

Ustinov College Accommodation Guide





WELCOME TO USTINOV COLLEGE

We are delighted to welcome you to Ustinov College accommodation!

Ustinov College provides accommodation across two sites - Dryburn Court and Sheraton Park. Keenan House (Dryburn Court) provides couple and family accommodation in one, two and three bedroom flats and Sheraton Park offers single ensuite, paired and couple studio accommodation.

This guide has been designed to give an overview of the key aspects of your accommodation, ranging from absence and access to utilities and Wi-Fi. The guide is ordered alphabetically and the index is on the next page.

We hope that this guide provides answers to any queries that you may have about your accommodation, but if you do have any questions, please do not hesitate to get in touch using the contact information in the gold box below. We hope you have a pleasant stay at Ustinov College and enjoy your time with us!

With all best wishes,

Ustinov College

Key Accommodation Contacts

Accommodation Team - 0191 33 47241

College Operations Team Leader- 0191 33 47174

Reception - 0191 33 45470

Porters - 0191 33 45470 or 07824 131 678



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Within this guide, you will find information on all aspects of living in College accommodation.

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A

ABSENCE

During term time, if you wish to be absent overnight, or for longer periods, you must obtain leave of absence from your Department and College if the absence involves missing any formal academic commitment. If you are going to be absent overnight or over a weekend please inform Ustinov.accommodation@durham.ac.uk and Reception on ustinov.reception@durham.ac.uk.

ACCESS TO BEDROOMS

We make every effort to respect the privacy of our students but sometimes entry into a student bedroom is essential. You must allow College and University staff or anyone authorised by the College or the University, access to your room for all reasonable purposes including cleaning, maintenance or emergency, as required. Otherwise the College or the University will give you at least 24 hours' notice before entering.



ANIMALS

Animals and pets are **not** permitted on College premises under any circumstances.

B



BBQs

The BBQ is available to all students to use at Sheraton Park but before using the equipment you must sign out the BBQ at Reception. Please be aware that using the BBQ makes you fully responsible for all who use it at the same time and also the cleaning of the grills after use.

When using the BBQ, please keep the noise level to a minimum so as not to disturb other residents. Do not use the BBQ after 11.00 pm and please be considerate to others by ensuring that everything is cleaned and cleared away immediately after use.

BEDROOMS

Facilities in Sheraton Park include:

- Three-quarter bed and mattress
- Wardrobe
- Study desk and chair
- Desk lamp and shelving
- En-suite shower, toilet & wash basin
- Wi-Fi connection to the University network
- Waste bin

Facilities in Keenan House include:

- Double bed in each double room
- Single bed in each single room
- Bedding pack
- Wardrobe and set of drawers
- One fitted study desk and chair

You have a small amount of useable space in your room but this space is not suitable to hold any additional furniture due to health and safety reasons. You are not permitted to move any of the fixed or stand-alone furniture. You must not change the curtains in your room; the ones in place are fire retardant and comply with Health & Safety regulations.

Electrical items such as fridges, kettles, toasters, rice cookers, electric blankets, fairy lights, electric air fresheners etc. **are not** permitted in bedrooms and any such items found in your room will be removed and returned at the end of the academic year. Mini refrigerators are only permitted in bedrooms for medical reasons and you will be asked to provide medical evidence in order to have a mini refrigerator.

You are responsible for the cleanliness of your bedroom and you need to provide your own cleaning materials. A vacuum cleaner is available for use in your kitchen but we ask that you return it immediately after use. The housekeeper does not clean your bedroom.

Please do not dry clothes in your room as this may cause mould which can be hazardous to health.

Moving Rooms

You are only permitted to move rooms (subject to availability) under the following 2 circumstances:

- Known/new medical reasons (evidence needed)
- Room facilities not useable

Please contact ustinov.accommodation@durham.ac.uk for more information about the process.



B

BICYCLES

If you intend to use a bicycle, there are designated covered bicycle racks at Sheraton Park and Dryburn Court. Porters will remove bicycles from other places in the grounds, for example against or inside buildings.

A bicycle registration scheme is in operation at Ustinov College - as soon as you start using your bicycle, contact Reception in Sheraton House to register your bicycle. Any bicycle not registered may be subject to removal, so please ensure that you contact the Porters Lodge and have your bicycle registered for free by the College.

The College accepts no responsibility for damage or theft of bicycles parked or stored on any of the sites. A strong lock is therefore recommended. A solid 'U' shaped lock or thick metal chain is more secure than thin plastic coated wire. You should also insure your bike accordingly.



