Welcome
About your accommodation
Campus facilities and services
Financial matters
Behaviour and regulations
Housekeeping information
Health and safety
Masters’ offices
Useful telephone numbers
University postcodes
WELCOME

We hope you will enjoy your time living on campus at the University of Kent. Our cosmopolitan student community will give you a unique opportunity to make new friends from around the world.

The University is committed to the creation and support of a balanced, inclusive and diverse community and anticipates that all residents will behave in a responsible manner. This booklet is intended to help everyone to live and work together in a civilised, safe and stress-free environment.

Your accommodation will be your home for the next nine or twelve months. We ask that you 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.
ABOUT YOUR ACCOMMODATION

The information provided in this booklet forms part of the terms and conditions which you agreed to when accepting your online offer of accommodation at the University of Kent.

The University of Kent has signed up to the Universities UK Code of Practice for University Managed Student Accommodation. This covers health and safety, maintenance and repair, good management practice and will also assist students to understand their obligations as responsible residents see www.thesac.org.uk

Arriving at the University

Your room should be clean and tidy when you move in. Should you find any existing defective items or damage within your room on arrival, please report this straight away via our online defect reporting system at www.kent.ac.uk/accommodation/report-defect

College accommodation

Colleges are locked at midnight and residents can use their room fob to gain entrance after this time. All non-residents are required to leave at midnight. If you intend to be absent from your room for more than three days, please inform your local Reception.

Students living in Becket Court and Keynes main building 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.

Residents of Rutherford and Eliot Colleges can occupy their rooms for the winter and spring vacations, except for the University’s two-week closure period over Christmas and New Year. However you will be able to leave your belongings in your room for the closure period.

Your meal entitlement will be available via your KentOne card, which you collect on arrival at the University.

For residents in Rutherford, breakfast 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.

For residents in Eliot, the Bed & Flex dining scheme is available at eight different locations across Canterbury campus, seven days a week during term time.

For residents of Keynes main building and Becket Court, breakfast and an evening meal are available in Dolche Vita, Monday to Friday, and in Rutherford dining hall at weekends.

College membership

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

The Master’s Office in each College is there 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’s Non-academic Discipline Regulations for students. 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 at the back of this handbook and at www.kent.ac.uk/studentservices/masters-office

Completion of residence period
At the end of the period of residence, the following arrangements should be made:
• Inform the University’s Student Records Office of any forwarding address
• 10.00 is checkout time on the morning of your agreement expiry date. Extra charges are made for any late departures

• 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 treated as unwanted 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, rubbish removal etc.

Environment
The University aims 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 use, especially water and electricity
• REUSING items and getting the most from every product
• RECYCLING items for which there are collection points
• USING public transport.
Your rent includes room insurance for loss of personal possessions up to £5,000 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 mobile phones and laptops.

Internet and Wi-Fi

Your bedroom on campus has wired internet for your laptop. It’s easy to set up: plug in the red cable and open a web browser to follow the process on screen. Step by step instructions are in the Get Connected booklet in your bedroom.

The student Wi-Fi service (eduroam) works in your bedroom and across campus. There is free public Wi-Fi for visitors (_TheCloud), but it won’t offer the full speed and access that eduroam gives you. Check that your phone, table, laptop etc is using eduroam, especially if your speed drops.

Keys

Each resident will be provided with either a key and/or an electronic fob for his/her bedroom and building access.

---

### 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>
</tr>
</thead>
<tbody>
<tr>
<td>Becket Court</td>
<td>08.35</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Darwin College</td>
<td>08.15</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Darwin Houses – Phase One</td>
<td>09.10</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Darwin Houses – Phase Two</td>
<td>09.15</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Eliot College</td>
<td>08.15</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Keynes College</td>
<td>08.55</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Keynes Flats and Houses</td>
<td>09.00</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Park Wood – Administration Building</td>
<td>09.45</td>
<td>Monday</td>
</tr>
<tr>
<td>Park Wood – Boswadi Court</td>
<td>09.20</td>
<td>Monday</td>
</tr>
<tr>
<td>Park Wood – Grimshill Court</td>
<td>09.30</td>
<td>Monday</td>
</tr>
<tr>
<td>Park Wood – Kemsdale Court</td>
<td>09.00</td>
<td>Monday</td>
</tr>
<tr>
<td>Park Wood – Nickle Court</td>
<td>09.10</td>
<td>Monday</td>
</tr>
<tr>
<td>Park Wood – Stock Court</td>
<td>09.15</td>
<td>Monday</td>
</tr>
<tr>
<td>Rutherford College</td>
<td>08.55</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Turing College</td>
<td>10.00</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Tyler Court, Block A</td>
<td>09.20</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Tyler Court, Block B South</td>
<td>09.25</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Tyler Court, Block B North</td>
<td>09.30</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Tyler Court, Block C South</td>
<td>09.35</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Tyler Court, Block C North</td>
<td>09.40</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Woolf College – residences</td>
<td>11.00</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Woolf College – academic building</td>
<td>08.25</td>
<td>Wednesday</td>
</tr>
</tbody>
</table>

At all other times the building must be evacuated immediately when the alarm sounds continuously. There is a penalty for failure to do so. It is a disciplinary offence to tamper with any fire safety equipment.
Students based in Becket Court and Keynes College main building will be issued with a fob on a termly basis and must return their fobs to the Reception at the end of each term.

