# CONTENTS

## WELCOME
- Welcome to Residences 4
- Meet the Teams 6

## YOUR FIRST DAY
- Moving In and Key Collection 8
- Connecting to Wifi 9
- Room Inventory 9
- Meet Your Flat Mates 9
- Insurance 10
- Utilities 10
- TV Licence 10
- Travel and Parking 11

## YOUR FIRST WEEK
- Post 12
- Repairs 12
- Access Issues 13
- Laundry 14
- Cleaning 16
- Waste and Recycling

## THE YEAR AHEAD
- Community Living 16
- Inspections 17
- The Union of Brunel Students 17
- Advice and Support 18
- Active@Brunel 19
- Societies 19
- Complaints 19
- Accommodation Options for Next Year 20
- What To Do When You Leave 21

## SAFETY & SECURITY
- Fire Safety 22
- Personal Emergency Evacuation Plans 23
- Electrical Safety 23
- Personal Safety 23

## USEFUL INFORMATION
- FAQ’s - Your Licence Agreement 24
- Useful Contacts and Services 26
Welcome to Residences at Brunel University London

For the majority of you, attending university will mean living away from home for the first time. Settling in and making friends are important first steps at the start of your university life. Living in University Residences gives you an ideal opportunity to meet people from different backgrounds studying a wide range of subjects.

The purpose of this guide is to provide you with an induction of the necessary information you need as a student at Brunel University London and to inform you of the type of services available.

We hope that you’ll be happy during your stay with us and we’ll do everything we can to make sure your residences is a place where you can study, sleep, relax and enjoy yourself.

Our Halls of Residences are managed by a team of experienced and knowledgeable staff, who are here to help you settle in as quickly as possible. We really want you to enjoy your stay here so please do make the most of the facilities and let us know if you experience any problems.

We try to take every opportunity to listen and take notice of your views. At the same time, you have a responsibility to make a positive contribution to the residences community by following the Rules and Regulations, being courteous and considerate to your fellow residents and respecting our neighbours who live in the local area.

If you have any concerns or worries about anything please ask or seek advice from the Residences Office. We hope this handbook provides you with useful information about living in University Residences so you can get the most out of living with us.

Enjoy your new home!
CROESO - WELCOME
Gwyn Jones
Head of Residences

Hello and welcome!
I’m Ricki, Residences Student Liaison working with the Residences Ambassadors here at Brunel Residences. We all know moving away from home can be a stressful time for everyone and for most of you it will be your first time away from home. Our team of Residences Ambassadors (RA’s) are here to make sure that your transition to university life and independent living goes as smoothly as possible. The team are here to help with any of the challenges you may face in your new home so feel free to talk to us about anything (even your favourite TV show). We run events and campaigns throughout the year to help you get involved in uni life so make sure you follow us on social media. If you need to chat you can find us at the front of the Bishop Office or can send us a message on Facebook. Our phone number is 01895 268025 so make sure to save it as a favourite.

We hope you have an amazing year at University.
Ricki Bright
Residences Student Liaison

UUK Code of Practice

Your right to a quality home
Where you live is probably the most important part of your university or college experience, especially in your first year. So it’s reassuring to know that when you move away from home for the first time, The Student Accommodation Code is there to protect your rights to a safe, good quality place to live.

The Student Accommodation Code has been developed by Universities UK and GuildHE to make sure you get the best out of your time living in university or college accommodation.

www.thesac.org.uk

brunel.ac.uk
Meet the Teams

We strive to provide you with the best level of assistance and care and have a big team of staff to help you with any queries you may have. No matter how big or small an issue, we are always happy to help to ensure you have a trouble-free stay.

During your stay here these are the people who will look after you and keep your halls clean, efficient and safe.

Customer Service Reception Team

We have two Residences Receptions, they are located at Concourse Hall and Bishop Hall.

At each reception there is a team of hardworking, dedicated people who work tirelessly to ensure you have a comfortable and pleasant time here.

Your reception team can help you with a variety of matters, some of which we’ve listed below.

- Campus knowledge
- Replacement keys and lock outs
- Pointing you towards helpful University services
- General Residences issues

Residences Managers

Our Residence Managers are responsible for the day-to-day management of your Residences. You can find them at the Concourse Hall Reception.

Student Liaison and Residences Ambassadors Team

Our Residences Ambassadors (RA’s) are university students, some living in residences themselves who are here to help you settle in and feel comfortable in your new home. We will have placed a ‘dig in’ box in your room; inside you will find a pocket-sized welcome leaflet - the pocket leaflet also contains a campus map to help you find your way around during these first few weeks.