CAR PARKING

Students will not be permitted to apply for a permit to park on University premises unless they fall into one of the following categories:

- They have an exceptional medical need and/or are in possession of a blue badge
- They live in College and have academic commitments requiring them to travel to locations not easily accessible by public transport
- They have other exceptional circumstances
- They represent the University in elite sports, in which case they will be eligible to apply for a permit for Maiden Castle/Queen's Campus only
- They live at Keenan House (Dryburn Court)

Cars that are parked in the College car park are checked for valid permits on a daily basis and any students who park without a permit will be issued with a fixed parking charge. These charges are implemented by an external organisation. Students are requested to park considerately both within and outside of College grounds.



C

CLEANING

You are required to allow access to Housekeeping and Maintenance staff as reasonably required. You are responsible for your personal items and for keeping your room and kitchen tidy. You are expected to keep your shower room clean .

In the kitchen your flat members are responsible as a group for washing dishes, cleaning worktops, removing rubbish and recycling and making sure that the housekeeper can clean the floors and other areas.



You are expected to keep all areas of College in a good state of repair and reasonable cleanliness. Any damage or defacement of rooms, fixtures and fittings will be charged to those responsible.

Kitchens that are found in an unreasonable condition will not be cleaned and will be reported to the College Operations Team Leader, who will take the appropriate action.

Shower rooms will be inspected regularly. If they are found to be in an unreasonable condition, it will be reported to the College Operations Team Leader, who will take appropriate action.

D

DAMAGES

Vandalism is not tolerated and in the event of any damage to a student's room, corridor, kitchen, stairwell, communal area or to any other property of the College, we will seek to recover the full cost of repair from those liable.

The College will, as appropriate, seek to recover the financial cost of damage, in addition to any other action the AUO (Authorised University Officer) determines, from an individual or from a number of individuals if deemed liable.

Further information on the relevant College procedures can be found in the Ustinov College Handbook.

E

ELECTRICAL ITEMS

All electrical equipment used in College accommodation needs to be UK compliant. European and International plugs or adaptors are not permitted within College accommodation.

Please only use electrical equipment if it is connected by a UK cable. It is possible to buy separate cables in the UK in order to use your electric equipment safely in College. Any items found without a UK cable will be confiscated and held securely until you leave College accommodation.

The electricity supply in the UK has a much higher voltage than in some countries outside Europe. It is therefore very important that electrical appliances are used safely as an electric shock can be fatal.

Students must not use cooking, heating or other appliances (including kettles, toasters, fridges, rice cookers etc.) in the study-bedrooms. Cooking is only permitted in the kitchens.

Candles and all other fire-hazards **are not** permitted anywhere in College accommodation.



ENVIRONMENT

As a member of Ustinov College and Durham University you are part of a community which is proud to be committed to Environmental Sustainability.

Please use the recycling bins in your kitchen (glass, plastic, tins, cans, aerosols, paper, cardboard) and the recycling points in the car park (paper, cardboard, glass, plastic, cans) at Dryburn Court, Neville House and Sheraton House.

There is an indoor recycling point in reception for batteries and print cartridges.

Old clothing can be recycled throughout the year by using the bins provided in the Laundry.

E

Do not overfill the kitchen bins as it makes the bags difficult to remove, can cause spillages and may make the bag split. Please remove the full bag from the bin and replace it with a new bag. Take the full bag to the bin store in the car park. Extra bin bags are provided during the weekend and are available on request at Reception.

If you have any electrical equipment to dispose of, this should not be put in the bin. It must be given to the Porter. Under Government Regulations (Waste Electrical and Electronic Equipment), the College must make special arrangements for the disposal of electrical equipment.

Please turn off lights and electrical equipment when not being used and do not leave appliances on standby. Turn the thermostat down on your radiator if you are warm. Do not open the window and leave the heating on. Always turn the thermostat on your radiator off if you go away for a few days and also at the end of each term.

For further information on environmental issues, check out the Durham University website www.durham.ac.uk/greenspace



Lighting and Equipment

Please help reduce energy wastage by ensuring you turn off all non-essential lighting and equipment. Where possible, avoid leaving items on standby and unplug an item from the socket once it is fully charged.

Heating

College rooms will be heated at set times throughout the day. If the radiator in your room has a Thermostatic Radiator Valve (TRV) then please apply good practice and set it to a maximum of 4 when you are in and a minimum of 3 when you are out. Your radiator will turn off when your room has reached temperature and turn on during heating times when your room is under temperature. If your room is frequently too hot or too cold, please report this to the Porter.

