Student Life 2010-2011
Welcome to the University of Kent. We hope you will enjoy your time living on campus and that you find it a great opportunity to make new friends and combine a fruitful academic and social life in a pleasant environment.

Like most communities, the University campus brings together people of many backgrounds and with varying tastes and lifestyles. We anticipate that all residents are aware of, and subscribe to, the commonly accepted meaning of good behaviour within a community and it is on this understanding that students are offered University accommodation.

The information provided in this handbook is designed to help everyone to live and work together in a civilised and stress-free environment.

Where regulations appear to involve some limitation on personal freedom their object is to ensure that the activities of one person do not adversely affect the lives of others, and that the fundamental right of each resident to some quiet and privacy is maintained.

Your accommodation will be your home for the next nine or twelve months. We hope that you will keep it clean and tidy and take care of it during your time here, so that when you leave it will be in good condition for those following you.
Accidents
First aid boxes are kept at every Reception desk and most Receptionists and Campus Watch staff are trained first-aiders.

All accidents, however trivial, must be reported immediately to the appropriate Reception in the Colleges, at Park Wood or Tyler Court A, where specific forms are available for completion.

For assistance in the event of an emergency, please call Campus Watch on 01227 823333 or extension 3333.

Please ensure that you also read the Health and Safety section of this handbook on page 18.

Accommodation Office
This office deals with applications for University accommodation, both during term-time and vacation periods. It allocates rooms to students, issues room agreements and charges residence fees. It also provides online information regarding housing offered by landlords in the private sector and can give up-to-date advice to those students considering renting accommodation off-campus.

The Accommodation Office is located in Tanglewood, near Keynes College and is open from 9am to 5pm Monday to Friday. Contact them for general accommodation enquiries on telephone 01227 766660, email accomm@kent.ac.uk, or visit the web page http://www.kent.ac.uk/accommodation.

Behaviour
On campus any behaviour which puts others at risk will not be tolerated and may be subject to disciplinary action or legal proceedings. Examples of this include:

• Misuse of fire alarms or fire fighting equipment.
• Intentional or reckless interference with mechanical, electrical or other services or installations, including fire extinguishers and alarm call points.
• Possession, use or supply of illegal drugs.
• Drunk and disorderly conduct.
• Violent or threatening behaviour.
• Non-compliance with notices on the campus forbidding cycling, rollerblading, skateboarding etc.

• Possession or use of weapons (including replicas).
• Misuse of laser pens.

A full list of student regulations is available at http://www.kent.ac.uk/regulations/index.html. College Masters take breaches of these regulations seriously.

Cars and local transport
Due to severe car parking restrictions on campus and the University’s green transport strategy, we are unable to provide parking facilities for students living in any on-campus accommodation. This enables us to offer any available parking spaces to students with severe disabilities or those living off campus (subject to exclusion zones). Eligible students can apply for a parking permit from the Estates Department – see http://www.kent.ac.uk/estates/transport/index.html for details.

All parking on campus is subject to the Regulations for Management of Traffic in the University, details of which can be found at http://www.kent.ac.uk/regulations/index.html.

Students are encouraged to use the excellent local transport services:

• The Unirider bus provides a frequent and inexpensive service between campus and the city centre. Tickets can be purchased on the bus or you can buy annual or termly tickets from Canterbury Bus Station or at http://www.buymyunirider.com/.
A regular train service to London and other destinations is available from both local stations – Canterbury East or Canterbury West.

High speed trains run regularly from Canterbury West to London St Pancras.

National Express coaches operate a frequent service from Canterbury Bus Station to London and beyond.

College Accommodation
Students living in Rutherford, Eliot, Keynes and Becket Court will need to vacate their rooms for both the Winter and Spring vacations.

During the Winter vacation belongings may be left in your room (at your own risk) but for the Spring vacation all belongings must be removed, as the accommodation will be used by conference visitors.

For residents entitled to breakfast, this is available in Rutherford dining hall. On days when breakfast is not eaten, an allowance may be used towards the cost of dinner on that day.

College Membership
College membership is a feature of Kent University’s collegiate identity. Each student becomes a member of one of the five Colleges, whether they live on or off campus, in college or self-catered accommodation. College residents are given membership of the College where they first live.

The Master’s Office in each College exists to offer advice, help and support and should be your first port of call when you need assistance. All matters will be dealt with in the strictest confidence.

The Master’s Office is also responsible for enforcing the University Student Regulations. This is the code of conduct which all students must abide by during their time at University.

Contact information for the Masters and Masters’ Assistants is available on pages 24 and 25 of this handbook and at http://www.kent.ac.uk/guidance/masters_offices.htm

Completion of Residence Period
At the end of the period of residence, the following arrangements should be made:

• Inform the University’s Student Income Office, in writing, of any forwarding address for the return of the loss/damage deposit.
• 10am is checkout time on the morning of your agreement expiry date. Extra charges are made for any late departures.
• Please note that the room will have to be checked for damage before any deposits can be returned.
• All rubbish should be removed, the room/house cleaned by the resident and furniture restored to its original position.
• The University will not accept liability for items left in the accommodation at the end of the letting period. Any items found will be considered as refuse and disposed of immediately.

Please note that charges will be added to your student account if additional costs are incurred for any necessary cleaning, repairs, redecorations, appliance or furniture moving etc.

Computer Services
Study areas with PCs and printers are available in Darwin, Eliot, Keynes and Rutherford Colleges. Further information and advice is available on Computing Service’s web pages at http://www.kent.ac.uk/itservices/

Here you will also find details of how to use the network connection in your room and information on telephone services.

Customer Services Advisor
Kent Hospitality has a dedicated customer services advisor, who may be contacted on 01227 824933 if you wish to discuss any issues relating to the services provided by that department.

Disability and Dyslexia Support Service (DDSS)
The service offers support to students with disabilities, specific learning difficulties, mental health difficulties and medical conditions during their time at the University and can assist with the following:

• Appointments to discuss learning support needs and help to arrange specialist assessments, if required;
• Applying for funding to pay for specialist support (e.g., dyslexia tutors, mentors and note takers) and assistive technology (e.g., software programmes, computer equipment);
• Arranging support from specialist staff, according to individual needs;
• Speaking to your lecturers about particular help you may need in lectures and seminars;
• Planning any special arrangements you need for examinations;
• Contacting other departments about specific assistance you may require.

Students who require additional support must make contact with the DDSS and complete a registration form. The DDSS is located at Room Hg 7-9, Keynes College (T: 01227 823158, E: accessibility@kent.ac.uk, www.kent.ac.uk/ddss).

Discipline and the University Rules
All students are required to abide by the University Rules and Regulations, for the well-being of our community, and you must familiarise yourself with them. They cover, for example, health and safety, the general conduct expected of students, car parking and policies on alcohol, smoking and drugs.

The underlying principles are simple: familiarise yourself with the basic rules and treat others with respect. Do not act in an inconsiderate or disruptive manner. Ignorance of the University’s Rules and Regulations is no excuse.