Housekeeping Team

You will see our Housekeeping Team on a regular basis in your block, hall and communal areas. Feel free to stop and have a chat with them.

Building and Facilities Team

You may see our Building and Facilities Team going about their day-to-day jobs across the Halls of Residence. You may also see them in your room responding to a maintenance issue you’ve reported - should our team be unable to resolve any reported faults/issues, they will pass it onto the relevant University Estates contractor.

Security Team

The Brunel Security Team are available 24/7. You may see members of the team carrying out mobile and foot patrols around our residences. Whilst living with us, should you have any concerns, then please don’t hesitate to contact Security on 01895 25578 (you can find this number on your University ID card).

Accommodation Centre Team

The Accommodation Centre is located in E3 on the campus map near the Medical Centre.

The Accommodation Centre Team is responsible for:

- Allocating accommodation to students seeking to live on campus and off campus through Brunel Student Lettings
- Sending out information and offers of accommodation to students and preparing students’ Licence Agreements
- Ensuring that all residents are invoiced correctly for their accommodation fees, organising deposits and notifying students of payment dates
- Offering continued support on the above services throughout the year

For enquiries or advice on the above please visit the Question and Answer Centre (accominfo.brunel.ac.uk) where you will be able to find the answers to most questions.
YOUR FIRST DAY

Moving In and Key Collection
Moving to a new home no matter how temporary is a big thing! That’s why at Brunel University London we make sure we treat it as such.

For most of you, Welcome Sunday takes place on September 15th which is when you will be able to collect your keys for your new home.

The Residences Team will be waiting for you to arrive in the Wilfred Brown Building where you can meet your Residences Ambassadors, Residences Team and more importantly collect your room keys.

For more details on Welcome Week check out the website; brunel.ac.uk/life/welcome-week
If you plan on arriving either before or after your Licence Agreement start date, please complete the relevant request form the Accommodation Hub; accom.brunel.ac.uk/apply

Connecting to Wifi
1. Connect to the “SignUp4Wifi@Brunel” Wifi network. This will direct you to the Brunel Connect Portal (connect.brunel.ac.uk).
2. Sign into the Brunel Connect Portal with your Network Login details that you were provided with when you completed your registration. The site will have more information on which login details to use.
3. Click on the “Connect to” tab, then “Wifi@Brunel” then click “+ New Device” and follow the instructions.
4. Once your device is set up on the Connect Portal, go back to the Wi-Fi settings on your device then connect to the “Wifi@Brunel” Wi-Fi network for full internet access.
5. Once connected, you can go back to the Connect Portal to add other devices using the same steps. Any issues, ask a Residences Ambassador!

Room Inventory
In Residences, we do all we can to make sure you are happy with your new home away from home. However, if you arrive and are unhappy for any reason, let us know straight away. While we work hard to make sure things are right, if we miss something we would like to put it right for you.

Inside your key pack you will find an inventory form. The inventory form is used to record the condition of your room and all of its contents prior to you moving in. Use this to report any damages inside your room i.e. a burn mark on the carpet or any marks on the walls etc.
Please complete this when you first arrive to your room and get this back to the Residences Office within 48 hours or your room will automatically be reported with no faults and you may be liable for charges at the end of your Licence Agreement.

Meet Your Flat Mates
Once you are in, settled and following our social media pages, it’s time to meet some new people! We get it! It can be a scary prospect to talk to new people but remember, everyone will be feeling the same, even if they don’t let on. Your RA’s will be about in your flats to help the icebreaking process over the next few weeks. They have done this all before so they know how you’re feeling.

Top Tip
If you do not want the hassle of bringing essential items, such as kitchen equipment and utensils, why not pre-order with UniKitOut where you can buy necessities and get them delivered before you arrive!
For more information visit the UniKitOut website; unikitout.com
Don’t forget the promotional code: BRUNEL10 to receive 10% discount off all orders.

Top Tip
Now you’re online, you can follow your RA’s. They regularly post important updates and run competitions for current residents. Who doesn’t love free stuff?
@Brunel_RAs
@Brunel_RAs
Insurance

Brunel Residences work in partnership with Cover4Insurance. You don’t need to do anything to activate this cover but it is important that you check and ensure that you fully understand the protection provided and whether it is sufficient for your needs. You can find all of their information on cover4insurance.com/insurance-products/block-halls/brunel-university.

Don’t forget:
• Check your level of cover
• Review key exclusions and limitations
• Check your policy excess
• Learn how to make a claim
• Extend and personalise your cover to protect laptops, phone and other valuables

Utilities

As a full time student you are exempt from paying council tax from the date your course starts until the date that it ends.