Water

Help reduce the amount of water used in College by taking simple steps such as not leaving the tap running when washing up or cleaning your teeth, and using your shower for as short a period of time as possible. See if you can finish your shower before the 4 minute timer is complete. Please report any dripping taps or showers to the Porter.



Travel

The University strongly discourages the unnecessary usage of motor vehicles. This is not only due to environmental considerations but also due to the lack of parking provision on the University estate. Students are instead encouraged to walk or cycle around Durham city and to travel via public transport. There are many other bus deals for Durham University campus card holders including free travel on Arriva's 56, 57 and 57A services between Coxhoe and Durham City and £1 daily tickets for unlimited travel on other Arriva bus services in and around Durham City. Information on all sustainable travel options can be found at <https://www.dur.ac.uk/greenspace/travel/>.

Fairtrade

Durham University has been accredited by the Fairtrade Foundation since 2007. Details of the University's retail outlets and the Fairtrade products that they sell can be found in the University's Fairtrade Directory.

F

FIRE

There are fire notices in each bedroom informing you what to do in the case of a fire so please make sure you are familiar with the procedure. The building is very well equipped to protect you from a fire and to alert you if a fire has started. The fire alarm is linked to the Fire Service. Every time the alarm is set off, the Fire Service will be called out. It is important therefore that the Service is not called out unnecessarily.

Please make sure that you comply with the following guidelines to avoid setting off the fire alarm:

1. **Do not** prop open the kitchen or bedroom doors, as they are fire doors. Also if smoke from cooking is allowed to travel out of the kitchen via an open door, it will set off smoke detectors in the corridor.
2. The smoke detectors in your bedroom are very sensitive to steam and smoke. Please keep the shower room door closed during and after taking a shower, ensuring that the cubicle door is fully closed and **do not** use a kettle in your bedroom. Do not use a hairdryer or aerosols directly underneath the sensor.
3. Candles and joss sticks **are not** allowed in the building.
4. When the fire alarm sounds, you should immediately vacate the building and assemble at the designated assembly point which is in the Sculpture Garden at Sheraton Park and the car park at Keenan House, Dryburn Court.

If you discover a fire:

1. Raise the alarm immediately by operating the nearest fire alarm.
2. Dial 999 and ask for the Fire Service. The Residence address is Ustinov College, Sheraton Park, Durham University, Neville's Cross, Durham, DH1 4FL or Dryburn Court, Old Dryburn Way, Durham, DH1 5BN. Do not rely on the alarm auto dialler to contact the Fire Brigade.
3. Contact the Duty Porter or staff member on duty.

If you hear the fire alarm:

1. Evacuate the building, closing doors and windows, but leave the lights on.
2. If it is safe to do so quickly check nearby rooms and put on warm clothing at night.
3. Get clear of the building and access roads and proceed to the assembly point in the car park.

Points to remember:

1. Do not re-enter the building until you are told it is safe to do so.
 2. Do not stop to collect personal belongings.
 3. The nearest Fire Alarm break glass units are located in stairwells, lift areas and main entrances.
 4. The nearest Fire Extinguishers are in the kitchens and corridors.
 5. The nearest Fire Exit is through the main entrances.
 6. The Assembly Point is in the Sculpture Garden (Sheraton Park) or the main car park (Dryburn Court).
- A member of staff will investigate the cause of any alarm and, if appropriate to do so, may cancel the fire service before they arrive at the College. Please give your full cooperation to this investigation as staff have a very short time period to cancel an unwanted call out.

Corridors

All doors in corridors are fire doors and self-close to help prevent the spread of fire and smoke. Please make sure that doors are firmly closed for safety and security purposes. Fire extinguishers must not be removed from the brackets to ensure they are accessible and ready for use in the event of a fire. If you notice that fire equipment is missing or has been tampered with, please report this to the Porter immediately. Do not leave belongings in corridors as this could cause a hazard in the event of a fire or other emergency (this includes sports equipment and shoes).

Fire Alarm Testing

Fire alarm testing is carried out weekly and the alarm will sound for less than one minute. If it goes on for longer than this, please evacuate the building. A full fire evacuation practice takes place once per academic year. Fire alarm tests take place at Sheraton Park on Thursdays (10 am - 12 pm) and at Keenan House on Wednesdays (10 am - 12 pm).

