



Ustinov College  
Durham University

# College Handbook 2024-25



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## WELCOME FROM OUR PRINCIPAL



Welcome to Ustinov College, Durham University's sole postgraduate-only College. Renamed in 2003 in honour of the actor and writer Sir Peter Ustinov, who was Chancellor of Durham University, Ustinov College was formerly known as the Graduate Society from 1965 – 2003. Currently, our diverse and welcoming community includes around 1400 students from over 90 countries studying at both Masters and PhD level.

Our focus at Ustinov College is to provide a safe, supportive, motivating and enjoyable collegiate environment that nurtures global citizenship and enables members to grow intellectually and socially. Our College motto 'Diversitate Valemus' celebrates the strength arising from diversity and we actively promote inter-disciplinarity and collegiality. Our core community values include respect, fairness, kindness, and creativity and we aim to provide our members the opportunity to feel part of a local community while also exploring themes and topics relating to global citizenship.

As a 'Ustinovian', you are beginning a journey that will lay the basis for a life-long mutually rewarding relationship with the College, University and the people and communities of the North East of England. On behalf of our whole team here at Ustinov I would like to extend a very warm welcome; we look forward to meeting you at one of the many events organised as part of the College's social and academic calendar during the year.

**Prof Glenn McGregor**

Principal, Ustinov College

## OUR VISION, MISSION AND VALUES

### VISION

To be an international exemplar of a postgraduate research community that celebrates the strength arising from diversity, interdisciplinarity and collegiality, and makes a substantive contribution to the intellectual life and reputation of Durham University.

### MISSION

To provide a safe, motivating and enjoyable environment that nurtures global citizenship, enables College members to grow intellectually and socially, and facilitates the development of an enduring and mutually rewarding relationship with the College, University and people and communities of the North East.

### VALUES

Central to our ethos as a collegiate community are the cornerstone values of respect, trust, responsibility, fairness, integrity, humility, open-mindedness and objectivity. Allied with these values we will openly celebrate leadership, creativity, innovation, teamwork, diversity and excellence.

## ABOUT USTINOV COLLEGE

Ustinov College was established in 1965 as The Graduate Society. The College became Ustinov College in 2003, in honour of the then Chancellor of the University, Sir Peter Ustinov, the distinguished actor, comedian, writer and entertainer. He was also a long serving UNICEF Goodwill Ambassador, a volunteer for UNESCO and President of the World Federalist Movement. Membership of the College is open to postgraduate students only. There are approximately 1350 members, about 40% of full-time postgraduates in Durham. The College welcomes students from the UK, EU and overseas, and you will find students from all over the world living and studying together in an international community.



The College is located across two sites, Sheraton Park and Dryburn Court. About 30% of members are usually in residence, the others mainly 'living out' in privately rented houses in Durham and the surrounding area.

The College relocated to our new site at Sheraton Park, Neville's Cross in 2017, and College Offices and staff operate at Sheraton Park, with students in residence at both Sheraton Park and Dryburn Court. Dryburn Court is the location of our family accommodation at Keenan House.



Ustinov College is made up of three inter-connected parts: the Graduate Common Room (GCR); College Management Team and College staff; and the Senior Common Room, all working together to facilitate the best possible postgraduate student experience.

Student members are represented by the Graduate Common Room (GCR). The GCR Committee meets regularly, and all students, whether they live in or live out of College, are encouraged to become involved in running and/or enjoying student events. The GCR also runs the social events and entertainment, and helps organise sports clubs and societies.

# COLLEGE STAFF

## COLLEGE MANAGEMENT TEAM

The Principal, supported by the Vice-Principal, is responsible for the strategic leadership of the College and represents the best interests of the College within the University. The Assistant Principal is responsible for College life and student support. The College Operations Manager manages the College operations and maintenance.

### **Principal, Prof. Glenn McGregor**

**Tel: (0191 33) 47233 email: [glenn.mcgregor@durham.ac.uk](mailto:glenn.mcgregor@durham.ac.uk)**

Glenn is responsible for leading the implementation of the University Strategy within the College, leadership of a cohesive and distinctive scholarly community and participation in fundraising, stewardship and the green development of the College premises and facilities. Glenn also works closely with the staff team at Ustinov to ensure that strategies are in place to achieve the College's vision of becoming an internationally recognised postgraduate community that celebrates the strength arising from diversity, collegiality and interdisciplinarity.