You may receive a form from the council during your stay which you should complete and return to them. You will then receive a bill from the council showing that tax owing as £0 and your student exemptions as having been applied. If required, council tax exemptions letters can be requested via the Student Centre located in the Howell Building or you can print your own letter off the eVision portal in the ‘My Letters’ tab evision.brunel.ac.uk

TV Licence

Make sure to set up your TV Licence in order to avoid a possible fine. Please visit the TV Licence website for further information at tvlicensing.co.uk.

Travel and Parking

Students living on campus or within a two mile radius of the University are not eligible to apply for an annual parking permit. They can use the pay & display areas Monday to Friday between 8am and 4pm. You can apply for ‘out of hours’ access through the Student Centre which allows you to park on campus outside these hours. Once fully registered/enrolled you can apply for this access to be added to your Brunel Student ID card via eVision under ‘My University’ and then click on the relevant parking application link.

Brunel is well served by local buses and is only a mile from Uxbridge town centre and the Metropolitan / Piccadilly line station serving central London.

There are bicycle and motorbike storage areas around the campus. You must not store your bicycle/ motorbike inside your accommodation.

Top Tip

Further information about travel and the Brunel Santander Cycle Hire Scheme is available on the Brunel website at brunel.ac.uk/about/finding-us
YOUR FIRST WEEK

Post

Need to get those care packages from home? We’ve got you covered.

All the letters and fan mail you’ll receive will be sent to one of your designated post rooms.

Students living in Bishop, Faraday and Lancaster Complexes – Bishop Hall Post Room

Students living in Isambard, Mill, Fleming and Galbraith Complexes – Galbraith Post Room

All parcels will be sent to our Distribution Centre, located at the Joseph Lowe building.

There are several Amazon lockers located around campus; please select this option when placing your Amazon orders.

Unfortunately, we are unable to accept parcels on your behalf.

Any mail delivered after you have moved out will be returned to sender.

More detailed information about post can be found on our Residences Ambassadors Hub pages - sites.brunel.ac.uk/dm-ras/

Your new postal address –

Full Name
Flat, Room, Hall
Brunel University London
Uxbridge, UB8 3PH

Repairs

How do I report an issue in my room?

Reporting an issue in your room is super easy and you don’t even need to leave your room to do it. Just log into your Accommodation Hub and submit a maintenance request form. We will do our absolute best to make sure your issue is resolved in a timely manner.

If you need help doing this for the first time, speak to one of your Residences Ambassadors who will be more than happy to walk you through the process.

In the event of an emergency, please contact the Residences Reception or Security.

Access Issues

What do I do if I lock myself out?

It happens to the best of us! If you’ve made a mistake and have locked yourself out of your room, our team can help you Monday to Friday 9am until 5pm. After these hours please contact the Security team who will be more than happy to let you back in. All you would need is some form of ID.

Due to the impact that this has on our teams, there will be a charge for this service. It is important that you try to keep your keys with you at all times.

What do I do if I’ve lost my keys?

Please visit the Residences Reception with your University ID card and explain that you have lost your keys.

You will need to purchase replacements for any lost keys or barrel changes.

Laundry

All our halls use Circuit Laundry machines. You can pay for your wash by downloading the free Circuit app and scanning the QR code on the front of the machine.

The Circuit website (circuit.co.uk/i-want-to-do-my-laundry/laundry-view) also has a bunch of useful features including a live update to let you know what
machines are currently free and notifications to let you know when your wash is done.

Laundry rooms can be found at: Michael Bevis Hall, Central Hall, Trevor Slater Hall, Lancaster Hotel, Mill Hall - Entrance 2, Fleming Hall - Entrance 2, Galbraith Hall - Main Entrance, Bishop Hall, Faraday Hall - Staircase 5, Faraday Hall - Staircase 6, Cheslow Hall - Staircase K, Clifton Hall - Staircase Q, and Saltash Hall - Staircase F. Laundry cards can be purchased in each Residences Office.

If you have any queries about doing laundry, you can ask the Residences Reception or one of your Residences Ambassadors who will be able to help.

Cleaning

All areas inside and outside your Hall of Residences must be kept up to an excellent cleaning standard by you, your housemates and us.

We will clean communal areas outside of your flat. This includes hallways, stairs and entrances etc. Inside your flat, there is a level of cleanliness that we expect you to uphold.

