10mph.

Noise levels from car stereos must be reduced to a minimum to avoid disturbance.

The misuse of car horns is not permitted on any University site.

### Inter-site bus service

The free University bus service operates between all University sites (except Kingston Bridge House).

The bus timetable can be obtained from your hall reception or on StudentSpace.

#### Routes

Seething Wells – Penrhyn Road – Kingston Hill – Roehampton Vale – return

Penrhyn Road – Knights Park – Clayhill – Surbiton train station – return

### Bicycles

Bicycles can be parked in our secure bicycle racks or sheds.

Bicycles are not permitted within the flats under any circumstances.

Bicycles are left at the owner's risk – insurance is advised.



Inter-site bus at Seething Wells

### Post

Outgoing mail can be posted in the local Royal Mail postbox (ask at your reception for directions).

Incoming post is delivered to your flat's postbox, located in the reception area.

Parcels, registered and recorded mail can be collected from the reception desk between 9.00am and 7.00pm.

If you are receiving money or valuable documents, including bankcards, please ask for them to be sent by registered or recorded mail to ensure their safe delivery.

A list of items awaiting collection will be displayed on the reception noticeboard. You will need to show your ID card to collect parcels, etc.

Please make sure that friends and family, etc, correctly address any letters or packages to you, including your name, room number and hall address (see page XX), otherwise it may end up in the wrong postbox.

To avoid theft of items, please ensure that the postbox is closed properly after you have collected your post.

Post left uncollected for two weeks will be returned to sender.

You must not receive post for any other person at your address. Any non-resident mail will be returned immediately to the sender, without exception.

Flowers will usually be delivered to your room. However, on busy occasions, eg Valentine's Day, a list will be pinned on the noticeboard alongside the parcel list.

When you leave halls at the end of your licence, please ensure that you have all mail re-directed in good time. Any mail received after this time will be returned to sender.

### Faxes

Faxes can be sent and received from reception.

There is a charge for sending a fax.

Faxes received and awaiting collection will be detailed on the parcel list.

### Halls telephones

All halls have emergency telephones.

These phones accept incoming calls – you will be advised of the telephone number on arrival.

You may not accept transfer charge calls on the emergency phones. Any charge incurred in this way will be deducted from your hall deposit.

To call the emergency services (free of charge) dial 9 (for an outside line) and then 999.

You can also use these phones to contact reception in an emergency.

Any vandalism of these phones will result in disciplinary action.

Please report any fault to reception.

### Maintenance issues/fault reporting

All faults should be reported to reception as soon as possible and written in the maintenance book.

All reported faults will be investigated and fixed, if possible, within 24 hours. At weekends the problem will be dealt with on the next working day, unless the problem is classed as an emergency.

Sometimes it may be difficult to resolve maintenance problems – your understanding of this would be appreciated.

If we are unable to rectify the problem immediately, we will endeavour to inform you and, where necessary, offer you alternative facilities.



### Laundry

Each hall has its own laundrette on site, with coin-operated washing machines and dryers.

2 x £1 coins are required for washing machines; 20p coins operate the dryers and washing powder machines. (Change is not available at reception.)

In case of problems, contact reception, who will do their best to assist.

Do not leave items unattended.

The last wash is at 9.30pm.

### Fridges

Tabletop/mini fridges (maximum dimensions: height 515mm, width 500mm, depth 500mm) are permitted in rooms except in the Clayhill halls of residence.

A full-size fridge (anything larger than the dimensions stated) is not permitted in your room.

### Open days

Halls are sometimes visited by potential students during open days, which are held by the University throughout the academic year.

Halls management will notify you if your halls are to be visited.

### Summer vacation

One of our halls is available for accommodation at reasonable rates if you would like to stay in Kingston during the summer vacation. Rates will be displayed in halls from Easter.

# Your licence – the legal bit

The following notes will help you to understand your 'Hall Licence Term Sheet' and 'Conditions Of Licence To Occupy A Study-Bedroom In A Student Hall'.

If anything is unclear, please contact Accommodation Services for further explanation.

The licence is a legally binding agreement between you and the University. It confirms that you have agreed to rent your room from the University for an agreed period of time under the outlined terms and conditions (see page XX).

Prior to signing your Hall Licence Term Sheet, it's important to make sure that you understand your responsibilities and rights.



## Period of occupation

Licences are usually for a 40-week period. However, some courses differ in length, so you may be offered a different licence duration.

The licence period for nursing students is 48 or 50 weeks.

International postgraduates are offered a 40-week licence with the opportunity to extend it by a further 10 weeks.

## Prohibited items

The following items are not permitted in halls. Discovery will result in disciplinary action. (Please note that this list is not exhaustive.)

- Unlawful drugs\*
- Firearms, including replicas
- Knives over 15cm long
- Candles
- Oil lamps
- Incense sticks
- Fairy/Christmas tree lights
- Inflatable chairs and beds
- Hookahs/shisha pipes
- Swords
- Water pistols
- Paintball guns
- Fireworks
- Barbecues
- Beanbags
- Laser pens
- Animals and pets, including goldfish

\*Drugs: Kingston University has a zero-tolerance approach to illegal drugs and drug dealing on all University premises, including halls of residence. The University works closely with the police to combat illegal drug use to ensure that students can live and study in a safe environment.

We understand, however, that some students may be experiencing personal difficulty with substance misuse and need help to combat an addiction. Support and guidance is available from the University's Health & Counselling team. Students can also contact the Kingston Community Drugs and Alcohol Team on 020 8336 8911 for further help and support.

## Moving out of halls early

By signing and returning your Hall Licence Term Sheet and deposit, you have entered into an agreement to pay the full hall fee for the period of your licence, even if you leave the University or move to alternative accommodation.

If you wish to move out of your hall before the licence period expires, you must visit Accommodation Services at Cooper House to complete a Hall Withdrawal Form. Notice given to any other University office is not recognised as notice of withdrawal from halls.

You must give Accommodation Services 28 days' notice of intention to leave your halls.

You will be charged £50 on giving notice, which covers the costs of inventory, other checks/inspections and administration.

You must return your keys to the hall manager by 12pm (noon) on the day you leave. If you don't, we may have to replace the relevant locks and charge you for the cost of doing so.

If you wish to move out to alternative accommodation, Accommodation Services will try to re-allocate your room to another suitable Kingston University student. You will be released from your contract from the date that a replacement student moves in. If a replacement is not found, you will remain responsible for the hall fees for the whole period of the licence.

If you are withdrawing from the University and a replacement is not found, you will remain liable for the fees for that instalment period only (this does not apply to iQWave). Call Accommodation Services if you need clarification on dates of instalment periods.

You must vacate your room and return your keys within the current instalment period.

# Best behaviour

As part of the wider University community, staff and students are expected to conduct themselves in a respectful and dignified manner.