Failure to evacuate when the alarm sounds

Failure to vacate the premises when an alarm sounds is an offence. All alarms must be treated as real emergencies. The Porters are instructed to report all students who fail to evacuate the building promptly. A financial sanction of £50.00 may be imposed by the AUO for failure to vacate the premises when a fire alarm sounds. If you have a condition which makes it difficult for you to evacuate the building promptly, please see the section on PEEPs.

Guidance for Avoiding False Alarms

The Fire Brigade must not be called out unnecessarily as this could result in a delay in them attending a real emergency. Please follow the guidelines below to avoid causing a false alarm.

1. Smoking (including e-cigarettes & shisha pipes) **is not** permitted within any of the accommodation blocks and is restricted to the smoking area which is situated on the grassed area in the courtyard (near the bike store).
2. **Do not** use joss sticks, candles, electric air fresheners or fairy lights as these articles are not permitted in College accommodation.
3. When cooking, **do not** leave your food unattended. (Burnt food is a major cause of false alarms).
4. If you burn your food, turn on the extractor fan and open all windows. Try not to open the kitchen door as the smoke will set off the smoke detector in the corridor.

The fire panel will show which detector head set off the alarm so we will be aware of which flat or bedroom has sounded the alarm and mains linked smoke detectors are fitted in each kitchen and flat corridor. These are in addition to the main fire alarm and are not linked to it. They have been installed to give you early warning in order to avoid setting off the main alarm. If the smoke detector sounds, please identify and deal with the cause (if it is safe to do so) by opening all kitchen windows and keeping the kitchen door closed to prevent smoke going into the corridor. The detector is powered by mains electricity and not battery operated so you **must never** open the detector cover.

F

To ensure you do not accidentally set off the smoke detectors:

- Keep your bathroom door closed during and after taking a shower.
- Do not use kettles, toasters or rice cookers in your bedroom.
- Do not use hairdryers, hair straighteners or aerosols near a smoke detector.

Activating the fire alarm by careless use of hairdryers, aerosols or steam may result in disciplinary action being taken. Tampering with or covering a smoke detector is dangerous (and is a disciplinary offence) as it could delay the sounding of an alarm in the case of a real fire.

Tampering with fire detection/prevention equipment

Deliberately activating, interfering with, mis-using or disabling anything associated with safety (to include fire and smoke detectors, fire alarms, fire doors, escape routes); any of these offences may constitute major offences. A financial sanction may be imposed by the AUO.



FIRST AID

College porters are qualified first aiders and can be contacted to deal with first aid issues. If you have an accident on University premises, you should ensure that an Incident Report is completed. These are available from the Community Operations Team Leader and must be completed with a member of College staff. It is important that the University is notified of any incidents which take place on site. If first aid supplies are used, please inform the Porters so that they can be replenished.

First Aid boxes are found in lift areas and at the ends of corridors.

Do not remove the first aid boxes.

GREEN MOVE OUT SCHEME

Every year during the summer, when students move out of College a large amount of waste is generated and the Green Move Out Scheme aims to reduce waste and to support local charities including County Durham Furniture Help Scheme, Durham Palestine Education Trust and East Durham Trust.

All students who live in College will receive a coloured bag and a guidance leaflet ahead of their end of year move out. Additional bags are available from Reception at Sheraton Park.

Students should place any unwanted items that are suitable for reuse into the bags and take leave them in their room when they leave. Such items might include:

- Clothing
- Shoes
- Bedding
- Electrical items
- Pots & Pans
- Crockery (please wrap if fragile)

The leaflet will also contain guidance as to how to donate additional items such as:

- Books
- Sealed non-perishable food e.g. tins and sealed packets of dry food
- Sharp or fragile items



Items donated will be taken away and used to benefit local charities. The Inter-collegiate Green Move Out Awards will recognise those Colleges which collect the greatest number of bags of donated items.

GROCERY DELIVERIES

We are quite happy for students to get their groceries delivered via online systems but please ensure that you are available at the specified time to take delivery of your groceries as the Porter cannot do this for you. You should also, if possible, set your order up to be bagged as delivery crates must not be taken into the buildings. Where possible, delivery slots should be no later than 9.30 pm.

G

GUESTS

Residents may not allow guests to stay overnight in their room without informing the Membership Team by sending an email to ustinov.reception@durham.ac.uk giving the name of the guest and proposed length of their stay (typically, there is a maximum stay of three nights on two occasions in any given term). College reserve the right, (acting reasonably), to refuse such requests and to charge you a fixed sum per night for each guest who stays for more than three consecutive nights or to prohibit any such stays (details of applicable charges may be obtained from the College Office on request). Any guests or visitors to the College must sign the Visitors Book which is in reception, providing details of any vehicle registration information, if appropriate.



