



THE GOOD TO KNOW HANDBOOK

Useful information for living in
University of Bath accommodation



By accepting a place in University accommodation, you are agreeing to abide by all of the Statutes, Ordinances, Regulations and Rules of the University, as well as to comply with the general guidelines contained herein.

For the terms and conditions associated with your accommodation contract, please visit:
www.bath.ac.uk/publications/student-accommodation-terms-and-conditions/

Campus
Services



UNIVERSITY OF
BATH

2023-2024



WELCOME

TO THE UNIVERSITY OF BATH

On behalf of everyone in the department of Campus Services, I welcome you to the University of Bath. We hope that your time living with us is enjoyable and that you are successful with your studies.

Moving into a new home can be quite stressful, so this booklet is designed to provide you with some useful information should you need any help or advice over the coming years. . As your landlord, the University has a responsibility to provide you with a good standard of accommodation and service. In return we expect you to respect your accommodation, your fellow students and the local residents living around you.

Jane Loveys
Director of **Campus Services**

THE  TIMES
THE SUNDAY TIMES

**GOOD
UNIVERSITY
GUIDE
2023**

**UNIVERSITY
OF THE
YEAR**



UNIVERSITY LIFE

University accommodation is popular because it is convenient and provides good value for money. We strive to create a happy atmosphere for the benefit of all residents. Restrictions are kept to a minimum, but for the health and safety of all concerned, there are regulations to ensure good order, to preserve the building and to maintain standards. By accepting a place in University accommodation, you are agreeing to abide by all of the Statutes, Ordinances, Regulations and Rules of the University, as well as to comply with the general guidelines contained herein. For the terms and conditions associated with your accommodation contract, please visit:

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Campus Accommodation includes:

Woodland Court, The Quads, Marlborough and Solsbury Court, Westwood (Quantock, Conygre, Cotswold, Derhill, Wolfson, Quarry and Mendip), Brendon Court, Norwood, Eastwood Houses, Polden Court, Osborne House and The Lodge.

City Accommodation includes:

John Wood Court, John Wood Main Building, Carpenter House, Pulteney Court, Thornbank Gardens, Cleveland Buildings, Canal Wharf, Scala Building, Eveleigh Waterside and Green Park House.

All information is correct at the time of print, but changes to services and facilities may be made from time to time without notice.

The University reserves the right to withdraw or change services included in this document. All rights reserved.



CODE OF PRACTICE

The University of Bath, along with the majority of Higher Education establishments, has signed up to the 'Universities UK/ Standing Conference of Principals (SCOP) Code of Practice for the Management of Student Housing'. This outlines best practice and provides benchmarks for the management and quality of student housing in the sector.



The Student Accommodation Code

We operate our student accommodation on Campus and at City Campus locations in accordance with the Student Accommodation Code. The Student Accommodation Code protects your rights to a safe, good quality place to live. It outlines everything you should expect from your university or college accommodation as well as your responsibilities as a tenant.

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HEALTH AND SAFETY

- To achieve the necessary standards of Health and Safety a positive commitment is required from everyone. It is the responsibility, under the Health and Safety at Work legislation, of every member of staff and every student or other person working or resident on University premises to ensure that they do not, except where it is unavoidable, create hazards for themselves or others. All reasonable steps should be taken to eliminate or minimise such hazards and any item causing a hazard or obstruction shall be removed without prior notice and a charge made for the reasonable costs of removal and any storage which may be incurred by the University.
- All employees and residents will take all reasonable steps to ensure that their own health and safety and that of anyone else who may be affected by their actions is not compromised in any way. All works undertaken in University residences must be carried out by a competent, approved contractor, engaged and controlled by the University's Campus Services or Estates Department.
- All employees and residents agree specifically to take all reasonable steps to keep all passageways, stairways, exits and fire exits in University residences clear of obstruction and combustible materials at all times. In addition, all residents are responsible for taking all reasonable steps to ensure that no rubbish, or any other material of any kind is placed or left to create any obstruction in the sinks, bath, showers, lavatories, cisterns or any other pipe or water course on residential premises.
- All communal areas including stairwells, passageways, exits must be kept clean at all times. Any personal belongings must be stored in study bedrooms in a tidy manner.

FIRE SAFETY – PREVENTION AND ADVICE

Your Role

It is vital that you do not act in a way which will compromise the safety or the general wellbeing of other occupants, staff or members of the local community. In particular, but not exclusively, you should be aware that breaches of our Smoking Policy and misuse or damage of fire safety equipment (including alerting devices, extinguishers, etc.) are treated as a potential criminal offence and anyone found responsible for such behaviour will not only be subject to disciplinary procedures but could also be liable to prosecution from the appropriate authorities.