The following University websites should be consulted for information about the rules and regulations and policies governing the conduct of students:
http://www.kent.ac.uk/guidance/masters_offices.htm
http://www.kent.ac.uk/regulations
http://www.kent.ac.uk/safety/firesafetyvideos.html

Anyone in breach of these regulations will be subject to disciplinary procedures which may result in formal warnings, fines and the termination of any accommodation licence. Extreme cases may result in expulsion.

Drugs
Possession or taking of illegal drugs are criminal offences and will in no circumstances be tolerated. Drug dealing will lead to police action and automatic termination of registration.

Details of the disciplinary procedures relating to drug use can be found at http://www.kent.ac.uk/guidance/

Electoral Roll
The University is required by the Electoral Registration Officer at Canterbury City Council to submit an electoral register return every October of the names of students living in University accommodation.

Environment
The University is seeking to behave as an environmentally responsible body and to incorporate environmental awareness and sustainable development into all its activities. It is developing policies and strategies aimed at ‘greening’ its teaching, research, and operational activities.

You can help the environment by:

• REDUCING the amount of resources you consume, especially water, petrol and electricity;
• REUSING items and getting the most from every product;
• RECYCLING items for which there are collection points;
• MAKING use of public transport.

The University has established a kitchen garden for students, which is close to Park Wood and run on organic principles. If you would like to join in growing and harvesting fresh produce for your own or others’ use, please sign up and contact the following email list: kitchen-garden@kent.ac.uk.

Financial Matters
The Student Finance Offices are located in the Registry building.

The Income Office
The Income Office is responsible for applying all tuition and accommodation charges to the student accounts and collecting all related student income.

Accommodation fees are due in full within the first two weeks of each term and can be paid online https://epay.kent.ac.uk/epay/. If payment of the accommodation fees for the entire year is received
in full by the start of the first term, you are entitled to a discount of 2% of the total fees.

Statements and email reminders will be sent to all students who have an outstanding balance after the payment deadlines. They will detail the balance outstanding and any payment penalties added to your account. Late payment penalties will be charged monthly and will be applied if the fees have not been paid. Non-payment of residence fees may also result in accommodation being withdrawn and academic results being withheld.

During term time their opening times are 1000 to 1600 hrs Monday to Friday. In vacation periods the office is open from 1000 to 1200 hrs and 1400 to 1600 hrs Monday to Friday.

The Financial Aid Office
The Financial Aid Office is responsible for providing University financial support and aiding students with Kent Bursary and Student Finance England enquiries.

Students need to have their Student Finance England letter scanned by this office in order to trigger Student Loan and Maintenance Grant payments.

Students can speak to experienced staff members or use telephones within the student self help area to contact Student Finance England and help speed up any funding delays.

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**Fire Alarms and Precautions**
The fire alarm bells are tested once a week, for approximately thirty seconds. The following times are given as an approximate guide and may be subject to change.

<table>
<thead>
<tr>
<th>Location</th>
<th>Time</th>
<th>Day</th>
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<tbody>
<tr>
<td>Beverley Farmhouse</td>
<td>0940</td>
<td>Monday</td>
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<tr>
<td>Darwin College</td>
<td>0815</td>
<td>Wednesday</td>
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<td>Darwin Houses</td>
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<td>Eliot College</td>
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<td>Hothe Court</td>
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<td>Keynes College</td>
<td>0855</td>
<td>Tuesday</td>
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<tr>
<td>Park Wood – Administration Building</td>
<td>0945</td>
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<td>Park Wood – Bossenden Court</td>
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<td>Park Wood – Grimshill Court</td>
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<td>Park Wood – Kemsdale Court</td>
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<td>Park Wood – Nickle Court</td>
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<td>Park Wood – Stock Court</td>
<td>0915</td>
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<tr>
<td>Rutherford College</td>
<td>0855</td>
<td>Wednesday</td>
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<tr>
<td>Tyler Court, Block A</td>
<td>0920</td>
<td>Wednesday</td>
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<tr>
<td>Tyler Court, Block B</td>
<td>0930</td>
<td>Wednesday</td>
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<tr>
<td>Tyler Court, Block C</td>
<td>0940</td>
<td>Wednesday</td>
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<tr>
<td>Woolf College – residences</td>
<td>1100-1200</td>
<td>Tuesday</td>
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<tr>
<td>Woolf College – academic building</td>
<td>0830</td>
<td>Wednesday</td>
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At all other times the building must be evacuated when the alarm sounds continuously and there is a penalty for failure to do so. It is a disciplinary offence to tamper with any fire safety equipment. Naked flames are not permitted and it is an offence to burn candles in any accommodation.

Occupants of Beverley Farmhouse and Hothe Court should ensure that Campus Watch is telephoned in the event of the fire alarm sounding.

All students should make themselves familiar with the Health and Safety section of this handbook. This information is also available at http://www.kent.ac.uk/safety/studenthandbook.html.
Should you experience a shortage of funds, you are advised to visit the Financial Aid Office, where the following funding mechanisms can be accessed:

- **ALF Short term loan** (for UK students experiencing delays with their Student Loans)
- **Access to Learning Fund** (for UK students expecting to experience financial difficulties)
- **Kent Emergency Student Loan** (emergency loan for living costs only)
- **International Financial Support** (EU students and non-EU students on their year abroad only)

The office is open from 1000 to 1230 hrs and 1330 to 1600 hrs Monday to Friday.

**Housekeeping**

For further information on housekeeping services and your responsibilities as a resident, please see the Housekeeping Information section of this handbook on page 15.

**Identity (ID) / KentOne Card**

Students must carry their University ID / KentOne card with them at all times and should show it to University personnel on request. In particular they must show their ID card to Security Personnel when requested to do so. This is to assist in maintaining a safe campus environment for the benefit of all. The College Masters regard failure to co-operate, in particular failure to show your card, as a serious breach of discipline.

The card is produced by Kent Hospitality from their KentOne desk, which is situated next to Student Records in the Registry. The card is multi-functional and enables you to borrow books from the library, become a member of the Sports Centre, gain entry to the examinations hall and participate in student elections. The card will provide door access to the Templeman Library and may also be used for other areas within the University.

Once you have opened your KentOne account and credited it with funds, you are able to use the card at numerous campus outlets to pay for food, drinks and shopping. The advantage of this is that you won’t need to carry cash with you all the time. Your card can be credited over the phone (01227 823979 or 827434), using a credit or debit card, or you can top-up the balance with cash at the receptions and many outlets on campus.

If you lose your card you will be charged £13 for a replacement, which can be obtained from the KentOne desk in the Registry on weekdays from 0900 to 1700 and 0900 to 1300 in vacation periods. Please note that as we are unable to take cash, you will need to have sufficient funds on your KentOne card or have a debit/credit card with you. Cards which have been stolen are replaced free of charge if you can provide a crime reference number.

Further details of the KentOne card are available at http://www.kent.ac.uk/hospitality/

**Insurance**

Your rent includes insurance for loss of personal possessions up to £4,000 in respect of claims arising from fire, flood or theft within the accommodation area, including losses by walk-in theft. You will be able to arrange additional cover online at the insurer’s website, for accidental damage or all risks on high value items such as iPhones and laptops.

**Kent Hospitality**

Kent Hospitality is responsible for accommodation, conferences, functions, holidays and other events on campus throughout the year. It also provides a catering service and runs several bars and restaurants, in addition to those operated by Kent Union and the Gulbenkian.