I

INCIDENTS AND NEAR MISSES

All incidents, accidents and near misses must be reported to the College Operations Team Leader or College staff in the College office. It is important that near misses are reported in order to ensure faults and maintenance issues are rectified before a serious incident occurs.

INSPECTIONS

Bedrooms and Kitchens are inspected on an ongoing basis by the Operations Team.

If your bedroom/kitchen is not cleaned to a reasonable standard a note will be left informing you of the re-inspection date and letting you know what needs to be done to bring the room (s) up to an acceptable standard.

A financial sanction may be imposed by College or failure to keep your room/kitchen in an acceptable state of repair or condition during or at the end of Residence periods.

If any non UK electrical items are found in bedrooms or kitchens during an inspection, then they will be confiscated and held in the Housekeeping Office; you are able to collect them at the end of the academic year.

INSURANCE

Durham University have arranged contents insurance cover from Endsleigh Insurance Services Ltd for students who reside in College accommodation.

You should follow the relevant link below if you wish to read further about your contents insurance.

www.durham.ac.uk/postgraduate/accommodation



INVENTORIES

You should have received an inventory form when you arrived in College. It is very important that you complete this inventory and return it to Reception, making a note of any items missing or damaged and any marks to the decor, fixtures, furniture or fittings. This inventory is referred to when your room is inspected at the end of the letting. Failure to report responsibility for damage or loss to the College within 24 hours of occurrence may incur a financial sanction.

The inventory should not be used to report maintenance problems; a separate repair request form should be completed (see Repairs & Maintenance Section) as required.

INVOICES

An invoice is issued at the beginning of each year. If you are not able to pay by the payment due date, you must contact the Student Support Officer or the Assistant Principal before the due date to discuss an extension. If you fail to do so, or an extension is not agreed, you will be charged an additional £70 late payment fee. It is recommended that you pay by Direct Debit; please see www.durham.ac.uk/direct.debits/ for further information. Students should note that a debt may not be carried from one term to the next, within any academic year, without written approval from the College.

KEYS

Upon arrival you were provided with a room key, access card and mail box key. These keys are for your sole use and must not be given to anyone else to use.

Please do not put your address on your keys in case you lose them. If you do lose them, please inform Reception immediately as the card can be cancelled to prevent it being used by another person and a new access card can be issued at a cost of £5 (Sheraton Park) or £10 (Dryburn Court).

Please remember to return all access cards/keys to Reception when you vacate. If there is no one at Reception, please leave them in the key return box (by the GCR office at Sheraton Park, or at the Porters Lodge, Keenan House). If you lose your access card and keys you will be charged for replacements. Charges are: room keys (£20), access card (£5), post box key (£5), Dryburn fob (£10).

KITCHENS

The kitchen is shared with your flatmates and you are all responsible for keeping the kitchen clean. You have a housekeeper who comes in once every week on a week day (except most Bank Holidays). Please see below for guidelines of who does what and how to resolve any issues.

Students

- Clear work surfaces, table tops and floor before housekeeper starts work
- Clean up spills immediately
- Wash up regularly. If dirty dishes accumulate, put them in a pile on the work surface so that the sink remains free for others to wash up and so that housekeepers can clean remaining parts of work surfaces
- Rinse out glass bottles/jars and put them in the red glass recycling bin
- Rinse out and recycle cans and plastic bottles etc. in the appropriate bins
- Ensure that all waste and recycling is taken to the bin store over the weekend to avoid a build-up
- Remove out-of-date food

Housekeepers

- Remove general waste and recycling
- Clean the hob and oven, work surfaces, floors and microwave

Fridges and Freezers

Please make sure that you do not over fill the fridges and freezers in your kitchen as doing so stops air circulation which impairs the performance of the appliances.

Poor performance could result in your food being defrosted or deteriorating to the point where it cannot be eaten. Check that the drawers are fitted correctly and that the doors close properly without coming back open.

Out of date products should be regularly removed and all perishable items should be removed if you leave College for extended periods of time.

You will have to bear the cost of replacing the food should you not follow the simple guidelines that we have set out for you. If you find that there is a problem with the appliances, then you should report the matter to Reception immediately.

General Information

You have the following recycling bins in your kitchen:

- Glass
- Tins, cans, aerosols and plastic
- General waste

Do not put glass, broken crockery, sharps or any type of recycling into the general waste bin. Housekeepers have in the past been cut by glass and sharp items that have been placed in the incorrect bin. The porter will empty the glass recycling bin when it is becoming full. Recycling bins are in each of the car parks. An ironing board is provided in your kitchen but you will need to purchase your own iron for use in the kitchen.