FIRE PRECAUTIONS

- Propping open of fire doors is strictly forbidden.
- Information on fire assembly points is provided in bedrooms, kitchens and final exits. Every resident should know the whereabouts of the fire exit, escape route and alarm point nearest to their room.
- Students should familiarise themselves with the fire precaution rules and will occasionally be required to take part in fire drills.
- Fire extinguishers and fire blankets are provided for your safety and must never be touched except for a genuine fire. If an extinguisher or blanket is used for any reason, please report it to your nearest Accommodation Centre immediately.
- Damage or improper use of fire alarms, escape devices, smoke detectors or extinguishers, the propping open of fire doors, or failure to adhere to evacuation procedures, will be regarded as a serious offence and will result in University disciplinary action being taken.

- Smoke detectors fitted near the kitchens and in the corridors are very sensitive and if activated, whether by accident or not, may call out the Fire Brigade. Residents should never tamper with smoke detectors or smoke in their immediate vicinity. Since kitchen vapours or steam from showers can easily set off the detectors **NEVER** leave your kitchen or bathroom door open or tamper with ventilation facilities. Please open windows to ventilate these areas.

COOKING SAFELY

- Operate appliances as per instructions provided.
- Never leave cookers or microwaves on and unattended.
- Do not allow a build-up of grease on cookers or grill pans. Residents are responsible for keeping them clean.
- Do not close oven doors whilst grilling or before the grill has adequately cooled down.
- The storage of flammable materials/ liquids are prohibited.

ELECTRICAL/HEATING APPLIANCES AND SAFETY

- Portable fan heaters, electric fires, paraffin/oil heaters and gas appliances are strictly prohibited within the residences at any time.
- All portable electrical appliances supplied within the residences by the University are tested in accordance with the appropriately published guidelines.
- Residents are responsible for ensuring that any portable electric appliance that they choose to bring into, and or use within University

accommodation is in a safe and fully operable condition. Students must ensure that all plugs are fused and equipment conforms to the appropriate British Standards with the CE mark. Where used European plugs and adapters must also conform to the appropriate British Standards.

- In the interests of health and safety the use of thirteen (13) amp socket adapter plugs are not permitted. If additional socket outlets are necessary, the use of purpose-manufactured, tough rubber/ PVC enclosed, fused trailing sockets conforming to the appropriate British Standards are permitted. The main lead to a trailing socket must be a recognised insulated and sheathed flexible cable. The use of rubber fabric covered cables is forbidden. In all cases, there should only be one appliance or one fused trailing socket connected to any mains wall socket in University residences.
- The University reserves the right to remove any such appliance which it considers to be prejudicial to the health and safety of occupants.
- The right to remove any appliance will only be exercised where the University reasonably considers it appropriate. The owner or keeper of such an appliance will be advised via University email accordingly, and required to either make appropriate repairs or remove the appliance from the site immediately. Please note that we will not be responsible for the upkeep of your belongings.
- Students may not affix, install or use additional, temporary or permanent lighting within University accommodation, with the sole exception of the use of free-standing desk lamps in study bedrooms. Where such free-standing desk lamps are used, all due care must be taken to ensure they are not placed adjacent to potentially flammable items or materials.
- Students must not tamper with any cable, switch,

pipe or other equipment or fitting connected with the supply of electricity or water or with any electrical or other supply apparatus to include the trunking, cabling, machinery and equipment associated with wall sockets, the supply of heat, ventilation (and light), and ResNet services.

- It is possible to accidentally overload the electrical supply to your room (maximum 5 amps), causing the fuse to 'blow'. The 'trip' switch may be situated in your room and can be simply re-set, once you have disconnected the electrical items that are causing the overload. If the trip still cuts out even after reducing the electrical current being drawn, please report it to the nearest Accommodation Centre who will get the supply checked by a qualified electrician.

USEFUL INFORMATION FOR KITCHENS

Electric Cooker Safety Tips

- Turn off at the mains before cleaning.
- Ensure the oven, grill and hotplate are sufficiently cool before you start cleaning
- **DO NOT** close the grill door with the grill pan inside unless the grill is fully cooled, as this melts the grill pan handle and could cause a fire.
- Never leave a pan unattended on the hotplate
- Never leave food cooking under the grill unattended.
- **DO NOT** cook food directly on oven shelves, please use a baking tray or similar.

Electric Cooker Efficiency Tips

- Cook small items in the microwave oven or under the grill.

- When cooking vegetables, use a small amount of water and put a lid on the pan.
- Always match the size of pan to the cooker ring.
- Never use your cooker to heat the kitchen.
- Lining the grill pan with foil makes cleaning easier.