The department’s website can be accessed at www.kent.ac.uk/hospitality, where students can find information on the food available across campus each day, accommodation prices and all the latest news concerning the accommodation and catering services. Comments are always welcome and can be made by emailing hospitality-enquiry@kent.ac.uk.

Income from visitors staying at the University during vacation periods and residence fees from students, help fund the services provided by housekeeping, catering, shops and bars throughout the year. This
All other students (including Park Wood residents) must return their fob/key at the end of the period of residence. Again, charges will be incurred if this is not done.

Rooms must not be left unlocked when you are away from your residence. Security of keys and fobs is paramount to the safety of personal belongings and if they are lost this should be reported to your Reception without delay. You are not permitted to give your keys to any other student or unauthorised person or to sublet your room, under any circumstances.

Students who persistently lose their keys and call Campus Watch for assistance with accessing their room will be liable to a charge of £10 on each occasion.

Misuse of keys/fobs is a disciplinary offence and you should be aware that handing back keys to a room does not free you from the obligations of a room agreement.

A charge of £35.00 will be made for the replacement of lost keys/fobs. This will be refunded only if the original key/fob is found and returned to the relevant Reception within seven days. Duplicate keys cut outside the University are not acceptable.

Laundry
Self-service launderettes with washing machines and tumble dryers are available for residents’ use in all the Colleges, at Tyler Court and Park Wood.

Please note that all residents use the launderettes at their own risk and the University accepts no liability for any damage that may result from the use of these facilities.

Lost Property
Any lost property should be reported immediately to the relevant Reception or handed in to the Campus Watch office, which is near the banking complex.

Mail
All internal mail should be collected from the pigeon holes at your College Reception, regardless of where you live on campus. It is your responsibility to check regularly for mail at the relevant Reception. If post is not collected within two weeks of delivery, it will be returned to the Post Office.

At Park Wood, Royal Mail will deliver any correctly addressed external mail directly to the relevant residence. Students will be notified about registered mail or large parcels, which can be held at the Park Wood Administration Office or College Reception for collection on production of a student ID card.

External mail for all Tyler Court residents can be collected from Reception at Tyler Court A. Becket Court residents should collect external mail from Eliot College Reception and residents of Darwin Houses should collect theirs from Darwin College Reception.
The University does not accept any responsibility or liability for forwarding mail to a new address, as such mail will require a new stamp within 24 hours of receipt.

It is your responsibility to arrange to have your mail redirected before leaving campus at the end of the Summer term, whether you are returning in September or not. All mail received during the summer vacation is returned to the Post Office. Mail showing the sender’s address will be returned to the sender and all other mail is destroyed.

Medical Matters

The University has a purpose-built Medical Centre, which is located in Giles Lane and is open from 0830 to 1800 Monday to Friday. Their telephone number is 01227 823583 or internal telephone extension 3583 during opening hours. You are strongly advised to register with the Medical Centre on arrival and students will be accepted who live within a 6-mile radius of the University campus.

An independent pharmacy is located adjacent to the Medical Centre.

The Medical Centre provides all students with medical consultations, family planning clinics, vaccinations, treatment of minor ailments, counselling and help with personal problems. A confidential ‘morning after’ emergency contraception service is also available.

When the Medical Centre is closed an out of hours emergency service is provided by South East Health (03000 242424).

Alternatively in term time contact Nursing Services in Keynes College (telephone 01227 823503 or internal extension 3503). A nurse is on duty every day and for emergencies between midnight and 0700. Anyone in need of nursing care may be admitted to the Nursing Services Unit.

In addition to medical advice and assistance, Nursing Services also provide an emergency contraceptive service.

For further medical advice, see the Medical Centre’s web pages at http://www.kent.ac.uk/medical/

Noise and Neighbours

Residents are required to keep noise down to a tolerable level at all times and the regulations concerning noise are given below. Failure to comply with these regulations is a breach of the conditions of your accommodation agreement which could expose residents to a variety of disciplinary actions, such as confiscation of sound equipment, fines, transfer to alternative accommodation, or even termination of the room agreement.

- In all accommodation, noise levels must be kept at a low level at all times and cease altogether between the hours of midnight and 0800. You should use headphones to avoid disturbing other people at these times.
- Advertising and holding of parties with loud music being played and heard from outside is not permitted.
- Residents are not to play musical instruments, nor have any form of amplification or musical reproduction, outside the house, nor situated so that it can be heard outside.
- The University reserves the right to temporarily confiscate sound equipment in cases where severe noise disturbance is caused to other residents. This step will be taken if necessary to meet the demands of the general interest of the community.

The most important thing is to be considerate of others. Any neighbour is entitled to ask you to stop making a noise if it disturbs them. Please be aware that you may not be the best judge of how much noise you are making. If you are asked to be quiet, please try to co-operate with the person making the request. Certainly you should not become hostile or rude.

If you return to your accommodation after midnight, please do so quietly. In particular you should avoid shouting or having loud conversations outside rooms where people may be sleeping and you should not slam doors or run loudly up and down stairs.

The need for quiet is especially important during the revision and examination period – the summer term – and therefore no noise
should be audible from within an individual’s room at any time of day or night. Care should be taken not to create any disturbance in common areas, or when outside close to residences. Even if your own examinations have finished, other students may still be revising and this should be respected.

Security staff are available 24 hours a day on 01227 8233 00 or ext 3300 to attend any serious noise disturbance you may experience. They pass reports on incidents that they attend to the College Masters, who have various powers available to them.

Issues arising from noise are usually most satisfactorily resolved through dialogue between residents with a view to agreeing shared expectations. However any complaints or disputes arising from inconsiderate or noisy neighbours, which you are unable to resolve yourself, should be put in writing and directed to the College Master responsible for your accommodation. Your complaint should be short and factual, with descriptions of the types of problems experienced including times, dates etc. You should detail your name and University ID number, your address and e-mail and the room number and name, if you know it, of the person or persons causing any problem. College Masters may then wish to interview you to check details before deciding on any appropriate action to take. Confidentiality will be respected if requested.

No Smoking Policy
The University has for some time implemented a smoke-free policy in all residential accommodation on both safety and health grounds. The smoking of bubble-bubble pipes is also strictly prohibited.

Smoking in any building is also an infringement of fire safety rules and will therefore be treated very seriously.

Following the no smoking legislation introduced in the UK in 2007, it is against the law to smoke in any enclosed or substantially enclosed public places and workplaces on campus. It should be noted that the University takes public spaces to include open areas within the footprint of a building, such as cloisters and walkways.

Off-campus Housing
Returning students will generally need to secure off-campus accommodation for their second and subsequent years. The Accommodation Office publishes a list of available accommodation offered by private landlords in the locality and details are available at www.kent.ac.uk/accommodation.

Staff in the Accommodation Office are always available to give advice and information about looking for suitable housing.

Penalties
Various penalties are available to the College Masters, including fines up to £2,000 and the authority to recommend to Kent Hospitality that a student’s accommodation licence agreement should be terminated.

In addition to the fines imposed by College Masters, students can be charged to replace any damaged items in their accommodation. In the past these charges have ranged from £50 for a replacement microwave up to several thousands of pounds to replace a burnt out kitchen.