Your responsibility

Bedroom

You are fully responsible for ensuring your room is clean and tidy at all times. You will have access to basic equipment, such as a vacuum cleaner and mop. If you have an en suite room, you will also have to ensure the bathroom is kept clean. You are also required to take your room rubbish out to the external bins.

Kitchen and communal areas

Any communal areas such as kitchens, corridors and bathrooms etc. must be cleaned by everyone in the block, house or flat; it is a joint responsibility. A good idea is to create/use a cleaning rota to help ensure your communal areas stay clean.

This includes;
• Keeping all surfaces clear and clean - including the dining table and worktops
• Washing up dirty kitchen items daily - use your cleaning rota
• Ensuring all personal items are stored in your kitchen cupboards or room
• Keeping your fridges clean, disposing of any out of date items
• Mop, sweep or vacuum any mess on the floor

Top Tip

If you need help keeping on track with this, speak to one of our Residences Ambassadors who will be able to help you and suggest a flat agreement or rota and give you some helpful tips.

Outside areas

Please ensure that the areas close to your block stay clear of any rubbish, including cigarette ends. Use the external bin stores, litter and cigarette bins provided.

Our responsibility

To help you out, our Housekeeping Team will visit your shared kitchens and communal bathrooms once a week to carry out the following:
• Deep-clean oven and microwave
• Disinfect surfaces and sinks
• Vacuum and mop floors
• Clean furniture
• Wash walls including bin area
• Degrease cooker hoods (if applicable)
• Dust all areas
• Clean landings and stairwells
• Clean common areas and entranceways
• Clean shared bathrooms facilities where applicable

Waste and Recycling

Here at Brunel University London, we strive towards sustainability and as such we ask that you help us and the world by recycling responsibly.

In your kitchen, you will find three waste bins. Each bin is labelled to help you determine what goes into each bin. There is also a poster displayed in your kitchen to help you with this. Our RA’s are also on hand to help you with some clever tips and tricks when it comes to sustainability and saving our world.
Community Living

We know that having fun is part of University life, but you must respect the right of your fellow neighbours to have a quiet, clean and safe place to live. For most people, living communally is an exciting experience which leads to making lifelong friends.

You should treat people the way you would like to be treated and respect their right to be different. Therefore, always behave with respect and consideration.

Brunel University London will not tolerate any form of bullying or harassment, whether it is based on someone’s faith, gender, sexuality, disability, or anything else.

Top Tips

Some simple tips which will help you live with other people:

• Do not use foul and abusive language – some people find it offensive
• If you want to borrow something, ask! Do not use other residents’ possessions without permission
• You should always respect the privacy of your flatmates
• Let your flatmates know if you are expecting guests but don’t let people stay for more than 3 nights – it’s not fair on everyone else.

Noise

Please remember that you have neighbours. Here are some tips to help you be considerate:

• Use headphones or turn the volume down
• You can reduce the effect of noise from your TV and stereo by moving them away from neighbours’ walls
• Raise your speakers off the floor
• Be respectful if someone asks you to turn down your TV or music
• Don’t slam doors and when returning to your room, especially late at night, do so quietly
• If someone is noisy, ask them politely to be quiet; if you don’t get the response you want, or feel uncomfortable about approaching them, contact Security
• If there is an on-going noise problem, tell your Residences Ambassadors or Residences Office

Inspections

Inspections are carried out to monitor the cleanliness of your Hall of Residences and to monitor any maintenance, fire or health and safety considerations to ensure you are safe at all times. They are also carried out to give you the opportunity to ask us any questions you may have regarding your Residences.

Community Visit Inspections

These will take place throughout each term. A member of the Residences Team will inspect the communal areas within your accommodation.

Bedroom Inspections

These will take place throughout each term. A member of the Residences Team will inspect your bedroom and en suite (where applicable). The outcome of any inspection will be sent via your Brunel email account. It will also contain a brief summary of the inspection.

If you fail an inspection, another will be arranged (usually within 24 hours). The outcome will again be sent to your Brunel email. If you and/or your housemates fail a second time, the University will have to resolve the situation; if any costs are incurred, you will be invoiced. Your room and/or flat will also be checked on a more regular basis and disciplinary action may be taken.

The Union of Brunel Students

The Union of Brunel Students is here to make sure your student experience is an unforgettable one. The Union is made up of both student and non-student employees who work to create a full social scene throughout with sports clubs, societies, and events. The Union Officers are your elected representatives and work tirelessly every day to make sure that your voice is being heard. Head over to the Indoor Athletics Centre (IAC) on Tuesday 17 September to find your Union Team at the Fresher’s Fayre and catch up with what they have planned.