If behaviour in halls falls below these expectations, it will be dealt with in the first instance under the halls licence and subsequently under the University's Student Disciplinary Procedure, as appropriate.

## Code of conduct

The following information is an extract from the overall University Code of Conduct (Appendix A of the Student Disciplinary Procedures), which all students sign up to when joining the University.



Chancellors halls of residence

Students and staff will:

- communicate with each other in a polite and courteous manner;
- treat each other fairly and without discrimination;
- respect each other's diverse backgrounds, cultures, beliefs and practices; and
- treat everyone in and around the University with courtesy and respect.

University staff will:

- provide feedback on assignments within four weeks;
- ensure students' enquiries are responded to through an identified point of contact within five working days; and
- provide accurate information on courses, assessment and sources of advice/support in a timely fashion.

Students will:

- take responsibility for their learning and conduct while at the University;
- attend all teaching sessions, arrive on time and not disrupt others in sessions and in the Learning Resources Centres;
- contribute to discussions in classrooms and undertake work assigned to them; and
- submit assignments that are entirely their own work within published deadlines.

## Notice to Quit

If you breach the conditions of your licence (see page XX), you may be issued with a Notice to Quit (NTQ) by halls management. You will then have 28 days to move out of halls and return your keys.

Failure to move out by the required date will result in the University taking legal action to obtain possession of your room. You will also be liable for any legal costs if the University has to go to court to enforce this action.



## Appeal against a Notice to Quit

You have the right to appeal against an NTQ. You must complete an appeal form and indicate your grounds for appeal.

Appeal forms are available on StudentSpace, from halls receptions, the Students' Union and the Student Affairs Office.

Your completed form and a statement explaining your grounds for appeal must be submitted to the Student Affairs Office within seven days of the date of the NTQ.

The Student Affairs Office will then consider your grounds for appeal and may invite you to attend an appeal hearing to discuss your case.

The Student Affairs Office will take into account whether the hall manager's decision in giving the NTQ was correct based on the grounds of appeal, the nature of the incident(s) and the breaches of the hall licence.

You will be notified of the outcome of the appeal in writing.

If your appeal is successful, you will be able to remain in halls.

If your appeal is unsuccessful, you will be required to vacate your room by the deadline stated in the letter from hall management.

# Safety, security, and cleaning

## Security staff

Security officers patrol the hall site regularly.

Overnight security staff can be contacted in reception.

In the event of an emergency or breach of policy, any instructions issued by a security officer must be followed.

## Personal security

Good security practices are important in halls.

Hall doors and flat doors are self-closing and must never be propped open.

Bedroom doors and ground floor windows should always be closed when the room is unoccupied.

All residents must take care when answering the door. Do not let strangers in. Contact reception or security if you are unsure.

The University accepts no responsibility for any loss of personal property – you are strongly advised to take out personal insurance for your belongings.

It should be noted that insurance companies will not support claims where the occupant is found to be negligent, eg the door left unlocked or window open.

Residents are requested to report ALL incidents involving security matters, including any suspicious people, to reception or security immediately.

## Accidents and first aid

All accidents that occur in halls, no matter how small, should be reported to reception within 24 hours. Hall management or security will take a full report.

If you need first-aid assistance, contact reception.

Please note that if you are in any doubt as to the extent of your injury, do not hesitate to seek further medical treatment/advice.

## Keys

You are responsible for your hall keys.

If you lose your keys, inform halls management or security IMMEDIATELY – steps will be taken to secure your room by changing the lock. Although this will have an associated cost, it is extremely important to ensure that you and your belongings are safe, as well as others in your flat.

Do not lend your keys to fellow residents or throw keys out of windows to give access to friends. Doing so will result in disciplinary action.

All charges for replacement room keys are set at a standard cost; please ask hall management for details.

If you intend to be absent from your hall for any length of time, please speak to your reception about leaving your keys with them for safe-keeping.

If your keys have been left at reception or you have locked yourself out of your room, please note that it may not be possible to gain immediate access due to other priorities of the halls management team.

You may be charged a small fee to gain access if you have locked yourself out and left your keys in your room.

## Windows

All windows have a restrictor to stop them being opened too far for safety reasons.

Disciplinary action will be taken if the window restrictor in your room is tampered with.

Damage to windows will be charged appropriately.

Always close windows when leaving the room, especially on ground-floor rooms.

Entering the building through the window will be considered a criminal act and may be referred to the police.

## Health and safety checks

Health and safety checks are carried out each term.

Checks include communal areas, which, if found to be unsatisfactory, will result in contract cleaners being brought in.

If there is an issue with your equipment or the cleanliness of your room, you will be issued a check sheet with a date by which the problem must be rectified. The room/area will be re-checked and further action taken, if necessary.

## Electrical equipment

You must not overload electrical sockets or use square adapter plugs in your room or the kitchen.

The University permits the use of fused four-way extension leads.

Unsafe electrical items will be removed. If you are unsure, ask reception for advice.

You must not use your own kettle and toaster, or any other cooking equipment, in your bedroom. Every kitchen is fully equipped.

Unauthorised items will be removed and returned at the end of term.

International students should be aware that two-pin plugs must not be used without a suitable three-pin adapter, which can be purchased in local shops. Please seek advice from reception.

## Smoking

Smoking is banned by law in all enclosed and substantially enclosed public buildings.

Smoking is prohibited in all bedrooms, kitchens and communal areas.

Failing to comply will result in disciplinary action.

Smoking is permitted in outdoor, uncovered areas at least 10 metres away from the buildings. This allows non-smokers to avoid walking through areas where people are smoking.



Middle Mill halls of residence



### Cleaning

Students are responsible for cleaning their own bedroom.

Cleaning of kitchen and corridor areas is the collective responsibility of all residents in the flat. A cleaning rota can be found on the noticeboard in your flat.

Communal areas are checked on a weekly basis – see the noticeboard for dates.

Do not rely only on the cleaning schedule; ensure that you clean up after yourself on a daily basis.

You will be charged individually or collectively if extra or contract cleaning is necessary – see 'Charges' below'.

If you think you may be absent at the time of the cleaning check, please arrange for appropriate cover with your flatmates to avoid any cleaning charges, and let your cleaner and reception know.

### Washing up

Dirty crockery and pans are unhygienic and a safety hazard. Please wash up and clear away within 24 hours.

### Fridge and freezer

These should be defrosted regularly to maintain efficiency and avoid damage. Overfilling the fridge and freezer will block air circulation and reduce chilling efficiency.

### Charges

If the area on the cleaning rota is not cleaned to a high standard on inspection, the resident responsible will be charged a minimum of £18 (administration fee of £11.75 and 30-minute cleaning charge of £6.25). Additional cleaning will be charged at an extra £6.25 for each 30 minutes.