Personal Security
Security staff are available on campus on a 24 hour basis every day of the year and details of their service are available at http://www.kent.ac.uk/estates/security/. They are based at Campus Watch, near the Banking Hall, telephone 01227 823300.

For any students who feel in any way vulnerable on campus, personal attack alarms are available from the Campus Watch office. Walking escorts for campus journeys can also be requested by phoning Campus Watch on 01227 823 300 (or extension 3300).

You should lock your room at all times when you are out and carry your room key/fob/swipe card and ID card at all times. You are responsible for the security and insurance of your own personal possessions.

Pets
Pets are not permitted under any circumstances, with the exception of guide/hearing dogs.

Recycling Facilities
Most self-catering accommodation has facilities available for the recycling of paper and plastic items, which are then collected regularly.
There are several collection points on campus where glass can be left for recycling, as well as used batteries. For further information about recycling facilities, please contact the Estates Department.

**Residence Receptions**

Receptions are located in each college (Darwin, Eliot, Keynes, Rutherford and Woolf), in Park Wood Administration Building and in Tyler Court (Block A).

This is where students collect their keys, mail and parcels. As well as selling mobile phone top-up cards, the receptions also provide a useful fax, photocopying and general information service.

Details of opening hours are available at each reception.

**Room Transfers and Vacancies**

In the first few weeks in University accommodation many new students make a friend in another part of campus, or prefer facilities elsewhere on campus, and want to move rooms. The early part of term is very busy and it is difficult for the Accommodation Office to handle such requests. Experience has shown that very soon most students settle and make friends in their accommodation and no longer wish to move. For these reasons from the start of the Autumn Term until the end of October, room changes are not considered or permitted. Vacancies arising before that date are offered to any suitable new applicants who still have to be housed on campus.

Room changes are also not permitted during the final six week Summer Term examination period.

Please note that students are not permitted to make informal exchanges of rooms. All room transfers must be arranged with, and authorised by, the Accommodation Office. This is to ensure a new room agreement is created so that each resident is charged accurately.

Reasons for moving that involve disputes or complaints with neighbours should first of all be referred to your College Master, who may be able to resolve the cause of any problem.

Any student applying for a room transfer must complete the relevant form, available at www.kent.ac.uk/accommodation from 1 November. An administration charge is made, once a transfer has been agreed, arranged and completed.

Room transfers are not automatically granted, and requests from new students or those living off-campus are given priority for any vacant rooms.

**Room Bookings and Parties**

Rooms may be booked at the discretion of the Masters’ Offices for evening Students’ Union Society meetings and other activities. At least one week’s notice is required. All parties are subject to the Licensing Laws. Parties are not allowed in College study bedrooms or corridors. Any event requiring refreshments will also be referred to Kent Hospitality Conference Office, who will establish the most convenient venue for the event and advise you of the costs involved.

**Shops**

There are two Essentials convenience stores on campus, near Eliot College and at Park Wood. These shops stock an extensive range of fresh and frozen food as well as confectionery, newspapers and phone cards. A wide range of Fairtrade products is available. Details of opening times are posted at the entrances to the shops.

There is also a small shop near Eliot College Reception which is open on weekdays during term time. This sells snacks, drinks and confectionery, as well as a range of general items.

Next to Essentials on central campus, there is Blackwell’s Bookshop.

**Sports Centre**

With their very own Sports Centre located on campus, students can boast of having access to some of the best sporting and recreational facilities of any university in the country.

The Sports Centre caters for many different sports and activities, and encourages all students to participate in physical activity and keep fit and healthy – regardless of ability. With fully qualified staff, a wide range of facilities, superb sporting amenities, the Sports Café and a relaxed and friendly environment, students are encouraged to utilise the facilities and take part in the various sports and activities on offer.

Details of opening hours are available at each reception.

**Student Life**

www.kent.ac.uk

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**Student Life**

www.kent.ac.uk
atmosphere, the Sports Centre offers something for everyone and is one of the best places to make new friends and socialise.

To find out more, just pop along to the Sports Centre. The friendly staff will be happy to give you guidance on all the activities on offer and information on sports membership. Information can also be found at http://www.kent.ac.uk/sports/ or telephone 01227 827430.

Sports Pavilion
Located at the outdoor playing fields complex, opposite Park Wood accommodation, the Pavilion services all users of the grass and artificial pitches and tennis/netball courts.

The Pavilion has 10 self-contained changing rooms – all with under floor heating – for teams and individuals to use and shower in. It also has 4 officials’ changing rooms, a seminar room and a fully equipped first aid room.

Visitors and users of the facilities can also enjoy the Pavilion’s superb Café Bar, situated on the first floor. With Sky TV and viewing balconies overlooking both grass and artificial pitches, the Café bar has a varied menu, including hot and cold drinks, and is a great place to socialise and relax.

Student Records Office
It is important that all students annually register their attendance at the University. This should not be confused with course or module registration. You should also notify the Student Records Office (located in the Registry) of any change of address if you live off campus. If you live in University accommodation, the Accommodation Office will advise Student Records of your campus address.

Student Support Facilities
There may be occasions during your time at the University when you feel in need of some support. If this is the case, we would encourage you to speak to someone at an early stage.

The Student Services Division co-ordinates a range of easy to access specialist services for students, offering the opportunity to derive maximum benefit from the University experience.

These include:
• The Medical Centre – http://www.kent.ac.uk/medical/
• Counselling Services – http://www.kent.ac.uk/counselling/
• Disability and Dyslexia Support Service – http://www.kent.ac.uk/ddss/
• Chaplaincy (covering most denominations) – http://www.kent.ac.uk/chaplaincy/
• Masters’ Offices – http://www.kent.ac.uk/guidance/masters_offices.htm

Summer Vacation Residence
Students needing University accommodation during the summer vacation period should enquire at the Accommodation Office at the beginning of June.
Syringes, Needles and Other Sharp Objects

Students who have to inject prescription medication should ensure they have their own sharps disposal box. However, the Receptions do have some spare sharps boxes if you do not possess one. When your sharps box is full, please take it to your Reception, where staff will dispose of it safely for you.

In the interest of everyone’s health and safety, do not leave syringes, needles and other sharp objects lying around where they could injure someone. Such items must be disposed of safely and not included with general rubbish.

External:
There are some public telephone kiosks available for use at Park Wood and around the campus. No additional telephones may be installed in any house or room. It is not possible to provide an individual message service for so many residents and the administration staff will only take extremely urgent messages. Please ensure that you keep in regular contact with your families to avoid unnecessary worry and inform another resident if you intend to be away from your accommodation.

TV Licence
A TV licence is required by law for each television in a shared house, flat or College bedroom. One licence does not cover several televisions in shared student accommodation. Please note that detector vans patrol the campus regularly, and fines can range up to £1,000 for unlicensed televisions. Use of a laptop, games console or mobile phone to watch live TV will still require an individual TV licence.