Meal entitlements for the Bed & Bistro package will be added to your room fob.

If you do not return your fob, you risk a charge of £25 for a fob replacement, as well as charges for not vacating your room on the specified date. Also, you will not be able to re-enter your room as the fob will have expired. Re-programmed fobs can be collected again from your Reception when you arrive for the new term.

All other students 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.

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 £25 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.

No smoking policy

To comply with UK legislation, smoking is not permitted within any University building or public spaces. 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.

The use of e-cigarettes is regarded as smoking, i.e. treated the same as tobacco, under the University’s smoking policy. They must not be used within any building or in other prohibited areas.

Off-campus housing

Returning students will generally need to secure off-campus accommodation for their second and subsequent years.

During your year in University accommodation, you should try to find some like-minded friends so you can rent a house or flat together for subsequent years of study. When you look for non-University accommodation, you should only consider accredited housing. This means that the landlord has agreed to meet or exceed the minimum safety and legal standards governing shared student housing.

Pets

Pets are not permitted in University accommodation. The only exception is guide/hearing dogs and this must be arranged in advance of your arrival with Student Support and Wellbeing.

Reception services

Receptions are located in each college (Darwin, Eliot, Keynes, Rutherford, Turing and Woolf), in Park Wood Administration Building and in Tyler Court (Block A). This is where students collect their keys, mail and parcels. The receptions also provide a useful fax, photocopying and general information service. Details of opening hours are available at www.kent.ac.uk/accommodation/canterbury/on-campus/reception-services.html

CONTINUED OVERLEAF
ABOUT YOUR ACCEOMDATION (CONT)

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 clothes, books and batteries. Find further information about recycling facilities at www.kent.ac.uk/estates.

Room transfers and vacancies
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.

Requests for room transfers cannot be considered before early November and students will need to visit the Accommodation Office to apply for another room. 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.

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.

Telephones and messages
Where provided with a telephone, residents are able to use the University internal telephone system only and it is not possible to receive incoming telephone calls to this system. No additional telephone lines or satellite dishes may be installed in any University accommodation.

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. It is not possible to provide an individual message service for so many residents and the administration staff will only take extremely urgent emergency messages.

TV licence
A TV licence is required by law for each television in a shared house, flat or College bedroom. If however the room has a fixed television provided, then the University will cover the TV licence. 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.
**Vacation residence**

To keep students’ rents as low as possible and allow the University to maximise its income from the residences, our facilities are let to outside bodies for conferences and events during the spring and summer vacations.

Students who wish to remain in residence during any vacation not covered by their contract may do so (subject to availability), although they will not be able to retain their term-time room and will be offered a room in student-designated accommodation areas. This will be charged at normal student term-time rates.

**Visitors**

Residents may wish to invite other friends to visit during the period of residency. If you have a visitor, you are 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 accommodation. 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. It is advisable that no guests stay in student accommodation overnight during the first week of the start of the accommodation agreement.

If complaints are received from other residents or security staff about the conduct of any visitor, the University authorities reserve the right to deny them access in the future.

**Visual room checks**

Visual room checks can be undertaken at any time, with or without the licence holder being present. These checks will be carried out by staff from the Safety, Health and Environment Unit, Kent Hospitality Health and Safety, Estates Health and Safety and Kent Hospitality Housekeeping staff.

**Window restrictors**

For safety reasons, you should not tamper with the safety restrictors on the windows in your accommodation.

**Withdrawing from the University**

If you decide to leave the University and withdraw or intermit from your course, you must inform the Accommodation office at Tanglewood and your academic school in writing, as confirmation will be required in order to process your Notice Letter.

Students should vacate the accommodation within a reasonable time period, usually within two weeks of their official intermission/withdrawal or de-registration.

Once your departure date has been confirmed, before or on that date, you must:

- return your keys or key fobs
- leave your room and the property in a clean and tidy condition
- have paid any accommodation fees due to the University.

Any refunds of accommodation fees due after departure are administered by the University Income office.

**Leaving University accommodation to move home or into privately rented accommodation**

If you wish to leave your accommodation, but are intending to continue to be a registered student of the University, you will only be released from your licence if a suitable replacement student (i.e., one who is not currently in University managed accommodation, and who is the same gender can be found). You will have to pay for your University accommodation until a replacement student accepts liability for your room and a new Agreement.
CAMPUS FACILITIES AND SERVICES

Accidents
Please ensure that you read the Health and Safety section of this handbook.

All accidents, however trivial, must be reported immediately to the Accommodation Reception, who will record the details in the University’s online accident reporting system. First aid boxes are kept at every Reception desk and most Receptionists and Campus Security staff are trained first aiders.

