STUDENT LIFE /
2018-2019

Information for students living on campus
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 contribute by treating everybody with courtesy and respect. This booklet is intended to help everyone to live and work together in a safe, stress-free and civilised 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

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.

The Accommodation Office is located in Tanglewood, near Keynes College and is open from 09.00 to 17.00 Monday to Friday. Contact them for general accommodation enquiries on +44 (0)1227 766660, or accomm@kent.ac.uk, or visit www.kent.ac.uk/accommodation

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 but residents can use their room fob to gain entry after this time. All non-residents are required to leave before 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 room fob, which you collect on arrival at the University.

For residents in Eliot and Rutherford Colleges, the Bed and Flex dining scheme is available at many 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 during term-time only.
Internet and Wi-Fi

Your bedroom on campus has wired internet for your laptop. It’s easy to set up: plug in the red Ethernet cable (available in receptions if needed) 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 accommodation and across campus. Check your phone, tablet, laptop etc is using eduroam. There is also free public Wi-Fi for visitors (WiFiGuest), but it won’t offer the full speed and access that eduroam gives you. For more details see www.kent.ac.uk/itservices/wireless

Keys

You will be provided with either a key and/or an electronic fob for your bedroom and access to your building.

If you are based in Becket Court and Keynes College main building, you will be issued with a fob on a termly basis and you must return your fobs to the reception at the end of each term.

Students in Eliot and Rutherford Colleges must return their fobs at the end of the Autumn term.

CONTINUED OVERLEAF
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. New fobs can be collected again from your nearest accommodation 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 charges or obligations of your 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.

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 but 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>09.50</td>
<td>Monday</td>
</tr>
<tr>
<td>Park Wood – Bossenden Court</td>
<td>09.30</td>
<td>Monday</td>
</tr>
<tr>
<td>Park Wood – Grimshill Court</td>
<td>09.40</td>
<td>Monday</td>
</tr>
<tr>
<td>Park Wood – Kemsdale Court</td>
<td>09.15</td>
<td>Monday</td>
</tr>
<tr>
<td>Park Wood – Nickle Court</td>
<td>09.20</td>
<td>Monday</td>
</tr>
<tr>
<td>Park Wood – Stock Court</td>
<td>09.25</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 you must evacuate immediately when the alarm sounds continuously. Even at the test times listed above, you must evacuate if the alarm sounds for more than one minute.

If residents do not evacuate immediately, they are potentially putting themselves and others at risk. The University will treat this and tampering with fire safety equipment as a serious disciplinary offence.
No Smoking policy

UK laws create a requirement for all enclosed places of work and enclosed buildings, which are accessible by members of the public to be smoke free. Therefore, smoking is not permitted within any University building, or within five metres of buildings other than within a few signposted designated shelters.

The use of e-cigarettes is treated the same as tobacco, under the University’s No Smoking policy and 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 assistance dogs and this must be arranged in advance of your arrival with the Accommodation Office and 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/fobs, mail and parcels. The receptions also provide a photocopying and general information service. Details of opening hours are available at www.kent.ac.uk/receptions

Recycling facilities

Most self-catering accommodation has facilities for the disposal of recyclable items such as paper, card, plastic, tins, cans and so on. Glass bottles and jars can be taken to any of the many collection points around campus. Your college reception can give you advice on other items such as electricals and batteries, and can provide bags for putting used clothes, shoes, books and accessories into any of the British Heart Foundation collection points. There are several food donation drives throughout the year and extra events in place during moving out. Find out more at www.kent.ac.uk/recycling or follow @UniKentRecycle on Twitter to check on upcoming events.

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 in the first instance be referred to your College Master, who may be able to resolve the cause of any problem.

Telephones and 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.

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.
ABOUT YOUR ACCOMMODATION (CONT)

Where provided with a telephone, residents are able to use the University internal telephone system only. 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.

TV licence
A TV licence is required by UK 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. For further information and guidance, visit www.tvlicensing.co.uk

Vacation residence
To keep students’ rents as low as possible and allow the University to maximise 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 separate student-designated accommodation areas. This will be charged at normal student term-time rates.

Visitors
Visitors are allowed to stay occasionally for a maximum of three nights, preferably at weekends, provided this does not inconvenience other residents. 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. Guests must be aged 18 or over and it is not permitted for guests to stay on a regular basis or for extended periods of time beyond this three night period. Any visit must be planned in advance, and where available an Overnight Visitor Form must be filled out from reception. The Master’s Office reserves the right to remove or exclude guests and withdraw this privilege if in their reasonable opinion it is necessary to do so for the safety and well-being of other residents, to safeguard property, or if this privilege is being exploited.