### Recycling and sustainability

Kingston University is one of the greenest universities in the country – according to the University Green League, which placed us 15th overall and joint first in London. Reduce your carbon footprint by taking part in the University's Switch Off campaign, which encourages students in flats to compete with other flats to see which has the lowest gas and electricity consumption. Prizes are awarded to the winners. (Sign up at the Welcome to Halls event.)

All sites have recycling bins for paper, cans and glass. Note that empty glass bottles should not be kept for decoration in your bedroom or kitchen – please take them to the recycling bins.

The 'Second Life Sale', held at the Fresher's Green Fayre, enables old halls residents to recycle their unwanted items when they move out, and new halls residents to kit their new home out cheaply.

For more information about sustainability, see [www.kingston.ac.uk/sustainability/forstudents](http://www.kingston.ac.uk/sustainability/forstudents)

### Rubbish

Residents are responsible for removing rubbish from their rooms and kitchen. Rubbish must be placed in the designated rubbish shed. Do not leave rubbish outside flats or outside the bin shed. This will ensure hygiene levels are maintained and vermin discouraged. Littering will result in disciplinary action.

Black bin bags and vacuum cleaner bags are available free of charge from reception.

# Fire safety

The University takes fire safety in halls very seriously.

Around 600 people die and over 16,000 are injured every year in the UK as a result of fires in the home.

A basic awareness of fire safety information could have prevented many of these deaths and injuries.

## Fire safety equipment

The University's purpose-built halls are inspected and maintained to ensure they stay in good condition.

The halls are subject to a fire risk assessment and are fitted with a mixture of smoke and heat detection as appropriate, as well as 'break glass' alarm call points. These are connected to an alarm system that is loud enough to wake up anyone sleeping and will sound if any device – sensor or call point – is activated. An alarm activation is notified electronically to security, who are instructed to call the fire brigade.

If a fire alarm sounds, the cause is investigated each time. If necessary, we may ask anyone involved to attend an interview to explain the circumstances that led to the alarm being activated.

We can, and will, apply penalties for any breaches. Any penalty imposed – which can range from advice as to how to stop a recurrence of a false alarm to a fine or even a notice to quit the halls – will depend on the circumstances; each case is considered individually.

## Fire safety guidance

The following information explains what we expect from you and what you can expect from the University in order to ensure your safety.

It is vital that you read, understand and, most importantly, follow this guidance. It may seem like it is a list of things we're trying to prohibit – such as smoking or cooking in bedrooms – but it is the best way to ensure your safety.

In the event of a fire in your hall, your chances of avoiding injury may depend on how quickly and safely you are able to leave the building.

Your life and the lives of your friends could depend on your actions.

Smoke and fumes spread with frightening speed.

Smoke and fumes can kill – particularly highly poisonous smoke from some burning furnishings.

We can't and won't condone any unsafe act.

All halls are monitored for fire safety arrangements – the measures are set out in the following pages

Participation in fire drills, wherever they may be held, and in the evacuation of premises where an alarm is sounding, is compulsory.

Contact the halls management staff if you have any questions on fire safety.

## General fire prevention tips

- Housekeeping is important – keep everything clean and tidy.
- Do not allow rubbish to accumulate in your bedroom or corridors.
- Keep fire doors closed – they save lives.
- Be aware of the different fire extinguishers in your halls and how to use them – for instance, never use a water extinguisher on a fire involving cooking fat, such as in a frying pan; use a fire blanket.
- Report any concerns to the halls management team.
- Make sure that you can identify at least two escape routes in case the first one is blocked.
- Don't interfere with fire alarms or fire equipment – it can endanger lives and is a criminal offence.
- Make sure that you know where your Assembly Point is.
- Ensure friends are signed in if they come into halls, so that they can be accounted for in the event of a fire.



## Fire prevention in the kitchen

- Clean up after you cook. In particular, clean the grill or any pans after use.
- The use of toasters and cooking equipment in bedrooms is forbidden – there are many flammable things in a bedroom and access can be difficult if a fire breaks out.
- NEVER leave cooking unattended. Turn off the heat if you need to leave the kitchen.
- Follow the instructions for cooking – don't exceed times or temperatures. If you're not sure how to cook something, please obtain advice.
- Cooking in deep fat/oil is forbidden – it presents a high risk should it catch fire. Deep-fat fryers are prohibited for the same reasons.
- Never put wet food into hot fat – dry it on a paper towel first. Ensure oil isn't so hot that it is smoking – this is a sign that it's very near



- ignition point. Test the temperature of oil before cooking by adding a small piece of bread. If it crisps up quickly (30 seconds), the oil is ready.
- Do not prop the kitchen door open – this prevents separation of the kitchen from the corridor and can activate the smoke detector in the hallways.
- Do not use candles or similar items during dinner parties, etc – there are no exceptions!
- Do not interfere with fire equipment at any time. This could endanger lives.
- Do not overload sockets – use only one plug per socket.
- Do not cook if you are affected by alcohol or **prescription** drugs.

## Fire prevention in your study/bedroom

- Do not block the ventilation outlets of televisions/computers or any electrical equipment.
- Smoking is prohibited by law anywhere inside our halls of residence. Please respect this, and never try to get round these restrictions by, for instance, covering a smoke detector.
- Keep flammable liquids (eg varnishes, thinners, paints, glues) properly sealed and secure.
- The use of candles, oil lamps or similar devices with naked flames is prohibited – discovery could lead to your eviction from halls.
- Electric fires, gas lamps/stoves or similar equipment are not allowed. If you have a particular need, speak to the halls management, who will do their best to assist you.
- Do not overload sockets. If you need to use an extension lead, check with halls management first. Never use a 'cube' socket doubler – these are often unfused and can be dangerous.
- Do not attempt to undertake electrical repairs or quick 'make-do' electrical jobs.
- Do not interfere with fire equipment at any time. This could endanger lives.
- Ensure your electrical appliances are safe to use (check cables, plugs, etc are not damaged).

**DON'T EVEN THINK OF SMOKING HERE**

### In the event of a fire

#### If you hear a fire alarm:

- Stop what you are doing and leave the premises at once by the nearest fire exit.
- Follow the green directional signs. In some buildings, the activation of a fire alarm will release magnetic locks that will normally hold some doors closed, so there may be a more direct route out of the building.
- Close all doors and windows as you go, as long as it does not delay you leaving.
- Ensure everyone is evacuating the premises. Report any concerns to security immediately.
- As you leave, check that your neighbours have heard the alarm.
- Do NOT use lifts (they can create air movement and could open their doors where the fire is).
- Make your way to the designated Assembly Point.
- Keep away from any building entrance. This will help provide easy access for the emergency services.
- Do not re-enter the building just because the fire alarm stops sounding. Wait until the formal 'all clear' has been given.
- If you believe somebody is trapped/missing, inform the responsible person or the fire brigade.
- If there is smoke, make your way out by crawling on the floor.