For 24-hour assistance in the event of an emergency, please call Campus Security on 01227 823333 or extension 3333.

Transport and parking
We are unable to provide parking for students living in any on-campus accommodation. Parking is only available to students who hold a Government Blue Badge or those living off-campus, outside exclusion zones.

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

In line with the University’s green Travel Plan, students are also encouraged to use sustainable transport:
• The Stagecoach Unibus provides a frequent 24 hour, inexpensive service between campus and the city centre. Academic year tickets to travel all over East Kent (Unirider) are offered at a greatly reduced price.
• A Shuttle service provides free transport between Canterbury and Medway campuses.
• Bike storage facilities are available across the campus, it is recommended to ensure you have a heavy duty lock. However, don’t worry if you forget as locks can be purchased from the Transport team. There is also a regular ‘Dr Bike’ service who is available to help with maintaining your bike.
• Trains operate from Canterbury West and East stations to London and the coast. All services are operated by Southeastern. From Canterbury West station you can connect with St Pancras International highspeed train for the Eurostar service.
• National Express coach service operates from Canterbury bus station. 022 also operates from the main bus stop on campus each day.

Various national and local travel discounts are available for students.

For further information about transport or parking visit www.kent.ac.uk/transport or contact the Transport Team transport@kent.ac.uk

Casual employment
To enquire about casual term-time employment opportunities with Kent Hospitality or the Gulbenkian, please talk directly to the manager of the outlet concerned. Details about casual recruitment opportunities in Housekeeping during the summer vacation are made available on Kent Hospitality’s website from April onwards each year at www.kent.ac.uk/hospitality/HR/job-vacancies/casual-work.html

Catering
With 11 outlets on the Canterbury campus, Kent Hospitality is proud of the diverse choice available to students. There’s something for everyone, from bistro’s serving made-to-order food (including Dolche Vita with dishes from around the world and Origins with its Latin-American options) to our innovative online-ordering service at Bag-It and late-night takeaway delivery service at Hut 8. In the evening, you can enjoy the atmosphere at K-Bar, Mungo’s or Origins.

Our Real Meal Deal scheme offers two types of catering packages whereby you pay for your food for the year in advance making savings of up to 40%. Find out more www.kent.ac.uk/catering/other-services/catering-packages.html

For students with special dietary needs, just have a chat with our chefs and they will be pleased to help. For further details, see www.kent.ac.uk/catering
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.

Gulbenkian
The Gulbenkian is the University’s arts centre, housing a 340 seat theatre, 300 seat cinema and café stage for cabaret style live music, comedy and slam poetry. Our exciting and diverse programme showcases theatre and dance from leading UK and international companies, plus great stand-up, live music, spoken word and University of Kent student productions. Our cinema shows the best in film; British, foreign language, indie, cult, blockbusters, the big new releases and favourite classics. For more details, see www.thegulbenkian.co.uk

KentOne Card/University ID
Students must carry their University ID / KentOne card with them at all times and should show it 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 from the 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. The Bed & Bistro package for residents of Keynes College and Becket Court will be added to the room fob. All other meal entitlements will be added to your KentOne card.

You can also use your KentOne card as a cashless purchasing card. Once you have credited your KentOne card account with funds, you will be able to use the card at numerous campus outlets to pay for food, drinks and shopping. You will receive an exclusive KentOne card discount at the till in all of Kent Hospitality outlets, including Bag It, Create, Dolche Vita, KBar, Mungo’s, Origins and more. Your card can be instantly topped up online at www.kent.co.uk/kentonecard

If you lose your card you will be charged £14 for a replacement, which can be obtained from the KentOne desk in the Registry on weekdays from 09.00 to 17.00 and 09.00 to 13.00 in vacation periods. Please note that as we are unable to take cash, you will need to have sufficient funds on your KentOne account 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 www.kent.co.uk/kentonecard

CONTINUED OVERLEAF
CAMPUS FACILITIES AND SERVICES (CONT)

Laundry
Self-service, coin operated launderettes with washing machines and tumble dryers are available for residents’ use in most accommodation areas on campus. For information about laundry facilities in your accommodation area see www.laundryview.com/lvs.php?s=731

Lost and found property
Any lost property should be reported immediately to the nearest Reception or the Campus Security office, which is near the Grimond Building. Please hand in any lost property you may find at the Campus Security office.

Mail
All internal mail should be collected from the pigeon holes located at your Accommodation Reception and it is your responsibility to check regularly for any mail. Any post not collected within two weeks of delivery will be returned to the Post Office.

Residents living in the following accommodation should collect their mail as follows:
- Tyler Court B and C from Tyler Court A Reception
- Becket Court from Eliot College Reception
- Darwin Houses from Darwin College Reception

In self-catered accommodation at Park Wood, Keynes and Turing, Royal Mail and couriers will deliver all correctly addressed external mail directly to the house/flat. You should try to arrange for items to be delivered when you know you will be available, as Receptions may not be able to accept deliveries on your behalf.