It is advisable that no guests stay in student accommodation overnight during the first week of the start of the accommodation agreement.
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.

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, storage, rubbish removal etc.
We are unable to provide parking for students living in any on-campus accommodation. Parking is only available to students who hold a Disability Blue Badge or those living off-campus, a long distance away from the University campus.

Learn more about all of our travel discounts and how we are trying to be greener at www.kent.ac.uk/transport or keep up to date by following @unikent_travel on Twitter.

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 12 outlets on the Canterbury campus, Kent Hospitality is proud of the diverse choice available to students. There’s something for everyone, from bistros serving made-to-order food (including Dolche Vita with dishes from around the world and Origins with its American Smokehouse options) to our online-ordering service at Bag-It and late-night takeaway service at Hut 8. Vegetarian, vegan and halal options are also widely available.

The Street Kitchen, situated on Jarman Plaza, offers a different menu each week and takes inspiration from street food around the world. Sibson Café is our newest outlet on-campus, and focusses on healthy, balanced dishes. The outlet is great for those with vegan, vegetarian, or gluten-free diets. In the evening, you can enjoy the atmosphere at K-Bar, Mungo’s or Origins.

We offer a catering package where you pay for your food for the year in advance making savings of up to 40%. For students with special dietary needs, just have a chat with our chefs and they will be pleased to help.

Find out more at www.kent.ac.uk/catering, or follow @unikentfood on Instagram.

Electoral roll
You should register to vote in local or national elections, to do this you need to register at www.gov.uk/register-to-vote. The University is not permitted to register you.

Gulbenkian
The Gulbenkian is the University’s arts centre, and offers a 340 seat theatre, 300 seat cinema and café stage for cabaret style live music, comedy and slam poetry. Gulbenkian’s 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.
The card is multi-functional and enables you to access and borrow books from the library, join Kent Sports and go to the gym, gain entry to the examinations hall, participate in student elections and lots more – you’ll use it in many areas of life at Kent.

All meal packages for residents of Keynes, Eliot and Rutherford Colleges and Becket Court are added to the room keys/fobs.

Any purchased meal packages are added to the 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.

When doing this you will receive an exclusive KentOne card discount at the till in all of Kent Hospitality’s outlets: Bag It, Create, Dolce Vita, Hut 8, K-Bar, Mungo’s, Origins Rutherford Dining Hall, Sibson Café, Sports Café and Street Kitchen. Your card can be instantly topped up online at www.kent.co.uk/kentonecard

If you lose your card you will be charged £15 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

**Laundry**

Self-service, mobile app/laundry card operated launderettes with washing machines and tumble dryers are available for you to use across all accommodation areas on campus. Irons and ironing boards are provided in the kitchen of self-catering accommodation. For information about laundry facilities in your accommodation area see www.kent.ac.uk/accommodation

*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 KentOne card/University ID with them at all times and should show it on request. In particular they must show their KentOne 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.
**Lost and found property**
Any lost property should be reported to the nearest reception and the Security and Transport Centre, which is near the Grimond Building. Please hand in any lost property you may find at the Security and Transport Centre. Found property is held for 28 days only.

**Mail**
All internal mail should be collected from 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 sender.

Residents living in the following accommodation should collect their mail as follows:
- Tyler Court A, 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.

An automated email will be sent from your accommodation reception when a parcel or piece of registered mail has been delivered and processed by reception for you to collect. You will need to show your KentOne card (student ID) to collect all mail.

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 sender.

Students are able to buy postage stamps and post mail and small parcels from the Estates Post Room on Park Wood Road. Items may be sent using a range of standard Royal Mail services between 12.00 and 14.00 Monday to Friday. See www.kent.ac.uk/estates/services/postal.html for further details.

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

All accidents, however trivial, must be reported immediately to the nearest 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 +44 (0)1227 823333 or extension 3333.

**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. During the opening hours call +44 (0)1227 469333. You should register with the Medical Centre on arrival, or shortly afterwards in order to receive treatment by the NHS.

An independent pharmacy is located next to the Medical Centre.

The Medical Centre provides all students with medical consultations, access to mental and sexual health services, 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 calling 111. This number is free of charge from mobiles and landlines.