If your housekeeper is unable to carry out full duties because the kitchen is in an unreasonable condition, the housekeeper will inform the College Operations Team Leader who will carry out an inspection. An email will be issued to you and your flatmates using your Durham email address, explaining why it has not been cleaned and what action must be taken. Your kitchen will be checked the following day and if it has not been cleaned then the appropriate action will be taken. This may result in sanctions being imposed by the College.

If your kitchen is regularly in an unreasonable condition you should discuss the issue with your flatmates and seek advice from the College Operations Team Leader (ustinov.operations@durham.ac.uk).



LAUNDRY

There are laundry facilities available in Sheraton House, Neville House and Keenan House, which are available 24 hours per day. The laundries are equipped with washing machines and dryers.

How to use the Laundry room at Sheraton Park/Keenan House

- Visit one of the laundries located on the ground floors in Neville House or Sheraton House or on the first floor of Keenan House and read the LETS GET STARTED notice posted on the wall.
- Download the CIRCUIT PLUS app onto your mobile phone—Android and Apple apps are available.
- Set up an account by registering your email address and creating a password, or check out as a guest.
- Once registered you can top up your account online using PayPal or Freedom Pay, or check out as a guest..
- Once topped up you are ready to use the laundry.
- All of our Machines are auto dosing so no detergent is required.
- The cost for a “general” wash is £4.00 and the cost for a “super “ wash is £5.00 and these includes unlimited drying.
- You are now ready to do your laundry.



When creating your account, you will be asked to agree with the Circuit Terms and Conditions which are clear and concise and in compliance with PCI DSS (Payment Card Industry Data Security Standard). Those T&Cs cover details on refunds, which include issuing any refunds to the individual account holder, and any refunds must be made using the payment method used for purchase. If the funds are “re-credited”, it will be to the Debit/Credit Card which was used to purchase the top-up.

How to use videos and FAQs

You can also find some useful tips and ‘How To’ videos on the Circuit laundry website:

www.circuit.co.uk/how-to-use-videos or www.circuit.co.uk/i-want-to-do-my-laundry/laundry-help

Contact Circuit Laundry

If the Circuit Laundry's FAQ's page doesn't answer your query then you can get in touch with them using their Laundry card form or by calling them on 01422 820360 or 0800 032 0070 (8.30am - 5pm Monday – Friday). If you notice a fault with the machines, please let the Porter know.

Please ensure that your laundry items are free from foreign bodies. Blockages to washing machines and dryers can be caused by tissues, pens, sanitary items, coins and colour catchers etc. The blockages result in machines failing to drain water throughout cycle and / or spin all water away efficiently.

Also, items such as laundry pearls must not be used in laundry machines with auto dosing systems. Auto dosed machines dispense the correct amount of detergent and adding additional chemicals causes problems with performance.

LICENCE AGREEMENT

All students living in College accommodation are, additionally, bound by their Licence Agreement. If any conflict were ever to arise between University Regulations and the Licence Agreement, it is the former which has precedence.

LIFTS

Neville House, Sheraton House and Keenan House all have lift access to higher floors and residents should be familiar in what to do in the event of a breakdown/emergency.

In the event of a person being stuck in a lift then they should press the emergency button which will call through to the lift engineers directly. We have placed notices in the lifts directing people as to which button they should press in the event of an emergency and this notice also gives the Porters emergency mobile number.

If the person in the lift has their mobile phone with them they should try to also contact the Porters mobile (signal permitting) to make them aware of the situation.

M

MAIL

Your mail (i.e. letters and small parcels) will be delivered to the relevant numbered mailboxes in Reception at Sheraton House or Keenan House. Parcels and Special Delivery items (for which we will require your signature) will be held in the Porter's Lodge.

We will check Campus Cards on collection to ensure items are only handed over to you personally. Any parcels not collected within 48 hours will be returned to sender.

During Christmas and Easter vacations, parcels and special deliveries will be held for an extended period of 4 weeks, for immediate collection on your return to College. During the Summer vacation, College staff will check the mailboxes and any uncollected mail will be returned to sender.

Your full address is either:

Full Name	Full Name
Room Number	Flat Number
Ustinov College	Ustinov College
Sheraton Park	Keenan House
Neville's Cross	Old Dryburn Way
Durham	Durham
DH1 4FL	DH1 5BN

You must check the mailboxes in Reception regularly (every two days as a minimum) and ensure you collect any parcels/special delivery items from the Porter's Lodge as soon as possible. Any uncollected items will be returned to sender.