Microwave Oven Safety Tips

- The roller guide and oven floor should be cleaned regularly.
- The roller guide must always be used for cooking, together with the glass tray. **DO NOT** operate without the glass tray in place.
- If glass tray is hot, allow cooling before cleaning or placing it in water.
- Only use utensils that are suitable for use in microwave ovens. **DO NOT** use: metal dishes or freezer bag ties, china which is decorated with a metal rim.
- Polystyrene containers should only be used to warm food, as overheating may cause the polystyrene to melt.
- **ARCING** is the term for sparks in the microwave. Arcing is caused by metal, such as freezer bag ties or metal plates, in the microwave. If you see arcing, turn the timer knob **OFF** and remove the cause of the problem.
- If you wish to inspect the food whilst it is cooking, open the door. The oven will automatically stop cooking. To continue cooking, close the door again.
- If you wish to stop cooking, turn the timer off.
- **DO NOT** let the timer continue to operate after removing the item or when there is no food in the microwave.

Microwave Oven Efficiency Tips

- Use the microwave instead of the oven when cooking small amounts of food.

Kettle Safety Tips

- **DO NOT** put the kettle stand, cable or plug in liquid.
- **DO NOT** switch on unless the kettle contains the equivalent of at least two cups of water.
- **DO NOT** fill past the maximum mark, or it may spit boiling water.
- Check the lid is fully closed before switching on the kettle, or it may not switch off.
- **DO NOT** use the kettle if the cable is damaged in any way.

Kettle Efficiency Tips

- When boiling water, only put in the amount of water you need, but always ensure the heating element is covered.
- When boiling water for cooking, use a kettle rather than a pan on the cooker.

Iron Safety Tips

- **DO NOT** leave the iron unattended while connected to the mains.
- **DO NOT** leave the cord hanging over the edge of the ironing board.
- Always turn the control to '0' setting and unplug the iron from the mains supply when not in use.
- Let the iron cool before putting away.
- Loop cord loosely around the iron when storing.
- If the mains lead or plug becomes damaged, **DO NOT** use the iron.

Iron Efficiency Tips

- Use the temperature control dial to obtain the right temperature for your laundry.
- If you are unsure of a garment's fabric content, start on a low setting and gradually increase the heat until creases and wrinkles are removed without damaging the garment.

- Check the label on the garments for temperature and steam setting as recommended by the manufacturer.

Vacuum Cleaner Safety Tips

- If you have access to a numatic HENRY vacuum cleaner, **DO NOT** use this to pick up water as this will burn out the motor and could be extremely dangerous.

Safety and Efficiency Tips for Storage of Food in your Fridge and Freezer

Proper storage practices can help you keep foods fresher for longer, minimise the risk of food-related illness and ensure effective use of space. These tips can help you get started:

- Check the temperature – allowing refrigerators to get too warm can decrease the shelf life of food and increase the growth of unhealthy bacteria. We recommend that you keep the temperature at five degrees Celsius.
- **DO NOT** put hot/warm food into the refrigerator.
- **DO NOT** leave the fridge door open longer than you need to.
- Plan ahead - make a point of using stored foods before opening or purchasing more and get to know how long various foods last in the fridge or freezer. Try to avoid over-buying and check the sell by dates.
- Frozen food items - if you need to defrost foods ensure items are covered and put into the refrigerator and not left out all day at room temperature.
- Two-hour max rule - as soon as you get home from the supermarket/store put your perishables in the refrigerator. If you need to use a refrigerated item for cooking, **DO NOT** leave it out for longer than two hours.
- Wrap it tight - be sure stored foods are tightly wrapped. When using a sealable bag try to

squeeze out as much air as possible. If you are using a plastic container, choose the smallest. This will conserve space.

- Storage - to conserve space **DO NOT** put items in the fridge that do not need to be refrigerated e.g. unopened tinned and jar foods, water bottles and your entire term's supply of beer and wine. **DO NOT** store raw meat and fish on the top shelf.
- Only buy enough frozen food to fit into the freezer space available - in your kitchen, check that there is sufficient space for frozen food before buying, remembering that your entire kitchen group also need to use the same space.
- When in doubt, throw it out - if you're not sure whether a food item is safe to eat, remember that smelling or tasting the food is not a good indicator. Most harmful bacteria can't be seen, smelt or tasted. The best policy is to simply throw it away. If your food is growing a fur coat or is slimy this is a good indication you should throw it out.
- Loss or power outage - if the power goes off, foods should keep for one - two days depending on the contents. Fuller refrigerators generally preserve foods longer than empty ones. Be sure to keep the doors closed as much as possible until power is restored.

SECURITY AND CCTV

The on campus Security Office is open 24 hours a day, seven days a week. There is also an off-campus security service operating during the evenings and at weekends. Please refer to www.bath.ac.uk/groups/security for full details of the services provided by our Security Office and their policies and procedures.