Alternatively in term-time contact Nursing Services in Keynes College (telephone +44 (0)1227 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
**Personal safety and security**

A professional security team of over 50 members of staff are available on campus on a 24-hour basis every day of the year, based at the Transport and Security Centre, near the Grimond Building, telephone +44 (0)1227 823300 (or extension 3300).

24-hour campus security are based at the Security and Transport Centre, and Turing College. Campus Security is staffed by professional team members offering support, advice, guidance, free personal safety alarms, and lost property. There is also a four person Park Wood Community Liaison Team based in Park Wood and the same in Turing College for students 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 (with the exception of Woof College), 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.

The SafeZone app gives you quick access to emergency services, first aid and Campus Security. Once you have a Kent IT account, we will be pre-registering you for this service and you will be receiving an email from the SafeZone provider, CriticalArc.

For further information on safety and security, see www.kent.ac.uk/staysafe

**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, annoyance 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 are available.

Details of opening times are posted at the entrances to the shops.

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

**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 a wide range of 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.

Ongoing investment in facility development, 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, squash courts, a cycle hub with a variety of bikes available to members, dance and fitness class studios and an extensive new fitness suite linked with a physiotherapy clinic.
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:

- Creating an Inclusive Learning Plan (ILP), detailing the reasonable adjustments you require.
- Liaising with your Schools and other Professional Service departments regarding the delivery of the reasonable adjustments.
- Arranging support from specialist staff, according to individual needs
- Assisting you with applying for the Disabled Students’ Allowance (DSA), if eligible, to pay for specialist support (e.g., dyslexia tutors, mentors and note takers) and assistive technology (e.g., software programmes, computer equipment).

Students who require additional support should make contact with Student Support and Wellbeing and complete a registration form.

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 Support and Wellbeing provides a confidential Counselling Service (www.kent.ac.uk/counselling) as well as Big White Wall, which is a free online mental health and wellbeing service and can be accessed through www.kent.ac.uk/wellbeing.

In addition, the Directorate of 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:

- Masters’ Offices – www.kent.ac.uk/studentservices/masters
- Chaplaincy (covering most denominations) – www.kent.ac.uk/chaplaincy
- Medical Centre – www.kent.ac.uk/medical

Student Guide

The Student Guide is available online and has regular news updates from around the University as well as useful information and advice for students on a variety of topics.

- Student Guide – www.kent.ac.uk/student
- Studying – www.kent.ac.uk/student/studying
- News – www.kent.ac.uk/student/news
- Wellbeing – www.kent.ac.uk/student/wellbeing

To find out more visit Kent Sport at the Sports Centre or Pavilion, or via the website www.kent.ac.uk/sports. Like Unikentsports on Facebook and follow on Instagram and Twitter.

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 Cornwallis, Darwin, Rutherford, Eliot, Keynes and other locations across campus.

For a full list and to see live PC availability, visit www.kent.ac.uk/is/study
**FINANCIAL MATTERS**

The University’s Student Finance Offices are located in the Registry.

**Your student account**

Every student at the University has a financial account held centrally. 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 you wish to look at your invoice for your accommodation please login to your accommodation account: www.kent.ac.uk/accommodation

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 if the fees have not been paid in full. Non-payment of residence fees may also result in accommodation being withdrawn.

The Income Office can be found in the Registry on the ground floor, next to the Student Reception desk. 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. Please contact +44 (0)1227 824242, email incomeoffice@kent.ac.uk or visit www.kent.ac.uk/finance- student/contacts/fees.html

**The Financial Aid Office**

Students may need to have their Student Finance University or College Payment Advice letter scanned by this office in order to trigger their maintenance payments into their bank accounts.

Staff in the Financial Aid Office can offer help and assistance to students experiencing difficulty with accessing government funding. The Kent Financial Support Package (KFSP) is administered by staff in the Financial Aid Office. Students can use telephones and laptops within the student self-help area to resolve any issues they may have with their government funding.

Students who are experiencing a shortage of funds 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) for UK, EU and overseas students
- European Financial Support for EU students experiencing financial difficulty.
- International Hardship Fund for overseas students experiencing financial difficulty.

Please call +44 (0)1227 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 non-academic disciplinary action or legal proceedings.

Examples of this include:
- Unacceptable 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 controlled/illegal psychoactive substances
- 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 or harmful substances (including replica weapons)
- Misuse of laser pens.

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

Non-academic 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 controlled/illegal psychoactive substances.