If you move out of College then you must notify all your correspondents of your new address immediately, including any companies you order goods from. You must also notify College staff and update your address on Banner self-service. College is unable to forward any post to your new address and parcels/mail will not be accepted by the college once you are no longer resident.

Parcels can be collected from the Porter's Lodge in Sheraton House 7 days per week when the Porter is available. **Do not contact the Porter by mobile phone to arrange parcel collections.** At Keenan House, parcels can be collected between 2 - 3.30 pm (Monday to Friday only).



M

MUSIC ROOM

The Music Room is situated on the ground floor of Durham University Observatory, which is a five minute walk from Sheraton Park. The Observatory can be accessed via public footpath from the Sheraton Park estate.

To book the Music Room, you will need to provide your campus card to Reception in Sheraton House, Ustinov College. The Music Room is available for use by all Ustinov College students.

Upon exiting the building, please ensure that the door is closed and that the building is secured. You should return the key to the Observatory as soon as possible after you have finished using the space. Reception will then return your campus card.



N

NOISE

We recognise that you will want to be able to listen to music, talk to friends and return with your friends late at night. However, it is important that you do not make an unreasonable level of noise.

If you have guests visiting your room, please be aware of the volume of noise a crowd of students can make, especially if alcohol has been consumed.

If you plan to bring friends back after a night out, check with your flatmates and only do so on a Friday and Saturday evening.

Be aware that you are responsible for the behaviour of your guests. If the group becomes too noisy, ask one of your friends to help you disperse the group. Apologise to other residents if you do disturb them and ensure there is no repetition. Please be aware that during revision and exam periods noise during the day as well as night must be kept to a minimum.

How to avoid disturbing others

- Music / TV - Keep volume level low. Use headphones if needed
- Reduce level of bass if possible (bass notes can be heard more easily)
- Check with other residents (including those living above and below) whether the level is acceptable
- Agree times with neighbours when noise needs to be particularly low
- Agree how other residents can let you know if the sound is disturbing them and always respond politely



What to do if you are being disturbed

Be aware that it is inevitable at times when living in a community of students, that you will be disturbed by noise and that compromises sometimes need to be made.

Approach the student making the noise in a friendly manner – he/she may not be aware that they are disturbing others. If you feel uncomfortable doing this late at night then speak to them the following day.

If you are being disturbed frequently by the same student and/or have already approached the student, contact the Porter on 0191 33 45470 or 07824 131 678. When ringing the Porter you do not need to give your name/room number, but it helps if you do so – the information will be kept confidential. Make sure you give information on the nature of the noise, which room and how long/often this has happened. The porter will go to speak with the student. If you are repeatedly disturbed by noise, please inform the Assistant Principal so that the matter can be investigated further.

Action Taken by College Staff

Staff endeavour to investigate all complaints regarding noise, speak to the student(s) involved and log both the call and the response from the student(s).

The porters' logs are checked daily by College staff. A student may be contacted either by email or letter regarding any incident, to remind them of the need to keep noise to a reasonable level or they may be required to attend an appointment to discuss the issue.

If there appears to be conflict within the flat, we may be able to help – please contact the Student Support Team via ustinov.studentsupport@durham.ac.uk.

PEEPs (PERSONAL EMERGENCY EVACUATION PLANS)

If you have (or develop during the year) a condition (including any intermittent or temporary condition), which may affect your ability to respond to a fire alarm and/or evacuate from a building e.g. if you have a hearing or sight impairment or mobility difficulties, please contact the College Operations Team Leader.

The College Operations Team Leader will arrange to meet you in order to complete a PEEP form with you. The PEEP form is designed to identify whether you require any support which would be helpful for you when the alarm sounds.

If you have already completed and returned a form (sent with your offer of accommodation) regarding any difficulty in responding to an alarm or evacuating from the building, a member of staff from the College Office should already have been in contact with you to arrange an appointment to complete the PEEP form.

If an appointment has not been made, please contact the College Operations Team Leader on 0191 33 47174 or via email - ustinov.operations@durham.ac.uk

PORTERS (Residential Services Assistant)

The Porters Lodge is situated at Reception in Sheraton House. The porters are here to help you and their role is to keep both you and the College safe. They carry out day to day maintenance and ensure that safety equipment is in working order. In the event of emergency please contact them immediately. The porters are fully first aid trained and they will also ensure that College staff are informed of any incidents.