Residents may wish to invite other friends to visit them in their house from time to time during the period of residency. If you have a visitor you will be held responsible for their conduct and behaviour and any damage they may cause. You should accompany them at all times to ensure they do not annoy or inconvenience other residents. No keys and/or fobs should be given to any visitor, and they should not be left unaccompanied in the house. Any visits should be arranged in advance, so that other residents are advised, and be restricted to three nights maximum, preferably at weekends. Unplanned, regular, or too frequent visits should be avoided to reduce overcrowding the facilities and inconveniencing other residents.

The University administration reserves the right to deny permission for visitors when they receive complaints from other residents or security staff about the conduct of any visitor.

Withdrawal or Intermission from the University
If a student withdraws or intermits from their studies, they should notify the Accommodation Office in writing immediately. Once confirmation has been received by the Faculty Office and the room key has been returned to the relevant Reception, the accommodation charges will be amended and any due refund of fees processed.
Furnishings, Fittings and Equipment
On arrival each resident is required to check their room and report any problems to their Housekeeping Supervisor or local Reception.

Students are individually responsible for their own room and are collectively responsible for furnishings, equipment and cleanliness in the shared parts of the buildings.

Inspections are carried out during and at the end of the residency period. More detailed advice concerning cleanliness etc is issued to residents prior to the end of the agreement when the accommodation is vacated. Residents are charged for any missing items or damage caused to any part of the accommodation.

Residents are not permitted to install additional furniture or electrical appliances in rooms or communal areas within the accommodation because of safety, space and other legal restrictions.

Residents are reminded that personal belongings should not be left on the premises after termination of the agreement. Any items left will be disposed of. The University does not accept any liability for articles left, either inadvertently or otherwise, after the occupant leaves the accommodation.

If you need to arrange storage of your personal effects, details of local storage companies are available from the Accommodation Office at Tanglewood.

Deposits and Charges for Damage, Breakages or Losses
A refundable deposit of £300 must be paid by each resident to cover losses, breakages, replacements or damage and any extra cleaning or redecoration that may be necessary due to misuse of the accommodation. Where no culprit can be identified for damage caused in a shared area, the relevant damage charges will be divided equally between all residents in the area. Damage to University property, whether wilful or due to negligence, will be charged to the student(s) responsible.

During the academic year, where possible, residents will be advised of any deductions made from their deposits. If the total of deductions from a resident’s deposit exceeds the fixed sum, the excess amount will be payable immediately.

The Housekeeping Managers are authorised to impose charges on residents for any damages caused in their residences. Appeals against decisions should be made in writing to the Residences and Conference Manager at Kent Hospitality, whose decision is final and binding.
**Bedrooms**
Furniture, fittings and furnishings must not be removed from rooms. When you leave, all furniture must be left in the same position as it was when you first arrived. A charge may be made for any furniture which has to be repositioned.

Single rooms are designed for occupancy by one person only. No persons other than the authorised resident are permitted to occupy the room or any other part of the accommodation.

Pictures, posters and other decorations may only be temporarily affixed to walls, so as not to cause damage. It is the responsibility of the resident to carefully remove any items from the walls at the end of the agreement period. Should there be any damage to walls, a charge will be made for any redecoration that may be necessary. Pictures, posters or decorations are not permitted in any communal areas.

**Repairs and Defects**
Residents must report any maintenance defects or other problems with their accommodation at the first opportunity to the duty Housekeeping Supervisor, or in their absence to the local reception area.

Defects reported will be dealt with by the Housekeeping Handypersons. If they are unable to carry out the repair the Housekeeping Supervisor will inform the Maintenance Department. Residents should note that they will be charged for any unnecessary callouts.

Any emergency repairs that may be needed out of hours should be reported to Campus Watch. They will decide whether a repair is urgent and will call out a member of Maintenance if necessary. Alternatively, the repair will take place on the next working day.

Not all defects can be fixed immediately, as sometimes delays can occur if spare parts are difficult to obtain or the fault needs an outside contractor. Residents should check with the Housekeeping Supervisor on the progress of any repairs.

Kent Hospitality Handypersons and the University Maintenance Department attend to any non-emergency defects reported by residents, normally between the hours of 0900 and 1630 Monday to Friday.

It is essential that maintenance staff are given access at these times and it is not acceptable for them to be refused entry because the resident is sleeping or studying etc.

In the event of any University Officer being called out to any incident/event related to disturbance, vandalism, neglect etc, then all costs incurred will be charged to either the individual or the residents of the premises collectively.

Refurbishment work may be carried out while you are in residence – we aim to respect your privacy and keep any disruption to a minimum.

Refunds of rent for maintenance failures are only made in very exceptional circumstances and only following a written report to the Residences and Conference Manager of Kent Hospitality. No refunds are considered where the fault is beyond the University’s control, eg a power cut or difficulty or delays in obtaining a spare part.

Any faulty street lighting should be reported to the nearest reception area, or Campus Watch on ext 3300.

**Cleaning**
Collectively, residents are responsible for the cleanliness of communal areas. It is not reasonable for any resident not to participate in keeping the accommodation clean.
The University reserves the right to employ contract cleaners if hygiene and cleanliness fall below a reasonable standard. In this event residents will be collectively charged the cost of the cleaning. Residents of houses also risk being fined and transferred into College accommodation if they fail to keep their kitchen, bathroom and other shared areas in a clean and tidy condition on a regular basis.

Please note that residents must provide their own cleaning materials but the use of bleach is NOT allowed.

Residents must allow free and unhindered access to the accommodation and shared facilities by cleaning staff. Residents must also ensure that their conduct does not prevent the cleaning staff from carrying out their duties.

The Housekeeping Managers maintain room and house inventories and carry out formal health and safety inspections on a regular basis. These determine whether any deductions will be made from deposits for any damaged or missing items, either during or at the end of the resident’s stay.

Residents should wash up their own plates, utensils etc and clean the cooker/microwave immediately after use, so that other tenants are not inconvenienced. Residents must also regularly clean and defrost fridges and freezers.

Similarly, residents must clean any bath/shower immediately after use and keep the toilet in a sanitary condition.

A team of domestic assistants provides a strictly limited supplementary cleaning service under the direction of the Housekeeping Supervisors. This service is only intended to supplement the cleaning already carried out by the occupants.

Further details of the cleaning service provided will be available in your bedroom or from your local Housekeeping Office.

Rubbish
Residents are responsible for the removal of rubbish from their accommodation.

Refuse must be placed in the black and red sacks provided by Housekeeping and then put outside in the wheelie bins in designated areas.

Sharp items such as tin cans, glass bottles etc must be disposed of in the special bins provided and NOT put in the black sacks. Items of sanitary waste must be disposed of in the sanibins provided and NOT flushed down the toilet.
Health and Safety

**Fire Safety**
In the event of fire, use the internal phone to dial 3333. From a public or mobile phone dial 01227 823333.

Smoke and heat detectors, where appropriate, are installed in all residences to give all occupants as much warning as possible of an outbreak of fire.

Under health and safety legislation, residents in University accommodation have a duty to act responsibly so as not to endanger themselves or others and must not:

- tamper with any fire safety equipment to prevent its operation (including smoke or heat detectors and DorWatchers);
- remove or discharge the fire extinguishers when there is no fire;
- disconnect the door stays on fire doors;
- wedge or prop fire doors open.

The University takes these and similar infringements very seriously and they will be penalised accordingly.