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/colleges
- www.kent.ac.uk/regulations
- www.kent.ac.uk/safety

Anyone in breach of these regulations may be subject to non-academic disciplinary procedures, and severe penalties may apply.

Controlled/illegal psychoactive substances

Possession or taking of controlled/illegal psychoactive substances are criminal offences and not acceptable. The supply of controlled/illegal psychoactive substances will lead to police action and could result in exclusion, the termination of an accommodation licence and termination of registration.

The University’s policy statements on alcohol and illegal psychoactive substances (substance misuse) and disciplinary procedures relating to illegal psychoactive substance use 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 overleaf.
For full details see www.kent.ac.uk/music/practicerooms.html and www.kent.ac.uk/timetabling/stusocbook/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 be rude or aggressive.

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 +44 (0)1227 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 resolved through dialogue between residents with a view to agreeing shared expectations. 

However, any complaints or disputes arising from inconsiderate or noisy neighbours, which remain unresolved, 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, your campus address and email 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.

Penalties

Various penalties are available and a full list of penalties can be found in the ‘Regulations on Student Discipline in relation to non-academic matters’ document found online at www.kent.ac.uk/regulations/general.html. Penalties also include the authority to recommend to Kent Hospitality Accommodation Office 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 and fittings 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.

Housekeeping Managers and Supervisors are authorised to impose charges on residents for any damages caused in their residences.

Appeals against decisions should be made in writing to the Executive Manager of Housekeeping at Kent Hospitality, whose decision is final and binding.

Cleaning
All residents are responsible for cleaning their own bedroom (and en-suite facilities where provided) and are collectively responsible for the cleanliness of communal areas. All residents are expected to participate in keeping their accommodation clean.

The University reserves the right to employ contract domestic staff if hygiene and cleanliness fall below a reasonable standard. In this event residents will be collectively charged the cost of the cleaning.
Please note that residents must provide their own cleaning materials but the use of bleach is NOT allowed as this may negatively react to cleaning products used by the Housekeeping team.

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 facilities in a hygienic condition.

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

The Housekeeping Managers maintain room and house inventories and carry out formal health and safety inspections on a regular basis.

These determine whether any charges will be added to your student account.

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

In special circumstances, Housekeeping teams may be required to offer a limited and supplementary cleaning service under the direction of the Housekeeping Supervisors. Any such discretionary service is only intended to supplement the cleaning already carried out by the residents.

**Furnishings, fittings and equipment**

On arrival each resident is required to check their room and report any problems to their Housekeeping Supervisor in person or email, or for a maintenance fault using the online defect reporting system. 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 (eg additional heating or white goods appliances) 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.

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

**Heating**

All student residences are fitted with thermostats set at 21 degrees Celsius and heating will be on between 06.30 and 23.00 provided the interior temperature drops below 21 degrees Celsius. Heating in the accommodation will not be on 24 hours per day and will be turned off during the summer. The University does not provide individual additional heating or cooling appliances in the accommodation in winter or summer.

**Reporting repairs and maintenance defects**

Residents must report any maintenance defects or other problems with their accommodation at the earliest opportunity. In all colleges (except Woolf College, please see below) reports can be made online at www.kent.ac.uk/accommodation/report-defect

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, whose response times may differ to those outlined below.

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.

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.

Any emergency repairs required outside office hours should be reported to Campus Security +44 (0)1227 823300, who will decide whether a repair is urgent and will call out a member of the maintenance team where necessary.

**Urgent – within 24-hours**

- No heating (when reported before 15.00)
- No water
- Lighting (where it provides the only illumination in an area)
- Lights on staircases
- 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
- Removal of graffiti

**Routine – 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

**Scheduled – within 20 working days**

- All other Maintenance items required

This list can also be found online at: www.kent.ac.uk/estates/helpdesk/maintenancelevels.html

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.

Not all defects can be fixed immediately, as sometimes delays can occur if replacement 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 Executive Manager of Housekeeping 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.

To report a defect at Woolf College you can either go to Woolf reception, call +44 (0)1227 378700 or email woolfreception@kent.ac.uk. Please note, reported defects in Woolf College are responded to by UPP, as such the above information will differ for Woolf College.

Information regarding the University’s snow and ice clearance policies are available here: www.kent.ac.uk/estates/policies/?tab=snow-and-ice

**Environment and waste disposal**

Residents are responsible for the removal of waste and recycling from their accommodation. General waste must be placed in the black sacks and mixed recycling must be placed in the green sacks provided by Housekeeping and then put outside in the coordinating wheelie bins in the designated areas. There are also British Heart Foundation Donation banks on campus, and regular food drives throughout the year, as well as batteries, ink and toner recycling facilities in accommodation receptions.