### What to do if a fire breaks out

#### In general:

- If the alarms aren't activated, go to the nearest fire alarm call point and break the glass.
- Only attempt to put out the fire using the appropriate fire extinguisher if it is safe to do so. Do not put yourself in danger.
- Leave the premises, closing doors on your way, and go to the designated Assembly Point.
- Inform security – on 020 8417 6666 (extension 66666 from an internal telephone) or mobile security on 07831 136082.



#### In your study/bedroom:

- Activate the nearest fire alarm.
- Let someone else know what's happened.
- If it is safe to do so (for example, if the fire is still very small, ie an item of electrical equipment smoking), put out the fire using the appropriate fire extinguisher. Never put yourself at risk – fumes can be deadly.
- Never let a fire get between you and your exit. If you are not completely sure, leave the room, closing the door behind you.
- Evacuate the premises, closing doors on your way, and go to the designated Assembly Point.
- Inform security – on 020 8417 6666 (extension 66666 from an internal telephone) or mobile security on 07831 136082.

#### In the kitchen:

- Activate the nearest fire alarm.
- Turn the appliance involved off at the socket if it is safe to do so. Never put yourself in danger.
- Use the fire blanket if it is safe to do so. If not, leave the room, closing the door behind you.
- Evacuate the premises, closing doors on your way, and go to the designated Assembly Point.
- Inform security – on 020 8417 6666 (extension 66666 from an internal telephone) or mobile security on 07831 136082.



### Fire alarm activation charges

A £50 charge will be deducted from your halls deposit if the fire alarm is activated for any of the following reasons:

- cooking (eg burning food, etc);
- spraying deodorant, air freshener or hair products;
- steam from your shower;
- drying or straightening your hair;
- smoking; or
- covering, or otherwise interfering with, the smoke detector.



Halls management will notify you if you are to be charged for activating a fire alarm. You will be sent an updated invoice outlining the charges that have been taken against your deposit.

### Appeal procedure

If you disagree with a fire alarm activation charge, you should speak to halls management immediately to discuss the reasons why you should not be charged.

Halls management will consider your request to remove the charge and will reverse the charge on your account if they agree with your reasoning.

If halls management disagree, you may appeal against this decision to the Head of KUSCO Commercial Services.

You must state the grounds for your appeal in writing within seven days of being notified of the decision by halls management.

The decision of the Head of Commercial Services is final in respect of fire alarm activation charges.

# Paying your deposit and hall fees

## Deposit

Your room is secured with a £300 deposit, together with your signed Hall Licence Term Sheet and a signed copy of the Conditions of Licence to Occupy a Study Bedroom in a Student Hall.

Deposits should be paid by:

- Credit/Debit Card – Visa, MasterCard, Maestro, Solo, Visa Delta, Visa Electron
- Cheques made payable to 'Kingston University'
- Banker's draft in pounds (£) sterling drawn on a UK bank account (guaranteed cheque written by the bank)
- Bank transfer (see below)

## Bank transfer

You can pay your deposit and your rent in full through electronic transfer into the Kingston University bank account.

Bank: Barclays Bank PLC

Account name: Kingston University

Bank Address: 1 Churchill Place,  
London, E14 5HP, UK

Branch name: 1 Churchill Place

Account number: 20273856

Sort code: 20-00-00

IBAN no: IBAN GB32 BARC 2000 0020 2738 56

SWIFT code: BARCGB22

If you choose to pay by this method, it is essential that you include your name, Kingston University ID number and reason for payment (hall deposit or hall fees). Also, you MUST fax a copy of the confirmation of the payment to Accommodation Services on: +44 (0)20 8417 3532.

## Hall fees

Hall fees include heating, lighting and hot water. Hall fees are payable in full on 4 November 2010. Payment can be made by credit/debit card, cash, cheque, banker's draft or bank transfer into Kingston University's bank account. Alternatively you can pay in three instalments by direct debit.

Payment by instalment dates are:

Thursday 4 November 2010

Thursday 10 January 2011

Thursday 5 May 2011

International students who do not have a UK bank account have the option of paying by credit/debit card in three instalments, but must complete the appropriate form.

Nursing students' licence periods are longer and therefore have five payment periods:

Nurses – September 2010-entry

Thursday 4 November 2010

Thursday 10 January 2011

Thursday 3 March 2011

Thursday 5 May 2011

Thursday 23 June 2011

Nurses – February 2011-entry

Thursday 31 March 2011

Thursday 26 May 2011

Thursday 21 July 2011

Thursday 29 September 2011

Thursday 8 December 2011

You MUST ensure that there are sufficient funds in your account to cover hall fees.

The amount to be debited and the due date can be found on your licence, but halls management will remind you of this, should it be necessary.

If you change your bank details, please remember to change your direct debit details with the Credit Control team in Cooper House.

PLEASE NOTE: If you cancel your direct debit, you will forfeit paying by instalments and the full balance of outstanding rent will become due.

You are only entitled to the instalment option if you choose to pay by direct debit or are an international student who has completed the relevant form with credit or debit card details, otherwise the full balance is due on 4 November 2010.



# Help and support

## Kingston University support services – practical help

The University offers a number of support services to help make you feel more secure and settled while you are away from home.

- Our Accommodation Services team will help you find somewhere to live.
- The Student Funding Service can help you with your finances.
- Our Health Centre offers GP appointments and complementary therapies.
- If you have children, you may be able to enrol them in the University's nursery.
- The University's faith groups are there to offer you spiritual support.

## Time to study

Our top-quality learning resources will help you make the most of your study time.

- Extensive computer network
- Learning Resources Centre (library) on each of the four University campuses
- English language support for international students
- Disability and dyslexia support

## Extra support

Additional support is also available, to make your time at Kingston as stress-free as possible.

- A personal tutor
- Student Affairs Office – to help you sort out any problems or complaints
- Kingston University Students' Union – to help you settle in and offer independent advice

## Living arrangements

Accommodation Services offers access to a comprehensive range of accommodation options.

- Halls of residence
- Lodgings
- Free online vacancy list of private-sector accommodation (updated constantly)
- Headed Tenancy Housing Management Service
- Information and guidance when looking for a property in the private sector

You can also obtain advice and information on housing matters.

The Accommodation Service office is open throughout the year, Monday to Friday, from 10.00am to 4.30pm.

## Find out more

E: [accommodation@kingston.ac.uk](mailto:accommodation@kingston.ac.uk)  
[www.kingston.ac.uk/accommodation](http://www.kingston.ac.uk/accommodation)

## Your career

Employability is becoming increasingly important to students right from the start of their degree. The Careers and Employability Service offers a range of services to help.