Accommodation receptions will email students who have received parcels or registered mail – student ID (KentOne card) will need to be produced on collection. Any letters marked ‘Private and Confidential’ will be kept securely within the Reception area, to ensure safe collection by the addressee.

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 if you change your campus accommodation and 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.

Medical Centre
The University has a large purpose-built Medical Centre, which is located in Giles Lane and is open from 08.00 to 18.30 Monday to Friday. Their telephone number is 01227 469333 during opening hours. You are strongly advised to register with the Medical Centre on arrival.

An independent pharmacy is located adjacent to the Medical Centre.

The Medical Centre provides all students with medical consultations, access to mental health services, 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 NHS service is available by dialling 111. This number is free of charge from mobiles and landlines.

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 07.00.

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 www.kent.ac.uk/medical/
Room bookings and parties

Residential accommodation is not suitable for the holding of parties. Gatherings of people in the accommodation will inevitably cause overcrowding, disturbance and possible distress to other residents.

Rooms may be booked at the discretion of Kent Union in conjunction with the Timetabling Office for evening student society meetings and other activities. At least one week’s notice is required. For further information, terms and conditions please refer to www.kent.ac.uk/timetabling/studentbooking.html

Shops

There are two Essentials convenience stores on campus, opposite the Jarman building 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.

Next to Essentials on central campus, there is Blackwell’s Bookshop and Unique clothing store.

Personal safety and security

A professional security team of almost 50 members of staff are available on campus on a 24 hour basis every day of the year, based at Campus Security, near the Grimond Building, telephone 01227 823300 (or extension 3300).

24 hour campus security hubs are based in Banking Hall, Park Wood College and Turing College staffed by professional team members offering support, advice, guidance, free personal safety alarms and discounted bike locks. The main hub in Banking Hall also handles lost property. There is also a four person Park Wood Community Liaison Team based in Park Wood for the student village to access.

All colleges have roaming staff allocated 22.00 to 06.00 in addition to the 24 hour campus patrols. In every college reception area, there is a community internal use phone to call Campus Security if necessary. College receptions also provide personal safety and security information.

Campus Security provide a walking taxi service for anyone wanting to be accompanied across campus by a member of their team.

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

For further information on security, see www.kent.ac.uk/estates/services/campuswatch.html

CONTINUED OVERLEAF
Sport and recreation

Sport and recreation is a hugely important part of university life and Kent Sport has something for everyone, whether you are an elite sports person or just want to try new activities, lead a healthier lifestyle or meet new people.

Kent Sport membership is great value for money and offers access to all sports facilities, including weekly aerobic and dance classes ranging from BodyPump to Zumba. It offers a growing programme of sports courses, workshops, intramural and intercollege competitions, fitness and nutrition consultations and hosts over 40 student sports clubs run by Kent Union, ranging from archery to rugby and tennis, to ultimate frisbee.

A major redevelopment of the sporting facilities, completed in 2013, provides significant enhancements to the sporting offer at Kent. The first class facilities now include three multi-purpose sports halls, artificial and grass pitches, indoor and outdoor tennis and netball courts, new dance and fitness class studios and an extensive new fitness suite linked with a physiotherapy clinic.

To find out more visit Kent Sport at the Sports Centre or Pavilion, or via the website www.kent.ac.uk/sports, or like unikentsports on Facebook.

Study space with PC and printers

The Templeman Library’s PCs and study spaces can get busy, so get to know the other study areas available to you. There are Study Hubs and PC rooms in Senate, Cornwallis, Darwin, Rutherford, Eliot, Keynes and other locations across campus. For full details and to see live PC availability, see www.kent.ac.uk/is/study

When using the Templeman Library, you will need to carry your KentOne card to borrow books, use a laptop as well as entering the library during self-service hours.

Student Support and Wellbeing

The team 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 (eg dyslexia tutors, mentors and note takers) and assistive technology (eg 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 Student Support and Wellbeing and complete a registration form. The Student Support and Wellbeing office is located at Room Hg 7-9, Keynes College

T: 01227 823158
E: accessibility@kent.ac.uk
www.kent.ac.uk/studentsupport or www.kent.ac.uk/studentwellbeing

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. Student Services co-ordinate 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 – www.kent.ac.uk/medical/
- Wellbeing Team – www.kent.ac.uk/studentwellbeing
- Student Support – www.kent.ac.uk/studentsupport/
- Chaplaincy (covering most denominations) – www.kent.ac.uk/chaplaincy/
- Masters’ Offices – www.kent.ac.uk/studentservices
The University’s Student Finance Offices are located in the Registry.

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

Accommodation fees can be paid online at https://epay.kent.ac.uk/epay/ and are due as follows:
• For undergraduates, payment is due on the first day of each term;
• For postgraduates, payment is due on the first day of each quarter.

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 in full. Non-payment of residence fees may also result in accommodation being withdrawn.