The Union of Brunel Students also make sure that you have a packed social schedule. The Union offer a range of themed events, Club Nights, Tuesday Karaoke, Bingo, Stand-Up Comedy, Pub Quiz nights, and more! You’re bound to be a busy bee with all of these events on offer.

brunelstudents.com
Advice and Support

You may encounter new problems at university that you haven’t come across before and may not know how to handle them. Brunel University London have services available to help you with anything that you may need.

<table>
<thead>
<tr>
<th>Support needed?</th>
<th>Who can help?</th>
<th>What support is available?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Independent Advice</td>
<td>ARC – The Advice and Representation Centre</td>
<td>Provided by the Union of Brunel Students, ARC are a free, confidential and non-judgemental service available to all Brunel students for a whole range of issues. They can offer advice on subjects ranging from student life, university procedures, housing, and student funding. Daily drop-in: Mon to Fri (term time) 11am to 1pm (sessions last 15 mins) T: 01895 269169 brunelstudents.com/advice/contact</td>
</tr>
<tr>
<td>Academic skills support</td>
<td>ASK – Academic Writing and Study Skills</td>
<td>ASK is one of the many services available in the Brunel University Library. They can offer academic guidance on your writing style and structure, presentations, exams, and even provide some great tips on how to manage your time. ASK 1-2-1 appointments are available Monday to Friday – go online to book in advance brunel.ac.uk/study/beec/academic-skills</td>
</tr>
<tr>
<td>General support</td>
<td>Student Services</td>
<td>For any and all issues that you may have, Student Services are always available to help. Student Services have three teams of specialised support staff on hand all year round. They can help you with lost ID cards, immigration enquiries and even have a dedicated Support and Welfare team who can offer guidance for personal, welfare, and financial issues that you may encounter. T: 01895 274000 E: <a href="mailto:student.centre@brunel.ac.uk">student.centre@brunel.ac.uk</a> brunel.ac.uk/life/supporting-you</td>
</tr>
<tr>
<td>Further support or advice</td>
<td>Brunel Residences Ambassador</td>
<td>The Residences Ambassadors are your halls contact during your stay at Brunel University London. Each hall has a dedicated Ambassador team who can answer any and all questions right on your doorstep. Check your Residences Life Hub to find out who your Ambassador contacts are and when you can find them in your halls. Monday to Thursday 5pm until 9pm in Bishop Post Room T: 01895 268025 E: <a href="mailto:residences-ambassadors@brunel.ac.uk">residences-ambassadors@brunel.ac.uk</a> sites.brunel.ac.uk/dm-ras /Brunel.RAs @brunel.ras @Brunel_RAs</td>
</tr>
</tbody>
</table>

Active@Brunel

University is a great opportunity to continue your favourite sport, or even to try something new. Brunel offers a sports programme that aims to get more people on campus engaged in sport and physical activities. All you need to do to get involved is purchase a Union Sport Membership from the Union of Brunel Students website (brunelstudents.com/active) for just £35 for the year. This will give you access to ALL sports clubs and activities on campus, no strings attached.

Societies

If sport isn’t your thing, or you want to develop a new skill, then you’re in luck. Brunel has over 100 societies on offer! Each society is created and run by Brunel students and is a great opportunity to meet new people in a new environment.

Complaints

While we’ll try to make sure that everything runs smoothly for you, there might be points throughout the year where you need to let us know about something you’re unhappy with.

The first step is to let us know of the problem, whether you speak to your Residences Ambassadors or the Residences Management Team, we’ll try to resolve the issue quickly and with minimal disruption to you. Your Residences Reception is often the best place to start; speak to the staff there and they can point you in the right direction.

If you’ve spoken to us and feel that we’ve let you down by not resolving your issue, you can raise a formal complaint.

For our complaints procedure, please visit brunel.ac.uk/life/accommodation/contact-us/complaints-procedure
Accommodation Options for Next Year

It seems early but you’ll want to start thinking about your accommodation options for next year pretty soon. There are several options available but remember there’s no right or wrong, just whatever feels best for you!

Return to halls

We hope you're loving your halls experience so far! If you are, you're probably hoping to stay in halls again next year. Though this is a great option, not everyone is guaranteed a place in halls every year! If you are an international student (Non-EU), you are guaranteed a place in halls for each year of your studies provided you apply by the deadline date. If you are a UK/EU student, you are guaranteed halls of accommodation in your first and final years. This doesn’t mean that you definitely won’t get a place in between, we just can’t make any promises. The application deadline for returning students is in January 2020, make sure to check your Brunel emails nearer the time for the exact deadline.