- Jobshop – an online service offering part-time, vacation, placement and graduate jobs
- Employer events on campus – both generalist and targeted to specific subject areas, and including presentations, workshops, meeting groups of employers (speed events)
- Careers and Employability Library in the Learning Resources Centres and online
- Advice and information on topics including employment law, writing CVs, interview skills and career options
- Drop-in sessions and individual appointments both at Cooper House and in the faculties
- Email and phone advice and guidance service

## Find out more

E: [careers@kingston.ac.uk](mailto:careers@kingston.ac.uk)  
[www.kingston.ac.uk/careers](http://www.kingston.ac.uk/careers)

## Student funding

The Student Funding Service provides a range of services that can broadly be divided into two main areas: advice work and administration of funds.

### Advice work

- Funding information, particularly with regard to Maintenance (Student) Loans, Maintenance Grants, bursaries and Tuition Fee Loans
- Advice sessions and confidential one-to-one appointments on budgeting and money management with a Money Doctor
- Social Security benefits and tax credit entitlements
- Debt management and support
- Drop-in service (Money Surgeries) across all sites

### Administration and allocation of funds

- Assessment of student need and allocation of Government and University funds
- Financial Aid for American and Canadian students (Occasionally, a short-term loan may be available in an emergency.)

NB: For queries about payment of fees to the University, either for tuition or accommodation, contact Credit Control in the Finance Department at Cooper House – 0844 855 2309 (internal ext. 63827), email [creditcontrol@kingston.ac.uk](mailto:creditcontrol@kingston.ac.uk)

## Find out more

E: [studentfunding@kingston.ac.uk](mailto:studentfunding@kingston.ac.uk)  
[www.kingston.ac.uk/money](http://www.kingston.ac.uk/money)

## Complaints and misconduct

If you have concerns about the services or support offered to you by the University, or the behaviour of students and/or staff towards you, the Student Affairs Office can advise on:

- the Student Complaints Procedure;
- the Student Disciplinary Procedure; and
- issues of harassment and bullying involving students or staff.

## Find out more

E: [studentaffairs@kingston.ac.uk](mailto:studentaffairs@kingston.ac.uk)  
[www.kingston.ac.uk/student-affairs-office](http://www.kingston.ac.uk/student-affairs-office)

## Disability and dyslexia support

The University's Disability and Dyslexia Support Service provides advice and support to students with disability or dyslexia requirements.

- Assessment/applications for Disabled Students' Allowances
- Course and examination arrangements
- Physical access and disabled parking
- Adaptations to accommodation
- Mental health difficulties
- ICT support
- Study skills workshops

## Find out more

E: [disability@kingston.ac.uk](mailto:disability@kingston.ac.uk)/  
[dyslexia@kingston.ac.uk](mailto:dyslexia@kingston.ac.uk)  
[www.kingston.ac.uk/disability-and-dyslexia](http://www.kingston.ac.uk/disability-and-dyslexia)

## Health and counselling

The University's Health and Counselling Service co-ordinates a range of services to students across the sites.

### NHS services

- Medical consultation sessions with a GP or nurse
- Well Person Clinic
- Monday Clinic for Sexual Health
- Advice and guidance about health-related issues

### Counselling service

- Drop-in sessions for advice on personal matters and crisis counselling
- Individual, brief focused counselling
- Group work
- Life coaching
- Advice regarding drug and alcohol use
- Stop-smoking advice
- Stress management workshops

### Allied services

- Range of low-cost complementary therapies

## Find out more

E: [health@kingston.ac.uk](mailto:health@kingston.ac.uk)  
[www.kingston.ac.uk/health](http://www.kingston.ac.uk/health)



### Spiritual wellbeing

The chaplaincy is a resource for spirituality, faith, and free, independent and confidential pastoral support to all members of the University.

The chaplaincy runs a programme of activities and offers places for prayer in the University. You can also contact the chaplaincy for information on local places of worship, faith groups and dates of religious festivals.

The chaplain – Rev. Stan Brown – works alongside and supports people of all faiths and none, and is available from Monday to Friday, between 8.30am to 5.30pm.

#### Find out more

E: [chaplaincy@kingston.ac.uk](mailto:chaplaincy@kingston.ac.uk)  
[www.kingston.ac.uk/chaplaincy](http://www.kingston.ac.uk/chaplaincy)

### Sport and recreation

The Sports and Recreation Service runs the University's sports facilities, support programmes and services, including the refurbished Fitness Centre, which provides gym facilities, exercise classes and fitness programmes to students, staff and the local community.

The team is also responsible for managing the playing fields at Tolworth Court Sports Ground and works closely with the Students' Union to support sporting clubs and societies.

It also runs a support programme for talented sports people studying at the University who compete at national and international standard, as well as sports coaching and volunteering opportunities in the local community.

#### Find out more

E: [sport@kingston.ac.uk](mailto:sport@kingston.ac.uk)  
[www.kingston.ac.uk/sport](http://www.kingston.ac.uk/sport)

### Students' Union

The Students' Union is an independent association with exempt charitable status.

It aims to advance the education of its members (and students of the University as a whole), as well as representing the interests and needs of its members.

The Students' Union acts as a channel of communication for dealing with the University and other bodies.

It also promotes and protects the welfare of its members and encourages and co-ordinates student clubs, societies, sports and activities.

In addition, the Students' Union aims to provide the ultimate student experience through 'making things better for students'.

#### Find out more

E: [studentsunion@kingston.ac.uk](mailto:studentsunion@kingston.ac.uk)  
[www.kusu.co.uk](http://www.kusu.co.uk)

### Nursery

The University Nursery currently provides childcare to students with children between the ages of 2 and 5 years.

- High standard of childcare – Ofsted inspected
- Sessions operate Monday to Thursday 8.00am to 6.00pm and on Friday 8.00am to 5.30pm
- Current prices are on the website – offers Early Education Funding

#### Find out more

[www.kingston.ac.uk/nursery](http://www.kingston.ac.uk/nursery)

### Useful contact numbers

#### Accommodation Services

T: 020 8417 3829

#### Careers and Employability Service

T: 020 8417 3523

#### Chaplaincy

T: 020 8417 2940

#### Citizens' Advice Bureau (in KUSU)

T: 020 8417 7088

#### Credit Control

T: 0844 855 2309

#### Disability and Dyslexia Support Service

T: 020 8417 4252

Minicom: 020 8417 4447

#### Fitness Centre

T: 020 8417 2414

#### Health & Counselling Service

T: 020 8417 2172

#### Kingston University switchboard

T: 020 8417 9000

#### KU Students' Union

T: 020 8417 2868

#### Student Affairs

T: 020 8417 6111 / 6110

#### Student Funding Service

T: 020 8417 3553

# Terms and conditions

## CONDITIONS OF LICENCE TO OCCUPY A STUDY-BEDROOM IN A STUDENT HALL –

This AGREEMENT is made on the date specified in the letter offering accommodation BETWEEN the University and You.

### Definitions and Interpretation

In this Agreement the following words have the meanings specified below.