During term time Income Office opening times are 10.00 to 16.00 Monday to Friday. In vacation periods the office is open from 10.00 to 12.00 and 14.00 to 16.00 Monday to Friday.

The Financial Aid Office
Students need to have their University or College Payment Advice letter scanned by this office in order to trigger Student Loans and Maintenance Grant payments into their bank accounts.

Staff in the Financial Aid Office can offer help and assistance to students experiencing difficulty with accessing loans and grants. The University of Kent’s National Scholarship Programme (NSP) is administered by staff in the Financial Aid Office. Students can use telephones within the student self-help area to contact Student Finance England (SFE).

Should you experience a shortage of funds, you are advised to visit the Financial Aid Office, where the following funding mechanisms can be accessed:
• Short term loan for UK students experiencing delays with their Student Loans
• Discretionary funding for UK students experiencing financial difficulties
• Kent Emergency Student Loan (emergency loan for living costs only)
• European Financial Support (EU students and non EU students on their year abroad only).

Please call 01227 823488/824876/823851, or email financialaid@kent.ac.uk, or call in to room G43 on the ground floor of the Registry. Open Monday to Friday, 10.00 to 16.00 (closed for lunch 12.30 to 13.30).
BEHAVIOUR AND REGULATIONS

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:
• Anti-social behaviour
• 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 www.kent.ac.uk/regulations/. College Masters take breaches of these regulations seriously.

Discipline and the University Regulations
All students are required to abide by the University 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 Regulations is no excuse.

The following University websites should be consulted for information about the regulations and policies governing the conduct of students:
• www.kent.ac.uk/student-services/masters-office
• www.kent.ac.uk/regulations
• www.kent.ac.uk/safety

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 termination of registration.

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 could result in exclusion, the termination of an accommodation licence and termination of registration.

Details of the disciplinary procedures relating to drug use can be found at www.kent.ac.uk/student-services/masters-office/legal-information.html

The University’s policy statements on alcohol and drugs (substance misuse) can be found at www.kent.ac.uk/regulations

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 08:00. You should use headphones to avoid disturbing other people at these times.
- The need for quiet is especially important during the revision and examination period. During the summer term there is a 24/7 noise ban and no noise should be audible from within an individual’s room at any time of day or night. Care should also 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.
- 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 accommodation, nor situated so that it can be heard outside.
- Music practice rooms are available and access to these can be arranged (by permit only) through the Music Assistant in the Colyer-Fergusson building.

For full details see www.kent.ac.uk/music/practicerooms.html and www.kent.ac.uk/timetabling/studentbooking.html

- 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.

Security staff are available 24 hours a day on 01227 823300 or ext 3300 to attend any noise disturbances. Campus Security 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.

Penalties

Various penalties are available, including fines up to £3,000 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.
**HOUSEKEEPING INFORMATION**

**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.

**Charges for damage, breakages or losses**
Damage to University property, whether wilful or due to negligence, will be charged to the student(s) responsible. 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.

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 Head of Residences and Conference Services at Kent Hospitality, whose decision is final and binding.

**Cleaning**
If you have en-suite facilities with your room, the Housekeeping staff will clean those on a regular basis. However all residents are responsible for cleaning their own bedrooms and are collectively responsible for the cleanliness of communal areas. All residents are expected 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 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 hygienic 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.

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.

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. It is important that residents report any damage on arrival, to avoid being charged for it at a later date.

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.

**Reporting repairs and maintenance defects**

Residents must report any maintenance defects or other problems with their accommodation at the earliest opportunity.

Reports can be made online at www.kent.ac.uk/accommodation/report-defect. Please note, this doesn’t apply to Woolf College residents.

The maintenance and repairs of University buildings are carried out by University Estates and maintenance staff. In Woolf College and Turing and Keynes flats and houses, maintenance is carried out by University Partnership Programme (UPP) staff. In addition, approved external contractors may also need to access buildings on occasion to carry out necessary specialist repairs or maintenance.

Please note, the University and UPP do not offer a 24 hour, seven days a week maintenance service, unless a call out is required for any major emergency, such as a flood or power failure.

Any emergency repairs required outside office hours should be reported to Campus Security, who will decide whether a repair is urgent and will call out a member of the maintenance team where necessary.

Normal working hours are 08.00-16.00, Monday-Friday, when all minor maintenance work is undertaken. Any faults reported outside of these hours will be responded to on the next working day.

Level of response is indicated below:

**Emergencies – within one hour**
- Floods (either from pipework or leaking roofs)
- Glazing (where security or safety is compromised)
- Electrical shutdown of a building
- People trapped in a lift
- Gas leaks
- Fire alarms
- Serious trip hazard
- Bare electrical cables

**Emergencies – by the end of the working day**
- No heating (when reported before 15.00)
- No water
- Lighting (where it provides the only illumination in an area)
- Lights on staircases

**Urgent – within 24 hours**
- No hot water
- Shower not working (where it is the only one in a house)
- Localised electrical failure
- Security lighting
- Blocked toilets or drains
- Lifts out of action
- Corridor lights
- No heating (when reported after 15.00)
- Removal of graffiti
- Problems with insects/rodents (will be dealt with by a specialist external contractor)

**Non-urgent – within five working days**
- Lighting (where it is one of a number in an area)
- External lighting
- Door closers
- Unable to open windows
- Tiling to showers

Estates and UPP staff aim to carry out all necessary maintenance work so as to minimise inconvenience to residents.
This will not always be possible if unexpected and unplanned (reactive) maintenance is needed. For planned maintenance seven days’ notice will normally be given, where possible, to residents and every effort will be made to avoid examination periods. For urgent work the minimum notice will be 24 hours unless an emergency requires immediate action.