Wet wipes and feminine hygiene products must not be flushed down the toilet as they cause blockages resulting in potential disruption of facilities while repairs are carried out. For feminine hygiene products sanibins or individual disposal bags will be provided in bathrooms.

The University aims to behave as an environmentally responsible body and to incorporate environmental awareness and sustainable development into all its activities.

You can help the environment by:

- Reducing the amount of resources you use, for example only buy the food you need
- Reusing items and getting the most from every product, for example using up your food leftovers to make up meals
- Donating unwanted good such as clothes, books, bags etc at the British Heart Foundation Donation points
- Recycling waste from within your accommodation and when around campus
- Only putting items that cannot be recycled such as food waste and polystyrene into your general waste bin.

To find out more about what you can recycle on campus and in which bins, including maps of recycling locations and initiatives that we have to reduce our general waste while increasing our reuse and recycling options visit: www.kent.ac.uk/recycling or tweet us @UniKentRecycle
**HEALTH AND SAFETY**

**General conduct**
While at the University you are expected to act responsibly and behave in a way that does not endanger you or other people, and does not damage property. This includes:
- Obeying all safety signs, warnings and instructions
- Only using apparatus or machinery under staff supervision or after receiving instruction/training
- Reporting all accidents and near misses (events with the potential to cause harm or injury).

**Fire safety**
Key requirements you must observe:
- Always evacuate immediately when the fire alarm sounds
- Cook safely – do not overheat or overcook food, and **never leave cooking unattended**
- Do not use candles, incense or prohibited electrical appliances
- Do not tamper with any fire equipment and do not hold fire doors open
- Know how to avoid causing false fire alarms.

See below for further details on all the above.

The University takes fire safety very seriously – offences or negligence can result in substantial fines of up to £2000. If the individual responsible cannot be identified, fines can be distributed between all residents of the house, flat or corridor. The University reserves the right where appropriate to apply other disciplinary measures or to terminate the Accommodation Agreement. Certain offences may also be subject to criminal proceedings.

**Fire evacuation – what you should do**
Fire procedures are very simple but could save your life. Fire Action Notices are displayed near all building exits – make sure you are familiar with them, and with your escape route(s).

Failure to evacuate promptly may put other people’s lives at risk too, and is a disciplinary offence.

Be aware of the day and time of the weekly fire alarm test (see page 4). Even at these times, if the alarm sounds continuously for longer than one minute you must evacuate immediately.

**If you discover a fire:**
- Keep safe – retreat from the fire
- Raise the alarm immediately by breaking the nearest fire alarm call point
- Leave the building quickly
- Do not attempt to extinguish the fire – this can be extremely dangerous and should be left to Security staff or the Fire & Rescue Service
- For almost all buildings, Campus Security are alerted automatically and attend within seconds
- For the Park Wood Houses, telephone Campus Security immediately on +44 (0)1227 823333.

**When the fire alarm sounds**
- Switch off equipment and close doors and windows, **only** if rapid and safe to do so (a few seconds)
- Do not waste potentially life-saving time by finishing off work etc
All of the above have caused kitchen fires in the past. If you cause any fires or damage, you may be responsible for the cost of repairs, and if negligent this may result in disciplinary action.

If your cooking does catch fire, raise the alarm and evacuate immediately (see advice above). Do not be tempted to use an extinguisher – leave this to Security or the Fire & Rescue Service. Above all, do not use water on the fire.

Electrical equipment and fire safety
The following items are prohibited in all student accommodation:

- heating appliances
- cooling appliances including refrigerators* and air conditioning units
- tumble/spin dryers
- multi-way cube adaptors
- travel adaptors – except the approved types (available from Housekeeping or Essentials shops).

* Exceptions can occasionally be made for genuine medical requirements.

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) but must not be used in study bedrooms or corridors at any time (this applies to all equipment including toasters and kettles).

When using electrical equipment:

- Keep electrical appliances away from combustible materials (paper, packaging curtains, clothing etc) – especially appliances which can get hot
- Place phone chargers, e-cigarette chargers etc on hard surfaces and never leave them unattended whilst in use – they are a known cause of fires
- Unplug equipment when not in use, especially irons, hair dryers, hair straighteners etc – place these on a hard surface to cool down. Fires can easily start after equipment cuts out due to excessive heat, then cools down and switches on again.