Facilities	the facilities and services to be provided by the University as set out in Schedule 1.
Flat	a self-contained housing unit made up of a number of rooms that occupies only a part of the Premises which includes (where they are provided) bathrooms, toilets, kitchens, pantries, hall, stairs, landings, passageways and common rooms open for use to all residents of the Flat.
Premises	the whole of the buildings and adjacent grounds that make up the hall of residence in which the Room is located.
Room	the Room allocated to You.
You/Your	the student named to whom the Room is allocated and whose signature is on this Agreement.
University/Us/We/Our	Kingston University Higher Education Corporation and its agents or assigns.

### Money matters

- 1 You must pay Us a £300 deposit as set out in the letter offering You accommodation (the 'Deposit'). Please note, We can only pay refunds to the person who actually paid the deposit in order to comply with money laundering legislation. If You owe Us any money, this will be deducted from the deposit before any refund is made.
- 2 You will lose all or part of your deposit, at Our discretion: if You don't take up occupation of the Room by 5pm on the start date specified in the Term Sheet; or as compensation for any

cleaning charges or loss or damage to the Room, Flat or Premises.

- 3 If You withdraw from the University after paying the deposit, an administration fee of £50 only will be charged, provided that You inform Accommodation Services in writing prior to the start date quoted in the Term Sheet.
- 4 You are solely responsible for loss or damage to the Room or fittings (except any loss or damage caused by Us, or reasonable wear and tear).
- 5 The cost of any loss or damage to the Flat will be charged to whoever is responsible if they are identifiable. If they are not identifiable, reasonable charges will be made equally to all students who occupy the Flat (except any loss or damage caused by Us, or reasonable wear and tear). The cost of any loss or damage to the Premises will be charged to the individual(s), Flat(s) or block(s) responsible, if they are identifiable. Where charges for loss, damage or cleaning are made, We may charge an administration fee of £11.75 per student. Your statement will show an inclusive cleaning and administrative fee.
- 6 If charges for loss, damage or cleaning exceed £70, You will be required to top up the deposit to the original £300. If charges for loss, damage or cleaning exceed £300, the whole deposit will be forfeit and You will be invoiced for the excess amount and, in addition, an amount of £300 must be paid to top up the deposit. If the balance of the deposit falls below £0 and You don't make payments to top it up, We will treat You as a debtor and take steps to recover the debt and any associated costs.
- 7 You must occupy the Room by 5pm on the start date specified in the Term Sheet. If You don't, We have the right to withdraw the Room and keep your deposit, unless You have informed Accommodation Services of Your late occupancy in writing on the Hall Acceptance Form.
- 8 You must pay the hall fees as set out in the Term Sheet. If You don't pay instalments by

the required dates, You will be liable for the unpaid balance of fees for the full residential year, except for students withdrawing/terminating under Clauses 19b/20 below.

- 9 **Any failure to pay, or the dishonouring of deposit payments, will generally result in Us ending Your Licence and beginning legal proceedings for eviction and debt recovery (please note that We have the right to end this Licence if you commit a serious breach of this Licence, see Clause 42).**

### Using the Room and the Flat

- 10 **We are responsible for the provision of the Facilities.** You are responsible for the condition of Your Room. You have the right to use the Flat's common parts.
- 11 You may occupy the Room for the period specified in the Term Sheet. You **may** also be allowed, at Our sole discretion and with Our prior permission, and prior payment of the relevant price, to occupy a Room outside that period under a separate Licence.
- 12 You agree to use the Room as a study bedroom only. You must be enrolled as a full-time Kingston University student.
- 13 We may, at any time, require You to share the Room with another student (of the same sex). During any such periods of sharing, the Licence fees will be reduced and a rebate will be calculated and credited against Your next term's hall fee.

### Your keys

- 14 **You must keep Your keys safe and not give them to anyone else.** If You lose Your keys, the Room lock and all other affected locks will have to be replaced and new keys issued to the relevant students. You will be charged for those costs (minimum £100) if you are responsible for the loss.
- 15 If you need Us to let you into the Hall/Room because you don't have your key (without good reason), we may charge you £10.

### Car parking and bicycles

- 16 Parking spaces are not guaranteed and are subject to availability. You need to obtain a non-transferable parking pass and swipe card to park at University residential sites. Parking permission ends whenever this Licence ends.
- 17 Any vehicles (including bikes) must be left in designated areas only.
- 18 You must drive/ride/cycle in a responsible and safe manner.

### How to end the Licence

- 19 You may terminate this Licence at any time before the end of the residential year if all of the following conditions are met:
  - a. You give 28 days' written notice to Accommodation Services. Notices sent anywhere else will not suffice; and
  - b. You find a substitute who is a full-time student of the University and is reasonably acceptable to Accommodation Services and Hall Management. We will take reasonable steps to help You find an acceptable substitute. You will remain liable for fees until the substitute has entered into an agreement with the University to occupy the Room. **IF YOU ARE WITHDRAWING FROM THE UNIVERSITY AND A SUBSTITUTE IS NOT FOUND, YOU WILL REMAIN LIABLE FOR THE FEES FOR THE CURRENT INSTALMENT PERIOD ONLY.** In this case You must give 28 days' written notice, vacate the Room and return your keys within the current instalment period; and
  - c. You pay a charge of £50 on giving notice in respect of our costs of inventory, other checks/inspections and administration.
- 20 If You terminate this Licence because of a serious breach by Us of this Licence, you must give 14 days' written notice to Accommodation Services. If the University genuinely is in serious breach of this Licence, You will not be liable for payment of the Licence fee for the period after giving notice.

- 21 You must return Your keys to the hall manager by 12pm (noon) on the day you leave. If You don't, We may have to replace the relevant locks and charge You for the cost of doing so.

#### **Cleaning Your Room and the Flat and inventory**

- 22 You are solely responsible for keeping the Room clean. You are collectively responsible, with other students within the Flat, for the cleaning of the common parts of the Flat. If you don't keep Your Room or the Flat to a standard that We reasonably consider proper, contract cleaning will be introduced, the cost of which, together with the Fee at Clause 5 above, will be charged to You, or, if for the Flat, pro rata to You and the other residents.
- 23 You must complete and sign an Inventory Form within 24 hours after occupancy and return it to the hall reception.
- 24 You must not damage or change the structure or decoration in any way (fair wear and tear excepted), move existing furniture or add furniture to the Room or the Flat.

#### **Insurance**

- 25 You are responsible for the insurance and safe-keeping of your personal property and We are not be liable for any loss/damage whatsoever to such property (except to the extent that any such loss or damage is caused by Our negligence). Our insurance does not cover Your personal possessions and You are strongly advised to obtain appropriate contents insurance.