Move into a house or flat off campus

After your first year in halls, it can be a really exciting prospect to move off campus and experience ‘living in the real world’. This is the option that most students choose, especially in their second year.

Brunel Student Lettings is part of the Accommodation Centre Team at Brunel University London. The team works to provide good quality homes in the private rented sector for Brunel students.

Brunel Student Lettings operates a head lease scheme, in simple terms the University rents properties from private owners and then, with the owners’ consent rents those properties to Brunel students. When you rent from Brunel Student Lettings the University is your landlord. Their aim is to help you reach your academic potential and to develop personal skills that will allow you to live and work independently.

Brunel Student Lettings aim to offer a home away from home for students who live in their properties.

What to Do When You Leave

We hope you will have enjoyed staying in Residences at Brunel University London. All we ask when you’re moving out is that you leave your room as you found it: clean, undamaged, and empty of personal belongings.

If your room is messy or dirty after you have returned your keys to reception, you may be charged for the cost of cleaning and waste removal. A quick wipe down of all surfaces and a vacuum cleaner should do the trick. Pop all rubbish in a bin bag and throw this in one of the bins outside your hall on your way out.

Every year, students leave behind some of their personal property. Any property found in halls will be disposed of so double check that you've packed everything because it is unlikely that we will be able to return forgotten belongings to you. If you have items that you no longer want or need, why not donate them! We work closely with British Heart Foundation to donate unwanted belongings to a worthy cause. Put the items in a donation bag and tie the top, then place the bag in one of the big red donation bins around campus.

Remember that your kitchen cupboards, fridge, and freezer space need to be cleaned too. We suggest checking what you have a couple of weeks before you’re due to move out so that you can use up all of your food and limit waste. If you have any unopened, non-perishables (like pasta or rice, tins of soup or beans, and boxes of cereal) that you don’t need, you can donate these to the Hillingdon Food Bank. Your Residences Ambassadors will be visiting your hall regularly, so chat with them to arrange a donation.

If you would like any more information about our charity campaigns, or need to know what is and isn’t accepted, visit the Residences Ambassadors Life Hub.

You absolutely must vacate your accommodation and return your keys/access card to your nearest Residences Reception Team by 10am on the end date of your Licence Agreement.

We cannot hold items for students at any time, but if you require storage facilities, the Residences Team can provide details for you.

Top Tips

• Don’t rush into a decision – once you sign a contract, it’s legally binding so make sure you’re 100% certain before committing to a tenancy.

• Start looking early – even if you don’t find the right place for you, searching regularly will give you an idea of what’s available and how much you might be expected to pay.

• Bills, bills, bills! – on campus accommodation includes bills like water, electricity, and heating. Some landlords include bills in their rent but others don’t so make sure you check the fine print.

• Who to live with – although many houses and flats off-campus are for groups, you can always find a room in a house share. Brunel Student Lettings often have rooms to rent in shared properties and have a Find a Housemate Facebook group; facebook.com/groups/brunelstudentlettings
Fire Safety

What you need to know:

Find your nearest fire exits and locate your fire assembly point – this information can be found on the back of your bedroom door but please ask at reception if you are unsure. Fires in halls are rare but can quickly have a devastating impact. If you see, or genuinely suspect a fire, then raise the alarm by hitting the nearest alarm call point which are usually near the entrance to your flat or floor. If you hear or see that a fire alarm has been raised anywhere in the University, this means it is a fire evacuation. You must leave the building immediately and go to the fire assembly point.

You must only return to the building when a Fire Warden or Security Officer has authorised you to do so.

Fire safety is everyone’s responsibility, and you need to make sure you read the Residences Rules and Regulations to make yourself aware of what your responsibilities are in relation to this. To try and make this straightforward we have highlighted some of the day-to-day things you need to remember;

Fire doors - must be kept shut. This includes any with a Fire Door sign, and your bedroom door. Rather than propping your bedroom door open and shouting at someone across the corridor, it’s much more social to all meet in the kitchen. (Just remember to close the door behind you).

Evacuations - these will take place systematically throughout the year and are necessary when living in halls. We know that these can feel like an inconvenience but please cooperate during practice evacuations; this will honestly make them quicker and easier for everyone.

Cooking and kitchen equipment – Nearly all student fires start in the kitchen from cooking, or heated appliances. Don’t leave your cooking unattended, don’t obstruct the hob, and do not use kitchen appliances in your bedroom.