Other fire risks

- If you use any products in aerosols, keep only the minimum quantity and always keep them away from sources of heat
- When disposing of cigarettes outside take care that they are fully extinguished
- Always store any larger quantities of combustible materials in cupboards (e.g. toilet rolls, cardboard cartons, etc) and avoid accumulation
HEALTH AND SAFETY (CONT)

- Loose posters etc on walls can spread fire rapidly, so fix them tightly.
- Fire extinguishers (these are critical for the safety of our Campus Security staff, as first responders to fires)
- Electronic door locks
- Fire doors and self-closing mechanisms
- Fire door alarms (DorWatchers)
- Automatic door holdback devices (DorGards, magnetic holdback pads etc)
- Fire extinguishers.

The following are prohibited in your building for fire safety reasons:
- Smoking, shisha pipes, vaping and use of e-cigarettes (also prohibited within 5 metres of all buildings under the University’s No Smoking policy except in outside areas of licensed premises)
- Candles, incense/joss sticks, oil burners and all other naked flames
- Storage or use of fireworks of any kind
- Storage of dangerous flammable liquids or acids such as petrol or other fuels and solvents
- Use of barbecues.

All escape routes (staircases, corridors, lobbies and doorways) must be kept unobstructed and free from all combustible materials and other fire risks at all times.

Fire safety equipment
Respecting the fire safety equipment provided is extremely important for everyone’s safety, including yours, and to comply with legal requirements.

You must not move, damage or tamper with any fire safety equipment, nor prevent or alter its operation in any way. This includes:
- Fire alarm systems
- Smoke and heat detectors
- Fire extinguishers (these are critical for the safety of our Campus Security staff, as first responders to fires)
- Electronic door locks
- Fire doors and self-closing mechanisms
- Fire door alarms (DorWatchers)
- Automatic door holdback devices (DorGards, magnetic holdback pads etc)
- Fire extinguishers.

Never prop, wedge or hold fire doors open – unless they are marked “Automatic Fire Door” (in which case you must only use the device provided, eg DorGard or electromagnetic holdback). Fire doors save lives – in all of the fires mentioned and pictured above, the kitchen fire doors prevented smoke and fire from entering the hallways/corridors.

Any failure to observe these rules will result in disciplinary action, and some offences risk a criminal conviction. If there has been a genuine emergency or accidental damage which has been reported to the Housekeeping Office, then the University will usually bear the cost.

Regular checks are made on all fire precautions. Should you have any doubts regarding your accommodation, please contact Housekeeping in the first instance.

Preventing false alarms
Nearly all false fire alarms in residences are caused by students. They can lead to complacency, which could lead to serious danger if someone fails to evacuate – so please help to ensure we avoid them.

Never activate the fire alarm without good intent (ie an actual fire, or genuine strong suspicion of fire).
Fire drills
Fire drills are conducted in most University buildings at least annually. This is a legal requirement. Participation is compulsory for everyone present.

Disabilities, medical conditions, illness, injury and fire safety
If you have an impairment or medical condition which might affect your ability to evacuate in a fire or other emergency, and might need assistance, please contact the Safety, Health and Environment Unit (Michelle Dawson, telephone +44 (0)1227 816163) who will arrange a Personal Emergency Evacuation Plan (PEEP) with you. Note that this also applies to temporary incapacity, eg if you are recovering from an operation, major illness or broken limb.

If you are unwell and think you might have difficulty evacuating if the fire alarm sounds, please advise Campus Security on +44 (0)1227 823300. It may be advisable to contact Nursing Services and/or the Medical Centre.

Electrical safety
All electrical equipment (including power supplies/transformers, chargers, extension leads etc) 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 (casings and plugs undamaged, cables not frayed, etc)
- used only as designed and intended
- fitted with the correct fuse, and not modified in any way (including the use of incorrect fuses).

All electrical appliances should be unplugged when not in use.

Do not overload electrical sockets.

You must not use any electrical appliance designed for voltages other than 240V (eg from the USA where the standard voltage is 110V) without a suitable transformer.

To use any 240V electrical appliance with a non-UK plug, you must use only University-approved travel adaptors.
**General health and safety**

*What you should do in the event of serious accident or illness*

Stay calm – act quickly – call for assistance

All Campus Security staff are trained first aiders. Names of additional local first aiders are displayed on noticeboards.