#### **Health & safety and conduct**

- 26 You agree to observe Our fire and safety regulations. We will immediately remove any items that We deem unsuitable or constitute a health and safety risk. Those items will be returned to You at the conclusion of this Licence.
- 27 You must not **INTERFERE WITH, COVER**

**OR OTHERWISE MISUSE THE FIRE FIGHTING AND SAFETY EQUIPMENT/ SIGNAGE INSTALLED IN THE HALL OR FLAT (OR ALLOW ANYONE ELSE TO DO SO). Any intentional or reckless interference with, or misuse of, fire extinguishers, smoke detectors, fire alarms or fire escape routes is a criminal offence under Section 8 of the Health and Safety at Work Act 1974. You risk imprisonment or a fine if found guilty in a criminal court.**

- 28 **You agree NOT TO USE OR BRING IN (OR ALLOW YOUR VISITORS TO USE OR BRING IN) TO THE HALL OR FLAT ANY ILLEGAL DRUGS OR SUBSTANCES. FAILURE TO COMPLY WITH CONDITIONS 27 or 28 WILL NORMALLY RESULT IN US ENDING THIS LICENCE (see Clause 42).**
- 29 **YOU SHOULD NOT DO ANYTHING THAT MIGHT RISK THE SAFETY OF, OR CAUSE ANNOYANCE OR NUISANCE TO, OUR STUDENTS, STAFF OR NEIGHBOURS.** This would include, for example: i) For everyone's safety if windows are fitted with opening restrictors, You should not open them beyond the restrictor limit; and if doors are fitted with automatic closures, you must not wedge them open. You must not bring in or cause or allow to be brought into the Flat or the Hall any dangerous objects and/or combustible materials. Please see the Hall Information Booklet for examples. Also, any electrical appliance that You want to bring into halls must have a valid test certificate and You must get the prior consent of hall management. ii) For legal reasons, You and your visitors can only smoke outside of the buildings, and, for hygiene, you should dispose of rubbish or recyclable items in the bins provided and not throw items out of any windows. iii) You must not act in an aggressive or intimidating way to fellow students or staff, or bring the name of the University into disrepute. iv) To prevent a

nuisance to others, music and televisions must not be audible outside of your Room and You must not hold parties in the Room or Flat or on the Premises without permission of the halls manager. If a complaint concerning noise is made and a request to reduce the level of noise is ignored, We reserve the right to remove and confiscate the equipment causing the noise.

Please note this is not a definitive list.

**IF YOU HAVE ANY CONCERNS ABOUT OTHER STUDENTS CAUSING A NUISANCE OR RISKING ANYONE'S SAFETY, PLEASE TELL HALLS STAFF AS SOON AS POSSIBLE.**

- 30 The only animals allowed are as aids for a disabled person and no other animals are allowed.
- 31 You must not interfere with Our right to enter a Room at any time to ensure compliance with all health and safety regulations, University regulations or housing policy, and to provide maintenance work or to conduct an inventory of Our property. We may also enter Rooms to check that You are complying with the terms of this Licence or if there is any indication of danger to life, health or property.
- 32 You must assist with the administration of the halls when requested, including (but not limited to) attending interviews/meetings with hall management.
- 33 You must show a valid, current ID card on request.
- 34 You must not share/change the Room without the prior consent of the hall manager/ Accommodation Services. Under exceptional circumstances, Room exchanges will be considered. Requests should be made in writing to the hall manager. An administrative charge of £50 per person will be made for any such room change to cover the cost of inventory checks.
- 35 We provide an internet connection within Your Room and You must not install a personal

internet connection or telephone line.

- 36 The Hall Information booklet provides useful information in relation to living in halls, but is not intended to form a part of this Licence.
- 37 Provided this Licence has not been terminated, We undertake not to interrupt Your occupation of the Room during the period of the Licence except when necessary: (i) for the maintenance or repair of the Room; (ii) for reasons arising from Your ill health; (iii) to resolve disharmony among the residents; (iv) to make that Room available to a disabled student; (v) for the proper management of the hall and the Premises.
- 38 In all cases of interruption of Your occupation of the Room by Us, whether temporary (but in excess of 12 hours) or permanent, You will be provided with suitable alternative accommodation.

#### **Your guests**

- 39 You are allowed one overnight guest (who must be over 18) for a maximum period of two consecutive nights in any one week, and for a maximum of six visits per term. You must make sure any overnight guest signs in to the hall. All other visitors must leave the hall or grounds before 12am (midnight). For health and safety reasons, You will only be allowed two student or non-student guests at any one time. You must not allow any visitor or guest who is unauthorised or banned by the University (including hall managers) onto the Premises.
- 40 **You are responsible for the behaviour of Your guests or visitors while they are on the Premises, and You will have to pay Us for any damage/loss they may cause.**
- 41 Guests or visitors are not permitted to enter or use the Room or Flat without You being present.

#### **Ending of Your Licence by Us**

- 42 **We may end the Licence straight away by issuing a Notice to Quit in writing to**

**You if You i) have breached a term of this Licence that We consider to be very serious (for the avoidance of doubt, this includes, but is not limited to, those listed in clause 29 above); ii) are suspended or expelled from the University; iii) have breached a term of this Licence that We consider to be reasonably serious (for the avoidance of doubt, this includes, but is not limited to, a failure to pay fees); or iv) have committed persistent breaches of the less serious terms of this Licence (for example, breaches of the smoking ban). **IF YOU FAIL TO LEAVE HALLS AFTER THE EXPIRY OF THE NOTICE TO QUIT, WE WILL REMOVE YOU FROM OCCUPATION THROUGH COURT PROCEEDINGS AND SEEK TO RECOVER THE COSTS FROM YOU.****

- 43 If You are suspended, if We feel it is appropriate in the circumstances and reasonably possible, We will offer a new Licence in respect of any period of the original Licence subsequent to the expiry of the suspension, and will apply any hall fee sums paid by You pro rata in respect of this period under the original Licence to the hall fee under the new Licence.
- 44 **IF WE END THE LICENCE UNDER CLAUSE 42, YOU WILL REMAIN LIABLE TO PAY THE HALL FEE FOR THE ENTIRE PERIOD IN RESPECT OF WHICH THE LICENCE WAS ORIGINALLY GRANTED. CREDIT WILL BE GIVEN IN RESPECT OF ANY PERIOD OF THE ORIGINAL LICENCE TERM DURING WHICH WE LICENCE THE ROOM TO ANOTHER PERSON. WE WILL TAKE REASONABLE EFFORTS TO RE-LICENCE TO A SUITABLE PERSON.**
- 45 We may end this Licence for any (or no) reason by giving at least 28 days' written notice to You.
- 46 We may require You to transfer to another suitable room made available by Us, should We reasonably consider this desirable in

the interest of order, health, safety, security and/or maximum utilisation of facilities. We will give you 14 days' written notice of this. If the hall fee in respect of the other room is less than the hall fee payable in respect of the Room you have transferred from, the University will pay You the difference (provided that the hall fee payable in respect of the Room transferred from is paid). If You are not happy to move to another room, You may end this Licence by giving Us written notice within 14 days of Our notice to You of the proposed move. In this case you will not be liable to pay any hall fees from the date You move out.