The porters will not be in the office all of the time as they can be called away for maintenance or security reasons, so please be patient if you are waiting to see them.

Some of the porter's duties include:

- Issuing keys / replacing lost keys / assisting students who lock themselves out
- Maintenance and building issues
- Accepting parcels and special deliveries
- Accepting and checking deliveries
- Dealing with general enquiries
- Setting up rooms for use by both College Office and students

You can contact the Duty Porter on 0191 33 45470 or 07824 131 678.



R

REPAIRS

If you require any repairs to be carried out, please complete the maintenance request form on the College website, or by scanning a QR code which can be found at all building entrances. If your request has not been actioned after three working days, please check with the Porters by emailing ustinov.operations@durham.ac.uk. If there is an emergency repair e.g. a smell of gas or a plumbing problem that could result in a flood, Reception or the Porters must be informed immediately. The Porter and/or University contractors will need to enter your room and kitchen once a month to conduct a water temperature test.

If you notice insects in your room or communal areas, please notify the Housekeeping Team as soon as possible.

A repair cannot be carried out if the Porter is not informed of the need for the repair so please ensure you take

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the time to report all problems.

SECURITY

Please be safety conscious and report any suspicious activity to a member of staff. Always check that your door is closed securely each time you go in and out of the building and that you lock your room and flat door. Do not mark your keys in any way that indicates your address, in case you lose them. Do not let anyone into the building if you do not know them or if you know the person they wish to see is not in.

If you are located on the ground floor, always lock your bedroom window and kitchen windows when you go out. Window restrictors are installed on all ground floor windows to improve security. Any student who tampers with the window restrictors is putting not only their own possessions at risk but also other residents' and College property. Contents insurance may be void if rooms and corridors are not locked.

SMOKING

Smoking is not permitted anywhere within the buildings (this includes e-cigarettes & shisha pipes). In addition, smoking is not allowed immediately outside any College building and specifically is not allowed in the immediate vicinity (a range of 5 metres) of any entrance door or window to the College. Staff and students may smoke only in the designated smoking areas.

S

STORAGE

Unfortunately we are unable to provide storage facilities during term time or vacation periods. If you contact the College Operations Team Leader, they can give you further information on getting your belongings stored during these periods.

Durham University and Ustinov College take no responsibility for student belongings being stored on College premises. This disclaimer is applicable in all instances, irrespective of the facilities that may be available for student use in College accommodation. Any belongings that are left in such storage facilities are left entirely at the risk of the individual leaving the belongings.

If a College Officer considers that there are items being stored that may cause a potential risk (i.e. a Health & Safety concern) then they are within their rights and obligations to remove and destroy such items without contacting the owner.



T

TV LICENCE

You must provide your own television licence if you watch live television on any channel or any BBC programmes on iPlayer in your accommodation. Your parents' licence/a licence for your permanent residence does not cover your television in College accommodation. Information on TV Licensing can be found at: <http://www.tvlicensing.co.uk/>



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UTILITIES

Heating and Hot Water

The cost of utilities is included in your accommodation fee. Hot water is available between 6 am and 12 am. The heating season is from 1st October to 30th April inclusive. The heating season may be extended if internal air temperatures fall below an acceptable level.

The heating has been programmed to turn on and off at the following times: on weekdays between 7 am – 9 am and 5.00 pm – 10.00 pm, and at weekends between 7.00 am – 9.00 am, 12.30 pm - 2 pm and 5 pm – 11 pm.

Gas

If you smell gas, please report it to the Porter **immediately**.

W

WI-FI

You can link your computer or laptop to the University network once you have registered at the University and with CIS (Computing and Information Services). There is no additional charge for Wi-Fi. If you have any problems with the internet connection, please contact the IT Service Desk at itservicedesk@durham.ac.uk



APPENDIX - USEFUL PHONE NUMBERS

Contact	Location	Telephone Number
Reception (Sheraton Park)	Sheraton House	0191 33 45470
Reception (Keenan House)	Keenan House	0191 33 45170
Porter	Sheraton House	0191 33 45470/07824 131 678
College Operations Team Leader	Neville House	0191 33 47174
Accommodation Team	Neville House	0191 33 47241
College Administration Coordinator	Neville House	0191 33 47242
College Student Support Team	Neville House	0191 33 47235



Questions or comments? Please email ustinov.operations@durham.ac.uk in the first instance.



Ustinov College

Durham University

Sheraton Park

Durham

DH1 4FL

Tel (Reception): **+44 (0)191 334 5470**

Email (Membership): **ustinov.accommodation@durham.ac.uk**