Each house is provided with a full fire extinguisher when occupants move in and the Housekeepers inspect these regularly during the letting period. If extinguishers are subsequently found empty, each resident will be charged a share of the cost of re-filling an extinguisher (currently £50). Individuals caught also risk a criminal conviction. Costs of resetting fire alarms following activation of smoke detectors by cooking fumes may be similarly charged, where caused by a fire door being held open.

If there has been a genuine emergency which has been reported to the Park Wood Administration Office, then the University will bear the cost.

Regular checks are made on all fire prevention equipment. Where evidence of tampering is found, action will be taken against the residents. Should you have any doubts over the reliability of the fire prevention equipment in your house, please contact Housekeeping in the first instance. Residents should also report any use of fire equipment to the Housekeepers.

Each resident should know the whereabouts of all local fire exits, location of fire appliances and the escape route nearest to his/her room. It is also essential to be conversant with the fire drills and the exact location of assembly points within the residential area. Ensure that you read the fire notices posted in your room or kitchen and familiarise yourself with the basic principles and uses of the fire extinguishers. Using the wrong extinguisher on a fire could be extremely dangerous.

If you have a disability that might affect your ability to evacuate in the event of a fire or other emergency, you should consider arrangements for your safety and you may need a personal emergency evacuation plan. In the first instance, please contact the University’s Safety, Health and Environment Unit for advice.

**What you should do if there is a fire**
Make sure you know the fire procedure for any building you use. This may save your life. Check notices on display in all University properties for procedures and assembly points.

**If you hear the fire alarm:**
- Switch off any of your equipment only if safe to do so. Do not waste potentially life-saving time by finishing off work.
- Leave the building immediately by the nearest exit or emergency exit, closing your windows and all doors as you go.
- DO NOT RUN – DO NOT USE LIFTS (you may get trapped)
- Remember you have a collective responsibility for your neighbours, so check that they have heard the alarm as you leave the building.
- Go IMMEDIATELY to the designated assembly point.
- If you believe anyone is trapped or missing, make sure that you inform the fire service or other responsible person.
- DO NOT RE-ENTER the building until it is officially declared safe to do so by Security staff.

**If you find a fire:**
- Raise the alarm by breaking the glass of the nearest call point or by phoning Campus Watch on 01227 823333 (or extension 3333).
- Close windows and doors if safe to do so and leave the building by the safest route. You should only tackle the fire with an extinguisher if your exit route is cut off by fire, ie in order to escape.
Fire precautions and prevention:
REMEMBER
Fires can be avoided – observe the following rules:

• Never leave cooking unattended, even for a moment.
• Never prop or wedge fire doors open.
• Remember that smoking is banned at all times in your study bedroom and all areas of your flat or house.
• Loose posters etc on walls can spread fire rapidly, so fix them tightly.
• Avoid accumulation of combustible material in rooms, eg paper, cartons etc.
• If you use aerosols, only keep the minimum quantity.
• Avoid obstructing doorways or corridors.

Using electrical appliances:

• Use hot appliances (lamps, hair dryers etc.) away from paper, curtains, bedclothes etc.
• Never leave irons, kettles, etc unattended while switched on.
• Ensure your electrical appliances are safe to use (check cables and plugs are not damaged and that the sheath enters both plug and equipment).
• Important – see rules for Electrical Appliances and Safety on p20.

False Alarms
NEVER maliciously activate fire alarms or tamper with safety equipment.

Sounding the alarm in many buildings automatically calls the Fire and Rescue Service and lives may be lost elsewhere if the call is due to a false alarm. Frequent false alarms may also cause a genuine alarm to be neglected, thus putting people at risk.

Malicious interference with alarms or fire equipment is a criminal offence, currently carrying a maximum penalty of 3 months’ imprisonment and/or £1000 fine on conviction. It is also a breach of University regulations for which a fine or harsher penalty could be imposed (see next section on behaviour).

False alarms can be caused by cooking fumes, aerosol sprays such as deodorant or hairspray, and water vapour from hot showers. Care should be taken to minimise the effects of these and to keep them away from smoke detectors in corridors and study bedrooms.

Behaviour
Whilst at the University you are expected to behave in a way that does not put yourself, other people or property at risk. This includes:

• Obeying all safety signs and warnings.
• Complying with health and safety instructions.
• Only using apparatus or machinery after receiving instruction or training.
• Reporting all harm or injury caused by accidents.

Fire Drills
Participation is compulsory for everyone in all buildings on campus.
What you should do in the event of serious accident or illness

STAY CALM – ACT QUICKLY – CALL FOR ASSISTANCE

Many University staff are trained in first aid and names are displayed on noticeboards. Trained security staff or an ambulance can be called by contacting Campus Watch on 3333 or 3300. Report the accident briefly and accurately, stating the exact location.

MAKE SURE someone meets the ambulance at the main entrance to the building.

Be aware of the following basic first aid actions:

- DO NOT MOVE THE CASUALTY unless in imminent danger. Stay with the casualty if possible. Take care not to endanger yourself.
- In the case of an ELECTRIC SHOCK, do not touch the casualty unless confident that the current is switched off.
- IF VOMITING, TURN THE CASUALTY ON THEIR SIDE to allow draining.
- Stem any BLEEDING by applying pressure to wound and elevating the affected area.
- REASSURE THE CASUALTY that help is on the way.

College Evacuation Centres

For evacuations during particularly inclement weather, or should a college be uninhabitable for a long period of time other colleges will act as reception centres:

<table>
<thead>
<tr>
<th>College evacuated</th>
<th>Reception Centre</th>
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<tbody>
<tr>
<td>Darwin</td>
<td>Rutherford</td>
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<tr>
<td>Eliot</td>
<td>Keynes</td>
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<tr>
<td>Keynes</td>
<td>Eliot</td>
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<tr>
<td>Rutherford</td>
<td>Darwin</td>
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<tr>
<td>Woolf</td>
<td>Darwin</td>
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</tbody>
</table>

Electrical Appliances and Safety

No electrical appliances with a capacity of over 5 amps may be kept or used in any student accommodation (except for appliances in kitchens provided by the University). Prohibited appliances include refrigerators, microwaves, toasters and other cooking equipment, washing machines, tumble/spin dryers and heaters.

Students must ensure that their electrical appliances are verified as safe. Unless appliances will be less than 1 year old when the tenancy finishes, all appliances should be tested and certificated for electrical safety by a qualified electrician.

Multi-way ‘cube’ type mains socket adaptors are strictly banned. Trailing 4-in-line or similar socket adaptors are acceptable, providing they are in good condition, are not overloaded and are switched off when not in use. They should also be verified or tested as safe, as described above.

Residents may not install additional electrical wiring; nor may they erect television or radio aerials on the roofs, the walls, or in the lofts of the houses.

Electrical leads must not be allowed to trail from one room to another, thereby creating a safety hazard.

All electrical appliances should be unplugged when not in use. Particular care should be taken with items such as hairdryers, which may cut out automatically if they overheat and then come on again after they cool down. This then creates a risk of them being left unattended and causing a potential fire hazard.