- 47 Neither You nor Us will be responsible to each other for any delay/failure to perform any of our respective obligations under this Licence due to a Force Majeure Event – a Force Majeure Event means acts/events/omissions/accidents beyond the reasonable control of either You or Us, including (but not limited to) acts of God, fire, flood, earthquake, windstorm or other natural disaster, war, terrorist attack, civil war, riots, nuclear/chemical/biological contamination, mandatory compliance with any law, or strikes/industrial action.
- 48 Any notice to be served upon You by Us will be deemed to have been duly served if it is fixed to the door of, or left in, the Room. The notice will be deemed served on You 12 hours afterwards. A notice by any other means will be deemed properly served on You if the notice is received by You.
- 49 For the avoidance of doubt, the provisions of this Agreement concerning termination of the Licence by the University are exhaustively set out in these Conditions and the Term Sheet, and are not contained in any document other than these Conditions and the Term Sheet.
- 50 We reserve the right to make reasonable alterations to these Conditions and to impose further reasonable Conditions from time to time to ensure the reasonable and efficient operation

of the hall. Any changes will be notified to You.

#### **Miscellaneous**

- 51 We will not be liable for any loss of or interruption to Your occupation of the Room or provision of the Facilities arising as a result of any matter beyond Our reasonable control.
- 52 This Licence to occupy does not create a tenancy.
- 53 **If you leave anything in the Room or Flat at the end of the Licence period (or earlier termination), they will be deemed to have been abandoned and may be disposed of at Our discretion without recompense to You.**

#### **Legal things**

- 54 If any provision of this Licence is found by a court of competent jurisdiction to be invalid, the other provisions of the Licence remain in full force and effect.
- 55 Any delay by You or Us in enforcing any rights under this Licence is not a waiver of those rights unless agreed in writing.
- 56 The rights and obligations under this Licence are personal to Us and You and are not intended (save where expressly mentioned) to confer rights or benefits upon any third party, and the Contracts (Rights of Third Parties) Act 1999 shall not apply.
- 57 This Licence shall be governed by English law and under the exclusive jurisdiction of the Courts of England and Wales.

#### **Schedule 1 – the Facilities We provide**

- 58 Maintenance and repair of the hall.
- 59 Provision of fire-fighting equipment in the hall.
- 60 Adequate supply of hot water for domestic use to the wash basins, showers and baths in the hall.
- 61 Heat in the hall during the academic term, having regard to prevailing weather conditions.
- 62 Adequate lighting and power supplies to the hall.

- 63 Provision of necessary staff for the running of the Premises.
- 64 Coin-operated washing machines and tumble driers on the Premises.
- 65 Internet connection in the Room.
- 66 Adequate furniture/equipment that complies with the appropriate safety standards.
- 67 We will provide the above Facilities to You except where We are prevented by circumstances out of our control, for example (but not limited to) extremes of weather, power cuts or the negligence of any sub-contractor We use to carry out work on Our behalf.
- 68 In the event of any interruption to Our provision of the Facilities, we will do Our best to provide a temporary solution until the problem is fixed or a more permanent solution arranged (for example by provision of shower facilities elsewhere, or by provision of electric heaters).

# Your halls management team

The University employs two facilities management companies to run our halls of residence. KUSCO Halls Management is responsible for running halls of residence at Kingston Bridge House, Kingston Hill, Middle Mill and Seething Wells. Grosvenor Facilities Management is responsible for running Clayhill halls of residence.

Clayhill	
Address	81 Burnley Avenue, Surbiton, Surrey KT5 8DF
Telephone	+44 (0)20 8390 3471
Fax	+44 (0)20 8339 9817
Email	clayhill@grosvenorm.com
Facilities manager	Laura Pereira-Ademiluyi T: +44 (0)20 8390 3471
Deputy facilities managers	Zoe Basted; Jemma Thornton T: +44 (0)20 8390 3471
Mobile engineer	Mark King
Caretakers	Richard Botley; Terry Gardiner
Housekeepers	Lorraine Bell; Rose Cruse; Pauline Beeney
Groundskeeper	Tom Bell
Weekend receptionists	Sharon Nayani; James Sheppard; Chloe Scoones; Christina Rhima

Kingston Bridge House	
Address	Church Grove, Hampton Wick, Surrey KT1 4AG
Telephone	+44 (0)20 8943 2667
Fax	+44 (0)20 8255 0577
Email	kingstonbridgehouse@kingston.ac.uk
Hall manager	Georgina Harman T: +44 (0)20 8417 4484
Hall deputy manager	Torquil Keen T: +44 (0)20 8943 2667
Hall assistant	Rula Evangelou T: +44 (0)20 8943 2667
Caretaker	Bryan Axton
Cleaners	Yubely Merritt; Teresa Briste

Kingston Hill	
Address	Kingston Hill, Kingston upon Thames, Surrey KT2 7HJ
Telephone	+44 (0)20 8417 7533 or +44 (0)20 8417 8660
Fax	+44 (0)20 8417 5535
Email	kh-halls@kingston.ac.uk
Hall manager	Melanie Clement T: +44 (0)20 8417 7532
Hall deputy manager	Emma Clarke T: +44 (0)20 8417 7533
Hall assistant	Lesley Palazzo T: +44 (0)20 8417 8660
Caretakers	Gary Sykes; Michael Parsons
Cleaners	Lena Ciaiola; Rosa Decristofaro; Maria Sica; Lal Perera

Middle Mill	
Address	Portland Road, Kingston upon Thames, Surrey KT1 2SJ
Telephone	+44 (0)20 8417 4484
Fax	+44 (0)20 8255 0577
Email	middlemill@kingston.ac.uk
Hall manager	Georgina Harman T: +44 (0)20 8417 4484
Hall deputy manager	Torquil Keen T: +44 (0)20 8943 2667
Hall assistant	Jane Jones T: +44 (0)20 8417 4484
Caretaker	Stuart Hall
Cleaners	Polly Mumford; Lian Bao

Seething Wells	
Address	Portsmouth Road, Surbiton, Surrey KT6 5PJ
Telephone	+44 (0)20 8255 2401 or +44 (0)20 8255 2402
Fax	+44 (0)20 8255 2405
Email	seethingwells@kingston.ac.uk
Hall manager	Marilyn Redwood T: +44 (0)20 8255 2401/2
Hall deputy managers	Luci Kershaw; Maggie Smith T: +44 (0)20 8255 2401/2
Hall assistant	Thirza Radley T: +44 (0)20 8255 2401/2
Caretakers	Ray Smith; Luvualu Mpasu; Howard Slatter
Cleaners	Linda Fleming; Alex Joyce; Dhiraj Santokheah; Raj Malayil; Binoo Santokheah