CCTV

Security Services maintains a CCTV system to the standard of Best Practice as defined by

Regulatory Bodies. The main objective is to provide a safe and secure environment for the benefit of those who might visit, work or live on the campus. For further details go to:

www.bath.ac.uk/corporate-information/cctv-and-access-control/

Your Responsibilities

- Failure to maintain security through leaving windows open or room doors unlocked, wedging doors open, forcing doors, sabotaging locks or losing keys exposes both individual residents and other members of the community to unnecessary risks. Further, such actions may invalidate any insurance cover you have. Any practices, which through carelessness or deliberate action are held to compromise security, may be subject to disciplinary proceedings in accordance with University regulations.
- If you occupy a ground floor room do not leave computers or valuables on public display.
- Food thefts – Residents should be on their guard against thefts from kitchens in general and refrigerators and freezers in particular. Theft of this nature can seriously and permanently damage community relationships. Kitchen security is the responsibility of each kitchen community. Theft of any type could result in you losing your place in University accommodation.
- To avoid the theft of food and equipment you are strongly advised to **keep the front door of the house or flat and where possible the kitchen door locked at all times**. Be careful with your keys. Remember whoever finds them has access to all the communal areas as well as your room. Always lock your room door when going out. If you live on the ground floor, check that your window is locked.
- Residents should report anyone acting suspiciously to the Accommodation Staff or Security immediately. The University does not give permission for any person, external business or individual, to carry out door-to-door

canvassing or fly-posting in the accommodation. Penalties could be incurred under Residential Rules and Regulations. If you encounter such persons please report them immediately to the Accommodation Centre or Security.

LOCK-OUT PROCEDURE, LOST KEYS & ACCESS CARDS

If you lock yourself out at any time, please do not force the door otherwise you will be held responsible for any damage caused. Please contact an Accommodation Centre and they will arrange to let you into your room. Outside their opening hours, please call at the Security Office in the Library.

Any lost key should be reported immediately to the Accommodation Centre. Each replacement key costs £18. To replace a temporary card (before you get your library card) will cost £4. To have the money refunded the resident must:

- Return the key within 24 hours.
- If the student thinks the lost key may have compromised room safety (i.e. if they had address details attached in any way or in the same bag) then the lock has to be changed, and the current cost for this service is £60. After 72 hours, a new key is cut and no refund can be issued, but, if found at a later stage, then it must be handed into the Accommodation Centre.
- Most of our buildings have a card access system. Access to your accommodation is programmed onto your library card. If you lose or damage the card you can obtain a replacement from the library at a cost of £8.

BUILDING WORKS

See this weblink for latest information:

<https://www.bath.ac.uk/professional-services/campus-infrastructure/>

Safe Walking Routes

Our Campus Infrastructure Department gives regular web updates of proposed schedules of work and how they may affect residents. Every effort is made to keep the inevitable noise and disruption to a minimum and we apologise in advance for any inconvenience caused. In the first instance, any individual concerns should be raised with your ResLife Operations team or the Accommodation Centre.

Safe walking routes have been demarcated across the campus. On roadways, these will be recognised by sections of white lines and pedestrian symbols. Students are encouraged for their own safety, to walk on pavements and within demarcated areas.





OUR POLICY

- Your behaviour should be compatible not only with good order within the residences and show consideration for your fellow students, but also should not disturb, inconvenience or upset members of the local community. Bath is a small city, so when you become part of the University that also means being part of the local community.
- You will naturally introduce yourself to fellow members of your kitchen group, but don't forget to broaden those introductions to local and neighbouring shopkeepers, especially if you are living in one of our city centre complexes.
- This may seem irrelevant but it can help establish positive relationships, especially when you move out into the private sector in your second year.
- Having friends around? Remember to tell your other housemates and/or neighbours and give them plenty of notice. Ask your guests to leave

quietly and clear up any debris. Keep the noise levels low and be responsive to requests for quiet. Remember, you are responsible for your friends.

- When returning home late keep voices down and be careful not to slam taxi doors or front/communal doors. Remember, your neighbours may have different hours to you, may be in an exam or assessment period, or possibly have young children.
- Give consideration to your neighbours by keeping your windows clear of posters, clothes etc.
- In particular, but not exclusively, you should be fully aware that threatening, intimidating, bullying or harassing behaviour is not tolerated under any circumstances, nor damage to or misuse of property. This especially applies to the local golf course, which is adjacent to the northern boundary of campus. In case of difficulties/problems, please contact one of our Accommodation Centres.
- If you receive any complaints, take responsibility and act positively to resolve them before they are taken further.

We have a Bath Student Community Partnership made up of Bath & North East Somerset Councillors, student and staff representatives from the two local Universities and colleges. This group provides a forum for liaison between the institutions, their students' unions as well as the Council on matters concerning students and the local community. This includes accommodation, transport, welfare, community relations and environmental issues. The group works with local residents, the Police, landlords and local organisations in order to improve relations between students and local residents. An Action Line is set up on **01225 396996** and this enables local residents and their student neighbours to give feedback about each other. For further info please visit: www.townandgown.org.uk/



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