The University reserves the right, in accordance with the Electricity at Work Regulations 1989, to check all electrical equipment on its premises for safety and to ensure that it is used safely. Residents will be advised if the maintenance or housekeeping staff have any concerns about personal electrical items brought in to University accommodation.

Remember: overloading electrical sockets is dangerous.
Prohibited Areas
The following areas are not to be used or entered by residents under any circumstances:
• Roofs of houses or Colleges.
• Inner roof spaces of houses.
• University sports pitches – unless for organised sport booked through the Sports Centre.

House and Room Inspections
During the course of the letting period, residents should be aware that regular health and safety, maintenance and housekeeping checks of all rooms/houses are carried out under the direction of the Housekeepers or the Estates Department. These visits are in addition to any other planned or emergency maintenance visits. Residents will be informed after the visits if any potential health and safety hazards are discovered.

It is essential that all possible steps are taken to maintain safe conditions for residents and employees alike and you should be particularly aware of the following regulations and potential safety hazards:

Within the accommodation the following is not permitted:
• The use of candles, joss sticks, oil burners or naked flames.
• The use of barbecues.
• The use of unauthorised and unsafe heating appliances, such as open electric fires and paraffin heaters.
• The storage of flammable liquids, such as petrol, in residences.
• Suspending cord in order to use as a clothes line.
• The storage of bicycles.
• Smoking is not permitted in any accommodation.
• Leaving fire doors propped open (all kitchen doors are fire doors)
• Storage of firearms, knives or dangerous implements or weapons of any kind.
• Tampering with any fire detection/prevention equipment.
• Tampering with any of the heating or electrical systems.

Potential Safety Hazards
• Severe overloading of electrical circuits (through the use of multiple adaptors); unsafe and unauthorised modification of wiring; alteration of fuses.
• All aerosols must be kept away from sources of heat.
• Combustible materials must be stored in cupboards, eg toilet rolls, cleaning equipment, cardboard cartons, etc.
• Worn or dangerous stair carpets.
• Loose fixtures and fittings.
• Lack of care when cooking – never leave food cooking unattended.
• When disposing of cigarettes take care that they are fully extinguished.
• Be careful when disposing of sharp objects such as broken glass, razor blades etc.

Please ask for advice from Housekeeping staff on any safety matter which you are unsure about.

Food Hygiene
The responsibility is yours. Please observe the following simple rules when storing food:
• Wash your hands before preparing food.
• Keep cooked items separate from uncooked raw meat.
• Do not eat food when the ‘use by’ date has expired.
• Clean and defrost the fridge regularly, particularly if you have any spillages.
• Report any malfunctioning thermostats to the staff in the Administration building at Park Wood or College Housekeeper.

Lock It or Lose It!
Any thefts, other crime, or unauthorised or suspicious vehicles or persons should be first reported to the Duty Security Supervisor at Campus Watch on extension (82)3300 (open 24 hours a day). A free escort service anywhere on campus is also available by contacting Campus Watch.

To deter opportunist theft, when you go out particular care should be taken to lock your bedroom door and the front and back doors in the houses. Also ensure that any ground floor windows are locked.
Finding Your Way Around

Details of recommended routes for wheelchairs users are available at http://www.kent.ac.uk/ddss/support/wheelchair-map.html

Information about the local area is available at http://www.disabledgo.info

Buildings labelled on map

A1 Sports Pavilion  C1 Maintenance Centre  D1 Estates Department  D2 Design & Print Centre  D3 Cornwallis North-West  D4 George Allen Wing  D5 Cornwallis West  D6 Woolf College  E1 Cornwallis North-East  E2 Cornwallis Maths Institute  E3 Computing Octagon  E4 Darwin Houses  E5 Darwin College  F1 Bossenden Court  F2 Nickle Court  F3 Stock Court  F4 Kemsdale Court  F5 Purchas Court  F6 Ellenden Court  F7 Thornden Court  F8 Grounds Maintenance  G1 Lypeatt Court  G2 Woody’s Bar  G3 Park Wood Shop  G4 Park Wood Administration Building  G5 Bishopden Court  G6 Farthings Court  G7 Marley Court  H1 Kent Business School  H2 Research and Development Building  H3 Electronic Engineering Laboratory  H4 Ingram Building  H5 Sports Centre  H6 Canterbury Enterprise Hub  H7 Biosciences Laboratory  H8 Tanglewood  J1 Hothe Court Farmhouse  J2 Grimshill Court  J3 Denstall Court  J4 Homestall Court  J5 Clowes Court  J6 Grimond Building  J7 UELT Building  J8 Banks  J9 Lumley Building  J10 Gulbenkian Theatre  J11 Templeman Library  J12 Senate  J13 Marlowe Building  J14 Locke Building  J15 Eliot College Extension  K1 Registry  K2 Rutherford College Extension  K3 Rutherford College  K4 Rutherford College Extension  K5 Tyler Court  L1 Kent and Medway N1 Medical Centre  L2 Open Colleges Network  L3 Kent and Medway N6  L4 UK Socrates-Erasmus  L5 Kent and Medway N2  L7 Blackwell’s Bookshop  M1 Clowes Court  M2 Willow’s Court  M3 Tudor Court  M4 Gifford Court  M5 Tyler Court  M6 Regimental Mansions  M7 Houseman Court  N1 Medical Centre  N2 Pharmacy  N3 Woodlands  N4 Rothford  N5 Olive Cottages  N6 Keynes College  P1 Oaks Day Nursery  P2 The Venue  P3 Mandela Building  P4 Becket Court  P5 Eliot College  P6 Careers Advisory Service  Q1 Tizard Centre  Q2 Beverley Farmhouse  Q3 Tizard Centre  Q4 Tizard Centre  Q5 Tizard Centre  Q6 Tizard Centre  Q7 Tizard Centre  Q8 Tizard Centre  Q9 Tizard Centre  Q10 Tizard Centre  Other organisations based on campus

Blackwell’s Bookshop  J14  Canterbury Enterprise Hub  H6  Open Colleges Network  Kent and Medway  N6  UK Socrates-Erasmus  N4
Masters’ Offices
Information

College Masters are charged by the University primarily with management of student conduct and assisting with student support and welfare. They are part of the Student Services Division. (http://www.kent.ac.uk/guidance/)

A ‘who’s who’ of staff in the Masters’ Offices is given below. Please note that in term time normal office opening hours are 0900 to 1700 Monday to Friday.

**Darwin College**
University of Kent, Canterbury, Kent CT2 7NY, United Kingdom

- **Master**
  Nancy Gaffield
  Room B3-22, Darwin College
  Tel: (01227) 827650
  Email: N.Gaffield@kent.ac.uk

- **Master’s Assistant (Student Support)**
  Ann Wood
  Room B3-22, Darwin College
  Tel: (01227) 823049
  Fax: (01227) 824060
  Email: A.B.Wood@kent.ac.uk

**Eliot College**
University of Kent, Canterbury, Kent CT2 7NS, United Kingdom

- **Master**
  Dr Michael Hughes
  Room W4.6, Eliot College
  Tel: (01227) 823320
  Email: M.J.Hughes@kent.ac.uk

- **Master’s Assistant (Student Support)**
  Meredith Johnson
  Room W4.9, Eliot College
  Tel: (01227) 823141
  Fax: (01227) 827849
  Email: M.L.Johnson@kent.ac.uk
The Student Support Adviser works closely with the Director of Student Services, the College Masters and all members of the Student Services Division, offering additional welfare and guidance advice, on a one to one basis, to students from all the Colleges. The Student Support Adviser also works closely with the DDSS to help them support students who may require extra advice.