If first aid is required, contact Campus Security by telephoning +44 (0)1227 823333 from a mobile phone (3333 on an internal phone) and/or by using the SafeZone app. Report the accident or problem briefly and accurately, stating the exact location.

A trained first aider will take over on arrival, but 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 suspected 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.

In case of an obviously life threatening condition such as heart attack or suspected stroke, dial 999 immediately for an ambulance, then advise Campus Security of the location (they may need to guide the ambulance driver).

**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.
- Keep the grill pan and all other cooking equipment clean.
- Report any malfunctioning thermostats to the Housekeeping Office.

**Within your accommodation the following are not permitted:**

- Suspending cord for use as a clothes line.
- Storage of bicycles.
- Storage of firearms, knives, dangerous implements or weapons of any kind.
- Tampering with any of the heating or electrical systems.
- Accessing any roof or entering any roof space.
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.

**Shopping deliveries**
If you are ordering your shopping online to be delivered to campus, it is your responsibility to return the crates to the driver immediately afterwards. If you fail to do so, please take the crate(s) as soon as possible to the dedicated supermarket crate collection point nearest to your accommodation. Details of the collection points are displayed in your kitchen.

Failing to return supermarket crates could result in tripping hazards or obstruction of fire evacuation escape routes and throughways.

**Syringes, needles and other sharps**
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.

**Litter and pest control**
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 and biodiversity by taking care when disposing of rubbish, and not cause litter around the campus.

Residents are responsible for the safe removal of refuse, which should be placed in the designated bin before ensuring the lid is closed before leaving. Please do not leave refuse bags outside the large sealed waste containers provided as if food or other debris is dropped on open ground it will attract pests and vermin as well as potentially being harmful to the natural wildlife such as squirrels and ducks on campus.
MASTERS’ OFFICES

College Masters are tasked by the University primarily with management of student conduct and assisting with student support and welfare. They are part of Student Services 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 unless otherwise stated.

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

Master
Dr Jonathan Friday
Room B3-22, Darwin College
Office Hours 09.00-16.30
T: +44 (0)1227 827650
E: J.Friday@kent.ac.uk

Master’s Office and College Support Co-ordinator
Kelda McCabe
Room B3-22, Darwin College
Office Hours 09.00-16.30
T: +44 (0)1227 823049
E: darwinmastersoffice@kent.ac.uk
woolfmastersoffice@kent.ac.uk

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

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

Master’s Office and College Support Co-ordinator
Meredith Johnson
Room W4.9, Eliot College
T: +44 (0)1227 823141
E: eliotmastersoffice@kent.ac.uk

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

Master
Chloé Gallien
Derek Crabtree Room, Keynes College
T: +44 (0)1227 827453
E: C.Gallien@kent.ac.uk

Master’s Office and College Support Co-ordinator
Gemma Harris
Derek Crabtree Room, Keynes College
T: +44 (0)1227 827010
E: keynesmastersoffice@kent.ac.uk
Rutherford College
University of Kent, Canterbury, Kent CT2 7NX

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

Master’s Office and College Support Co-ordinator
Sue Casement
Room N4.11, Rutherford College
T: +44 (0)1227 823175
E: rutherfordmastersoffice@kent.ac.uk

Turing College
University of Kent, Canterbury, Kent CT2 7FN

Master
Dermot O’Brien
Turing College Master’s Office
Hilltop House, Giles Lane, CT2 7LR
T: +44 (0)1227 824961
E: D.L.O’Brien@kent.ac.uk

Master’s Office and College Support Co-ordinator
Miriam Zapp
Turing College Master’s Office
Hilltop House, Giles Lane, CT2 7LR
T: +44 (0)1227 824018
E: turingmastersoffice@kent.ac.uk