Fire safety equipment – it is there for emergency use only and is there to protect you so please don’t break or misuse it. Intentionally misusing or tampering with any fire safety equipment e.g. covering smoke detectors or unnecessarily using fire extinguishers is actually a criminal offence as you are putting yourself and others at serious risk by doing so.

Smoking - all of our buildings are strictly non-smoking. If you are found to be smoking indoors anywhere in halls you will face disciplinary action. You may additionally be required to attend a fire awareness course or asked to leave Residences.

Top Tips

- Do not wedge open fire doors
- Keep cookers and grill pans free from fat and grease; burning fat causes smoke.
- Line the grill with foil
- Never leave cooking food or electric appliances which are on, unattended
- Never cook when you are tired or under the influence of alcohol
- Don’t place metal objects, such as cutlery, into microwaves or toaster.
- Make sure the extractor fan is on when cooking or taking a shower
- Use aerosols, hair dryers/straighteners away from heat detectors
- Keep shower doors shut during and after a shower to prevent steam escaping
- Never tamper with smoke/heat alarms or any fire equipment
- Items, including bikes must not be stored/ kept in corridors, stairways or where they are blocking any doors. This is a legal requirement for your safety to ensure escape routes remain clear
- Immediately report to the Residences Team if anything is broken/used

Personal Emergency Evacuation Plans (PEEPs)

If you think you would have difficulty leaving the building within three minutes, you may require a PEEP. Can you move to the staircase easily if the fire alarm sounds? Can you go down the stairs easily and quickly without help? If you answer no to one of these questions, please contact the Residences Office to discuss your PEEP.

Electrical Safety

All electrical wiring in Residences has been checked and passed by a qualified electrician. However, here are some simple rules to ensure the safe use of your electrical appliances:

- Remove plugs carefully – Not by pulling the wire directly
- Use only good quality plugs that conform to British Standards
- If you need to use an extension cable, do not use one longer than you need and do not keep the cable coiled to help prevent overheating

- Do not overload wall sockets or extension cables.
- If you need more plug sockets use 4-gang (inline) socket adaptors with a single plug and make sure they’re fused and not box type adaptors
- Do not use any kitchen appliances (including kettle, microwave, toaster, fridge etc.) in your bedroom
- Any electrical items in communal areas will be subject to PAT testing (portable appliance testing). Any device or appliance that fails these tests will need to be removed from Residences.

Personal Security

Brunel University London is a very safe place to work and study and has been awarded the ‘Secured Environments Award’ by the Police. It is unfortunate however that opportunist crime does occasionally occur. Much of this can be avoided by following these simple rules so you won’t become a soft target for crime:

- Property marking – mark laptops, mobile phones etc with a UV marker pen
- Always secure bicycles to something secure and use a strong sturdy lock
- Never leave valuables on display in your vehicle or in your room

- Make sure you always lock windows and doors when not in your room, even if you are only absent for a few minutes
- When out at night try to walk with friends and stick to well lit well used pathways
- Keep cash and valuables out of sight, don’t flash them around
- Say no to drugs
- Watch out for your friends
USEFUL INFORMATION

FAQ's - Your Licence Agreement

It's important that you use this first week to familiarise yourself with the Residences Rules and Regulations. This is the code of conduct which we expect you to follow during your stay at Brunel to ensure that all residents are able to enjoy their time in halls.

You'll find that most of the rules are obvious but it's a good idea to make sure you fully understand what is and isn't allowed to avoid getting into a sticky situation. Here's a few of the most common questions we get asked.

If you need more information or have any questions about the Regulations, chat with your Residences Ambassadors in your hall or contact Residences directly. You can find the full Rules and Regulations online at brunel.ac.uk/life/accommodation/residence-regulations/home.

Can I sub-let my room?

Basically, no! The Licence Agreement that you made with the University is legally binding, relates to you and is non-transferable. You could get in serious trouble if you are found sub-letting your room:

- You may be asked to leave the room
- You may still be liable for all rental payments for the duration of the Licence Agreement
- You may be banned from all future accommodation at Brunel

Can I have guests?

We'd love for you to invite guests to visit you during your time at Brunel! It's great to share this new experience and city with your friends. We even offer a camp-bed hire service, available from Bishop Residences office for a small charge.

We just ask that you notify us if you have a friend staying in your room so that we are aware in case of emergencies. Make sure your guest is aware of the regulations and that you are respectful of your flatmates, as you are responsible for your guests whilst they are staying here. As our rooms aren't designed to hold more than the licenced number of people, the maximum stay for guests is capped at 3 days.

Can I change my room?