Where repair or maintenance work is necessary due to damages caused by residents or their guests, residents will be notified of the total costs and charges for any repair as soon as practicably possible and these charges will be added to your student account with the University.

Any faulty street lighting should be reported to the nearest Reception or Campus Security on ext 3300.

Information regarding the Universities snow and ice clearance policies is available here: www.kent.ac.uk/estates/policies/?tab=snow-and-ice

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.

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 Head of Residences and Conference Services at 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. Refunds of rent are not made in respect of noise disturbance.

Rubbish

Residents are responsible for the removal of rubbish from their accommodation. Refuse must be placed in the black and green 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. Feminine hygiene products must be disposed of in the sanibins provided and NOT flushed down the toilet.
HEALTH AND SAFETY

The University takes fire safety very seriously; even a first offence may result in a substantial fine of up to £500 per house, flat or corridor, which will be distributed between all residents if the individual responsible cannot be identified. In addition, the University also reserves the right where appropriate to apply other disciplinary measures or to terminate the Accommodation Agreement.

Behavior
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.

Electrical appliances and safety
You are not allowed to bring into the accommodation any electrical appliances for heating or cooling purposes. Prohibited items include tumble/spin dryers, refrigerators, heaters and air conditioning units.

In addition to the above, residents in part-catered accommodation (Rutherford, Eliot, Becket Court and Keynes main building) are NOT allowed any additional cooking equipment. Prohibited items include toasters, microwaves, grills and deep fat fryers.

Additional cooking appliances are permitted in kitchens in self-catered accommodation only (Darwin, Tyler Court, Woolf, Keynes flats and houses, Park Wood flats and houses, Turing flats and houses) and MUST NOT be used in study bedrooms or corridors at any time (this applies to all such equipment including toasters and kettles).

See your Accommodation Agreement for further details.

All electrical equipment (including socket adaptors and extension leads) must be
• Either new when first brought to the University, or tested as safe by a competent UK electrician
• CE marked
• Kept clean and in good condition
• Used only as designed and intended, and
• Not modified in any way.

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. Similar care should be taken with hair straighteners and they should be left on a hard surface to cool down after use.

Particular care should also be taken when using chargers for mobile phones, lap tops or electronic cigarettes; these should be placed on hard surfaces and not left unattended for long periods. (Please also note that electronic cigarettes are treated in the same way as tobacco – see the No Smoking Policy and are NOT to be used inside buildings).

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.

**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 three months’ imprisonment and/or £1,000 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.

**Fire safety**

In the event of fire, follow the procedure on the Fire Action Notices in your building. The Campus Security emergency number is 3333 from an internal phone or 01227 823333 from a mobile phone.

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.
HEALTH AND SAFETY (CONT)

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 DoorWatchers)
- 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 set of fire extinguishers when occupants move in and the Housekeepers inspect these regularly during the letting period. If extinguishers are subsequently found empty or tampered with, 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 Housekeeping Office, then the University will bear the cost (unless caused by negligence such as unattended cooking).

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. 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.

A Personal Emergency Evacuation Plan (PEEP) is necessary for any resident who for reasons of a medical condition or other disability may have difficulty in responding to an emergency alarm and evacuation event. If any resident considers that they may need assistance in the event of an emergency situation such as a fire, for example, they should request a meeting with the PEEPS Co-ordinator to discuss the relevant emergency alarm and evacuation procedures for their residence.

The University’s Personal Emergency Evacuation Plan Co-ordinator is Michelle Dawson. Please contact Michelle on M.M.Dawson@kent.ac.uk or 01227 816163.
Fire drills
Participation is compulsory for everyone in all buildings on campus.

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. This includes the use of e-cigarettes, which must not be used within any building or in other prohibited areas.
• 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

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 Security 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

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. Failure to evacuate quickly may put lives at risk and is a disciplinary offence.
HEALTH AND SAFETY (CONT)

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 Security on 3333 or 3300, or from a mobile phone on 01227 823300. 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 the wound and elevating the affected area
• REASSURE THE CASUALTY that help is on the way.

Food hygiene

The responsibility is yours. Please observe the following simple rules when preparing and 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 Housekeeping Office.

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 Housekeeping Supervisors 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 are 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
• The storage or use of fuels or solvents

Prohibited items
• Various electrical appliances – see Electrical Appliances and Safety
• The storage or use of fireworks of any kind

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.