Woolf College
University of Kent, Canterbury, Kent CT2 7BQ
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>+44 (0)1227 823333</td>
<td>3333</td>
</tr>
<tr>
<td>Campus Security</td>
<td>+44 (0)1227 823300</td>
<td>3300</td>
</tr>
<tr>
<td>PEEP’s (Personal Emergency Evacuation Plans)</td>
<td>+44 (0)1227 816163</td>
<td></td>
</tr>
<tr>
<td><strong>Medical Centre</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Normal hours</td>
<td>+44 (0)1227 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>+44 (0)1227 823503</td>
<td>3503</td>
</tr>
<tr>
<td>Health and Safety Advice</td>
<td>+44 (0)1227 823980</td>
<td>3980</td>
</tr>
<tr>
<td>(Safety, Health and Environment Unit)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wellbeing Team</td>
<td>+44 (0)1227 823206</td>
<td>3206</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>+44 (0)1227 827491</td>
<td>7491</td>
</tr>
<tr>
<td>Student Support</td>
<td>+44 (0)1227 823158</td>
<td>3158</td>
</tr>
<tr>
<td><strong>Masters’ Offices</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Darwin College/Woolf College</td>
<td>+44 (0)1227 823049</td>
<td>3049</td>
</tr>
<tr>
<td>Eliot College</td>
<td>+44 (0)1227 823141</td>
<td>3141</td>
</tr>
<tr>
<td>Keynes Colleges</td>
<td>+44 (0)1227 827010</td>
<td>7010</td>
</tr>
<tr>
<td>Rutherford College</td>
<td>+44 (0)1227 823175</td>
<td>3175</td>
</tr>
<tr>
<td>Turing College</td>
<td>+44 (0)1227 824018</td>
<td>4018</td>
</tr>
<tr>
<td>Kent Union Advice Centre</td>
<td>+44 (0)1227 827724</td>
<td></td>
</tr>
<tr>
<td>Kent Union Main Reception</td>
<td>+44 (0)1227 824200</td>
<td></td>
</tr>
<tr>
<td><strong>Alcohol and Drugs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forward Trust Canterbury</td>
<td>+44 (0)1227 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 and Canterbury Hospital</td>
<td>+44 (0)1227 783120</td>
<td></td>
</tr>
<tr>
<td><strong>Others</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospital (General)</td>
<td>+44 (0)1227 766877</td>
<td></td>
</tr>
<tr>
<td>Hospital (Mental Health)</td>
<td>+44 (0)1227 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>+44 (0)1227 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>Location</td>
<td>Postcode</td>
<td>Location</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>----------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>Bishopden Court, Park Wood</td>
<td>CT2 7UY</td>
<td>Keynes Flats and Houses</td>
</tr>
<tr>
<td>Bosshend Court, Flats 1-18</td>
<td>CT2 7WS</td>
<td>Lypeatt Court, Park Wood</td>
</tr>
<tr>
<td>Clowes Court, Park Wood</td>
<td>CT2 7SX</td>
<td>Marley Court, Park Wood</td>
</tr>
<tr>
<td>Darwin College</td>
<td>CT2 7NY</td>
<td>Nickle Court, Flats 1-31</td>
</tr>
<tr>
<td>Darwin Houses</td>
<td>CT2 7NY</td>
<td>Purchas Court, Park Wood</td>
</tr>
<tr>
<td>Denestead Court, Park Wood</td>
<td>CT2 7SJ</td>
<td>Rutherford College</td>
</tr>
<tr>
<td>Eliot College (including Becket Court)</td>
<td>CT2 7NS</td>
<td>Stock Court, Flats 1-12</td>
</tr>
<tr>
<td>Ellenden Court, Park Wood</td>
<td>CT2 7SH</td>
<td>Thornden Court, Park Wood</td>
</tr>
<tr>
<td>Farthnings Court, Park Wood</td>
<td>CT2 7UZ</td>
<td>Tudor Court, Park Wood</td>
</tr>
<tr>
<td>Grimshill Court, Park Wood</td>
<td>CT2 7ST</td>
<td>Turing College</td>
</tr>
<tr>
<td>Homestall Court, Park Wood</td>
<td>CT2 7SU</td>
<td>Tyler Court Block A, B or C</td>
</tr>
<tr>
<td>Kemsdale Court, Flats 1-33</td>
<td>CT2 7WW</td>
<td>Willows Court, Park Wood</td>
</tr>
<tr>
<td>Keynes College</td>
<td>CT2 7NP</td>
<td>Woolf College</td>
</tr>
</tbody>
</table>

This brochure was produced in July 2018. The University of Kent makes every effort to ensure that the information contained in its publicity materials is fair and accurate and to provide educational services as described. However, the courses, services and other matters may be subject to change. For the most up-to-date information, see www.kent.ac.uk/ug and for full details of our terms and conditions, see www.kent.ac.uk/termsofconditions

For the University to operate efficiently, it needs to process information about you for administrative, academic and health and safety reasons. Any offer we make to you is subject to your consent to process such information and is a requirement in order for you to be registered as a student. All students must agree to abide by the University rules and regulations at: www.kent.ac.uk/regulations