We offer a room exchange from 6 weeks after move in Sunday. You can request a room change on your Accommodation Hub. Unfortunately, we cannot guarantee that you will be offered another room and will not be able to tell you when one may become available.

If you're having difficulties in your new surroundings or are really unhappy then please speak with one of your Residences Ambassadors. They can pop in to your flat to try and help or provide advice on what to do.

Can I loan my access card/keys?

For the security of you and your flatmates, it's really important that access is not shared with anybody else. Using your own access cards and keys helps our 24/7 Security Team to keep everyone safe on campus.

If you have any problems with your access card or keys, pop in to your nearest Residences Reception where a member of the Reception Team will be able to fix the problem. Remember, if you or your flatmates find yourselves locked out for any reason, security can let you in; remember this is chargeable. Their number can be found on the back of your student card.
### USEFUL CONTACTS & SERVICES

<table>
<thead>
<tr>
<th>Brunel University London</th>
<th>Other Services</th>
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<tbody>
<tr>
<td><strong>Residences</strong></td>
<td><strong>Find a Local Doctors Surgery:</strong> nhs.uk/Service-Search/GP/LocationSearch/4</td>
</tr>
<tr>
<td>T: 01895 267 900</td>
<td><strong>Find a Local Dentists Surgery:</strong> nhs.uk/Service-Search/Dentists/LocationSearch/3</td>
</tr>
<tr>
<td>E: <a href="mailto:res@brunel.ac.uk">res@brunel.ac.uk</a></td>
<td><strong>Find A&amp;E (Accident and Emergency) Services:</strong> nhs.uk/Service-Search/Accident%20and%20emergency%20services/LocationSearch/428</td>
</tr>
<tr>
<td>w: brunel.ac.uk/life/accommodation/residences/Current-Residents</td>
<td><strong>Cover4Insurance</strong> cover4insurance.com/insurance-products/block-halls/brunel-university</td>
</tr>
<tr>
<td>Opening Hours: Monday to Friday 9am until 5pm</td>
<td><strong>TV Licensing</strong> tvlicensing.co.uk</td>
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<tr>
<th>Security Team</th>
<th>T: 01895 255786 (for use in Residences out of hours and emergency)</th>
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<tr>
<th>Residences Ambassadors</th>
<th><strong>T: 01895 268 025</strong></th>
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<tr>
<td>E: <a href="mailto:residences-ambassadors@brunel.ac.uk">residences-ambassadors@brunel.ac.uk</a></td>
<td><strong>E: <a href="mailto:bac@brunel.ac.uk">bac@brunel.ac.uk</a></strong></td>
</tr>
<tr>
<td>w: sites.brunel.ac.uk/dm-ras</td>
<td><strong>w: brunel.ac.uk/life/accommodation</strong></td>
</tr>
<tr>
<td>Opening Hours: Monday to Thursday 5pm until 9pm in Bishop Post Room</td>
<td><strong>Opening Hours: Monday to Friday 9am until 4.35pm</strong></td>
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<tr>
<th>Accommodation Centre</th>
<th><strong>T: 01895 267 900</strong></th>
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<tr>
<td>E: <a href="mailto:bac@brunel.ac.uk">bac@brunel.ac.uk</a></td>
<td><strong>E: <a href="mailto:student.centre@brunel.ac.uk">student.centre@brunel.ac.uk</a></strong></td>
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<tr>
<td>w: brunel.ac.uk/life/accommodation</td>
<td><strong>W: brunel.ac.uk/life/supporting-you</strong></td>
</tr>
<tr>
<td>Opening Hours: Monday to Friday 9am until 4.35pm</td>
<td><strong>T: 01895 269 269</strong></td>
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<tr>
<th>Student Centre</th>
<th><strong>E: <a href="mailto:union.reception@brunel.ac.uk">union.reception@brunel.ac.uk</a></strong></th>
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<tbody>
<tr>
<td>T: 01895 268 268</td>
<td><strong>w: brunelstudents.com</strong></td>
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<th>Union of Brunel Students</th>
<th><strong>T: 01895 269 269</strong></th>
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<td>E: <a href="mailto:union.reception@brunel.ac.uk">union.reception@brunel.ac.uk</a></td>
<td><strong>E: <a href="mailto:student.centre@brunel.ac.uk">student.centre@brunel.ac.uk</a></strong></td>
</tr>
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<td>w: brunelstudents.com</td>
<td><strong>W: brunel.ac.uk/life/supporting-you</strong></td>
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</tbody>
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Accommodation Centre and Residences
Brunel University London
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T +44 (0)1895 267900