Litter – pest control and reporting

Your university accommodation is located in an attractive green countryside setting. We hope that everyone who has the chance to live and work here will value and help preserve its natural beauty by taking care when disposing of rubbish and not causing litter around the campus.
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 Security on extension 3300 (open 24 hours a day).

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.

Potential safety hazards

- Lack of care when cooking – never leave food cooking unattended
- 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
- When disposing of cigarettes outside take care that they are fully extinguished
- Be careful when disposing of sharp objects such as broken glass, razor blades etc

Potential safety hazards

- Lack of care when cooking – never leave food cooking unattended
- 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
- When disposing of cigarettes outside take care that they are fully extinguished
- Be careful when disposing of sharp objects such as broken glass, razor blades etc

If you are ordering your food shopping online to be delivered to campus, please ensure you return the empty supermarket crates to the driver immediately afterwards. Failing to do so could result in a potential tripping hazard or obstruction of throughways.

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

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 arrange for its safe disposal.

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.
MASTERS’ OFFICES

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. www.kent.ac.uk/studentservices

A ‘who’s who’ of staff in the Masters’ Offices is given below. Please note that in term time, normal office opening hours are 09.00 to 17.00 Monday to Friday.

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

Master
Dr Jonathan Friday
Room B3-22, Darwin College
T: +44 (0)1227 827650
E: J.Friday@kent.ac.uk

Master’s Assistant (Student Support)
Amy Green
Room B3-22, Darwin College
T: +44 (0)1227 823049
F: +44 (0)1227 824060
E: A.S.Green@kent.ac.uk

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

Master
Stephen Burke
Room W4.6, Eliot College
T: +44 (0)1227 823320
E: S.R.Burke@kent.ac.uk

Master’s Assistant (Student Support)
Meredith Johnson
Room W4.9, Eliot College
T: +44 (0)1227 823141
F: +44 (0)1227 827849
E: M.L.Johnson@kent.ac.uk

Keynes College
University of Kent, Canterbury, Kent CT2 7NP, United Kingdom

Master
Chloé Gallien
Derek Crabtree Room, Keynes College
T: +44 (0)1227 823670
E: C.Gallien@kent.ac.uk

Master’s Assistant (Student Support)
Gemma Harris
Derek Crabtree Room, Keynes College
T: +44 (0)1227 827010
F: +44 (0)1227 823040
E: G.Harris-217@kent.ac.uk
Rutherford College
University of Kent, Canterbury, Kent CT2 7NX, United Kingdom

Master
Dr Peter Klappa
Room N4.9, Rutherford College
T: +44 (0)1227 823470
E: PKlappa@kent.ac.uk

Master's Assistant (Student Support)
Sue Casement
Room N4.11, Rutherford College
T: +44 (0)1227 823175
F: +44 (0)1227 827959
E: S.M.Casement@kent.ac.uk

Turing College
University of Kent, Canterbury, Kent CT2 7NF, United Kingdom

Master
Dermot O’Brien
T: +44 (0)1227 824961
E: D.L.O’Brien@kent.ac.uk

Master’s Assistant (Student Support)
Victoria Friedman
Turing College Master’s Office,
Hilltop House, Giles Lane
T: +44 (0)1227 824018
E: TuringMastersOffice@kent.ac.uk