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**Woolf College**
University of Kent, Canterbury, Kent CT2 7BQ, United Kingdom

**Master**
Dr Rachel Forrester-Jones
Room N4. 9, Rutherford College
Tel: (01227) 823470
Email: R.V.E.Forrester-Jones@kent.ac.uk

**Master’s Assistant (Student Support)**
Sue Casement
Room N4.11, Rutherford College
Tel: (01227) 823175
Fax: (01227) 827959
Email: S.M.Casement@kent.ac.uk

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**Rutherford College**
University of Kent, Canterbury, Kent CT2 7NX, United Kingdom

**Master**
Dr Anthony Ward
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Email: A.H.Ward@kent.ac.uk

**Master’s Assistant (Student Support)**
Liz Tanner
Room M1.4, Keynes College
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Fax: (01227) 823040
Email: E.Tanner@kent.ac.uk

**Student Support Adviser**
Kay Webber
Colleges Student Support Office
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Tel: (01227) 827454
Fax: (01227) 823329
Email: K.Webber@kent.ac.uk

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**Keynes College**
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**Master**
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Tel: (01227) 827453
Email: A.H.Ward@kent.ac.uk

**Master’s Assistant (Student Support)**
Liz Tanner
Room M1.4, Keynes College
Tel: (01227) 827010
Fax: (01227) 823040
Email: E.Tanner@kent.ac.uk
### Important telephone numbers

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<thead>
<tr>
<th>Service</th>
<th>External</th>
<th>Internal extension</th>
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<tr>
<td>In case of emergency</td>
<td>01227 823333</td>
<td>3333</td>
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<tr>
<td>Security Services Campus Watch</td>
<td>01227 823300</td>
<td>3300</td>
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<tr>
<td><strong>Medical Centre:</strong></td>
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<tr>
<td>Normal hours</td>
<td>01227 823583</td>
<td>3583</td>
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<tr>
<td>Outside normal hours</td>
<td>03000 242424</td>
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<tr>
<td>Nursing Services</td>
<td>01227 823503</td>
<td>3503</td>
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<tr>
<td>Health and Safety Advice (Safety, Health &amp; Environment Unit)</td>
<td>01227 823980</td>
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<tr>
<td>Counselling Service</td>
<td>01227 823206</td>
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<td>Dean of Chaplains</td>
<td>01227 827491</td>
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<td>Disability and Dyslexia Support Service</td>
<td>01227 823158</td>
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<td><strong>Masters’ Offices:</strong></td>
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<td>Rutherford College</td>
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<tr>
<td>Darwin College/Woolf College</td>
<td>01227 823049</td>
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<tr>
<td>Student Support Adviser</td>
<td>01227 827454</td>
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<tr>
<td>Kent Union Advice Centre</td>
<td>01227 824824</td>
<td>4824</td>
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<tr>
<td>Kent Union Main Reception</td>
<td>01227 824200</td>
<td>4200</td>
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<td><strong>Alcohol and Drugs:</strong></td>
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<tr>
<td>Turning Point Canterbury</td>
<td>01227 454374</td>
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<tr>
<td>Alcoholics Anonymous</td>
<td>01227 455557</td>
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<tr>
<td>24 hour Help Line</td>
<td>0845 7697555</td>
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<td>Drinkline</td>
<td>0800 9178282</td>
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<tr>
<td>National Drug Helpline</td>
<td>0800 776600</td>
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<td>Kent Council on Addiction (KCA UK) (Canterbury)</td>
<td>01227 454740</td>
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<td>Kent Council on Addiction (KCA UK) (Thanet)</td>
<td>01843 298355</td>
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<td><strong>Sexual Health:</strong></td>
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<tr>
<td>National Sexual Health Line</td>
<td>0800 567123</td>
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<tr>
<td>Terence Higgins Trust Helpline</td>
<td>0845 1221200</td>
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<tr>
<td>Hospital testing centre (The Gate Clinic)</td>
<td>01227 783120</td>
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<td><strong>Others:</strong></td>
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<tr>
<td>Hospital (General)</td>
<td>01227 766877</td>
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<tr>
<td>Hospital (Mental Health)</td>
<td>01227 459584</td>
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<tr>
<td>NHS Direct</td>
<td>0845 4647</td>
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<td>Eating Disorders Association</td>
<td>0845 6341414</td>
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<td>Samaritans (Canterbury)</td>
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<td>Samaritans (National)</td>
<td>08457 909090</td>
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<tr>
<td>Kent Police</td>
<td>01622 690690</td>
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### University Postcodes

<table>
<thead>
<tr>
<th>Address</th>
<th>Postcode</th>
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<tbody>
<tr>
<td>Beverley Farmhouse, University Rd</td>
<td>CT2 7LZ</td>
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<tr>
<td>Bishopden Court, Park Wood</td>
<td>CT2 7UY</td>
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<tr>
<td>Bossenden Court, Flats 1-18</td>
<td>CT2 7WS</td>
</tr>
<tr>
<td>Clowes Court, Park Wood</td>
<td>CT2 7SX</td>
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<tr>
<td>Darwin College</td>
<td>CT2 7NY</td>
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<td>Darwin Houses</td>
<td>CT2 7NY</td>
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<tr>
<td>Denstead Court, Park Wood</td>
<td>CT2 7SJ</td>
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<tr>
<td>Eliot College (including Becket Court</td>
<td>CT2 7NS</td>
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<tr>
<td>Ellenden Court, Park Wood</td>
<td>CT2 7SH</td>
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<tr>
<td>Farthings Court, Park Wood</td>
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<tr>
<td>Grimshill Court, Park Wood</td>
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<td>Homestall Court, Park Wood</td>
<td>CT2 7SU</td>
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<td>Hothe Court, Whitstable Rd</td>
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<td>Kemsdale Court, Flats 1-33</td>
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<td>Keynes College</td>
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<td>Lypeatt Court, Park Wood</td>
<td>CT2 7SR</td>
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<tr>
<td>Marley Court, Park Wood</td>
<td>CT2 7UU</td>
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<td>Nickle Court, Flats 1-31</td>
<td>CT2 7WU</td>
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<td>Purchas Court, Park Wood</td>
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<tr>
<td>Rutherford College</td>
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<td>Thornden Court, Park Wood</td>
<td>CT2 7SS</td>
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<td>Tudor Court, Park Wood</td>
<td>CT2 7UX</td>
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<td>Tyler Court Block A, B or C</td>
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<tr>
<td>Willows Court, Park Wood</td>
<td>CT2 7UT</td>
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<tr>
<td>Woodlands, Giles Lane</td>
<td>CT2 7LR</td>
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<tr>
<td>Woof College</td>
<td>CT2 7BQ</td>
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</tbody>
</table>

The information contained in this handbook is subject to change without notice and the University reserves the right to introduce such changes as may be necessary or desirable.

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