Woolf College
University of Kent, Canterbury, Kent CT2 7BQ, United Kingdom
Staff and contact details – see Darwin College
USEFUL TELEPHONE NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>External</th>
<th>Internal extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>In case of emergency</td>
<td>01227 823333</td>
<td>3333</td>
</tr>
<tr>
<td>Campus Security</td>
<td>01227 823300</td>
<td>3300</td>
</tr>
<tr>
<td>PEEP’s (Personal Emergency Evacuation)</td>
<td>01227 816163</td>
<td></td>
</tr>
<tr>
<td><strong>Medical Centre</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Normal hours</td>
<td>01227 469333</td>
<td></td>
</tr>
<tr>
<td>NHS out of hours service</td>
<td>111</td>
<td></td>
</tr>
<tr>
<td>Nursing Services</td>
<td>01227 823503</td>
<td>3503</td>
</tr>
<tr>
<td>Health and Safety Advice</td>
<td>01227 823980</td>
<td>3980</td>
</tr>
<tr>
<td>(Safety, Health &amp; Environment Unit)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wellbeing Team</td>
<td>01227 823206</td>
<td>3206</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>01227 827491</td>
<td>7491</td>
</tr>
<tr>
<td>Student Support</td>
<td>01227 823158</td>
<td>3158</td>
</tr>
<tr>
<td><strong>Masters’ Offices</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keynes Colleges</td>
<td>01227 827010</td>
<td>7010</td>
</tr>
<tr>
<td>Eliot College</td>
<td>01227 823141</td>
<td>3141</td>
</tr>
<tr>
<td>Rutherford College</td>
<td>01227 823175</td>
<td>3175</td>
</tr>
<tr>
<td>Darwin College/Woolf College</td>
<td>01227 823049</td>
<td>3049</td>
</tr>
<tr>
<td>Kent Union Advice Centre</td>
<td>01227 827724</td>
<td></td>
</tr>
<tr>
<td>Kent Union Main Reception</td>
<td>01227 824200</td>
<td></td>
</tr>
<tr>
<td><strong>Alcohol and Drugs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Turning Point Canterbury</td>
<td>01227 826400</td>
<td></td>
</tr>
<tr>
<td>Alcoholics Anonymous 24 hour Help Line</td>
<td>0845 7697555</td>
<td></td>
</tr>
<tr>
<td>Drinkline</td>
<td>0800 9178282</td>
<td></td>
</tr>
<tr>
<td>National Drugs Helpline</td>
<td>0800 776600</td>
<td></td>
</tr>
<tr>
<td><strong>Sexual Health</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Sexual Health Line</td>
<td>0300 1237123</td>
<td></td>
</tr>
<tr>
<td>Terence Higgins Trust</td>
<td>0808 8021221</td>
<td></td>
</tr>
<tr>
<td>The Gate Clinic, Kent &amp; Canterbury Hospital</td>
<td>01227 783120</td>
<td></td>
</tr>
<tr>
<td><strong>Others</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospital (General)</td>
<td>01227 766877</td>
<td></td>
</tr>
<tr>
<td>Hospital (Mental Health)</td>
<td>01227 459371</td>
<td></td>
</tr>
<tr>
<td>Mental Health Matters</td>
<td>0800 1070160</td>
<td></td>
</tr>
<tr>
<td>Beat (Eating Disorders Association)</td>
<td>0845 6341414</td>
<td></td>
</tr>
<tr>
<td>Samaritans (Canterbury)</td>
<td>01227 457777</td>
<td></td>
</tr>
<tr>
<td>Samaritans (National)</td>
<td>08457 909090</td>
<td></td>
</tr>
<tr>
<td>Kent Police</td>
<td>101 (non-emergencies)</td>
<td>999 (emergencies only)</td>
</tr>
<tr>
<td>Postcode</td>
<td>Address</td>
<td>Postcode</td>
</tr>
<tr>
<td>----------</td>
<td>---------</td>
<td>----------</td>
</tr>
<tr>
<td>CT2 7UY</td>
<td>Bishopden Court, Park Wood</td>
<td>CT2 7FH</td>
</tr>
<tr>
<td>CT2 7WS</td>
<td>Bossenden Court, Flats 1-18</td>
<td>CT2 7SR</td>
</tr>
<tr>
<td>CT2 7SX</td>
<td>Clowes Court, Park Wood</td>
<td>CT2 7UU</td>
</tr>
<tr>
<td>CT2 7NY</td>
<td>Darwin College</td>
<td>CT2 7WU</td>
</tr>
<tr>
<td>CT2 7NY</td>
<td>Darwin Houses</td>
<td>CT2 7SY</td>
</tr>
<tr>
<td>CT2 7SJ</td>
<td>Denstead Court, Park Wood</td>
<td>CT2 7NX</td>
</tr>
<tr>
<td>CT2 7NS</td>
<td>Eliot College (including Becket Court)</td>
<td>CT2 7WT</td>
</tr>
<tr>
<td>CT2 7SH</td>
<td>Ellenden Court, Park Wood</td>
<td>CT2 7SS</td>
</tr>
<tr>
<td>CT2 7UZ</td>
<td>Farthings Court, Park Wood</td>
<td>CT2 7UX</td>
</tr>
<tr>
<td>CT2 7ST</td>
<td>Grimshill Court, Park Wood</td>
<td>CT2 7FN</td>
</tr>
<tr>
<td>CT2 7SU</td>
<td>Homestead Court, Park Wood</td>
<td>CT2 7UF</td>
</tr>
<tr>
<td>CT2 7WW</td>
<td>Kemsdale Court, Flats 1-33</td>
<td>CT2 7UT</td>
</tr>
<tr>
<td>CT2 7NP</td>
<td>Keynes College</td>
<td>CT2 7BQ</td>
</tr>
</tbody>
</table>

**Terms and conditions:** The University reserves the right to make variations to the content and delivery of courses and other services, or to discontinue courses and other services, if such action is reasonably considered to be necessary. If the University discontinues any course, it will endeavour to provide a suitable alternative. To register for a programme of study, all students must agree to abide by the University Regulations, available online at: www.kent.ac.uk/regulations.

**Data protection:** For administrative, academic and health and safety reasons, the University needs to process information about its students. Full registration as a student of the University is subject to your consent to process such information. The information given in this booklet is correct at the time of going to press. The University reserves the right to modify or cancel any statement in it and accepts no responsibility for the consequences of any such changes.
FOR MORE INFORMATION

www.kent.ac.uk/hospitality
www.kent.ac.uk/accommodation
www.kent.ac.uk/catering
www.kent.ac.uk/conferences
www.kent.ac.uk/holidays