### **Vice-Principal, Sophie Holland-Francis**

**Tel: (0191 33) 47233 email: [sophie.holland-francis@durham.ac.uk](mailto:sophie.holland-francis@durham.ac.uk)**

Sophie supports the Principal in the implementation of the University Strategy within the College; she has strategic oversight for academic initiatives such as the Global Citizenship Programme and has specific responsibility for building and sustaining a strong research culture as well as wider student enrichment activities. As Vice Principal she also has oversight of the Accommodation and Student Support provision within College and alumni relations.

### **Assistant Principal, Paula Furness**

**Tel: (0191 33) 47171 email: [Paula.furness@durham.ac.uk](mailto:Paula.furness@durham.ac.uk)**

Paula is responsible for accommodation allocations and overseeing the provision of student support & also the mentoring provision in College. Paula manages the student support team and community liaison team based at our families site at Dryburn court and supports with student wellbeing activities and initiatives within our College community.

### **College Operations Manager, Craig Mawson**

**Tel: (0191 33) 47172 email: [craig.mawson@durham.ac.uk](mailto:craig.mawson@durham.ac.uk)**

Craig can be found in the College Management Office and is available weekdays, during office hours. Craig manages everything to do with the operational side of the College and leads teams that look after the hospitality, services and domestic functions. The hospitality staff, porters and housekeepers are all committed to providing the highest quality of service.

## COLLEGE STUDENT SUPPORT & COLLEGE ADMINISTRATION

### **Assistant Student Support Officer, (to be confirmed) & Joining soon**

**Tel: (0191 33) 47235 email: [ustinov.studentsupport@durham.ac.uk](mailto:ustinov.studentsupport@durham.ac.uk)**

Our assistant support officer provides wellbeing support to students, as well as advice on other available support services within and outside of the University. You can contact them about wellbeing concerns, financial concerns and queries relating to academic progress. The student support officer works part time and shared with John Snow College. Paula Furness is available during office hours Monday-Friday, our support team would love to see you, even if just for a chat on how things are going!

### **College Administration Coordinator, Helen Luke**

**Tel: (0191 33) 47242 email: [ustinov.college@durham.ac.uk](mailto:ustinov.college@durham.ac.uk)**

Helen oversees the day-to-day administration in the College Office and provides administrative support to the Principal and College Management Team. Also coordinating the Global Citizenship Programme activities. The College Development Administrator oversees support for Ustinov College SCR, College Advisory Board and the booking of on-site venues, also the first point of contact for College scholarships and awards. If you would like to meet the College Management Team, please contact the College Development Administrator in the first instance at [Ustinov.college@durham.ac.uk](mailto:Ustinov.college@durham.ac.uk).

### **Student Support Administrator, Kelly Woodward**

**Tel: (0191 33) 47241 email: [ustinov.studentsupport@durham.ac.uk](mailto:ustinov.studentsupport@durham.ac.uk)**

Supporting our student support team, Kelly deals with registration and support administration which includes colleges admissions, accommodation & allocation, processes new membership & registration applications.

## FINANCE

### **College Finance Officer, To be confirmed 7 Joining soon**

**Tel: (0191 33) 47238 email: [ustinov.finance@durham.ac.uk](mailto:ustinov.finance@durham.ac.uk)**

Our college finance officer is responsible for overseeing the Finance Office at Ustinov and spends a lot of time working with the College Operations Manager and the College Management Team on budget matters and management of accounts. College finance are responsible for raising invoices, taking payments and dealing with student queries. In addition to this, they take care of the College finance administration, such as payroll and procurement. They are based in the University's Finance Department.

### **College Finance Assistant, Faye Lowe**

**Email: [ustinov.finance@durham.ac.uk](mailto:ustinov.finance@durham.ac.uk)**

Faye is available for financial queries via the Student Support Office. She can assist students with the payment of invoices and other financial queries. Faye is based in the University's Finance Department. but operates a 'drop in' service in College during the week.

## COLLEGE OPERATIONS

### **College Operations Team Leader, Nigel Race**

**Tel: (0191 33) 47174 email: [ustinov.operations@durham.ac.uk](mailto:ustinov.operations@durham.ac.uk)**

The College Operations Team Leader is responsible to the College Operations Manager for the smooth running of buildings, and services and also manages porters in College. Nigel oversees the setting up of functions and seminars which regularly take place within the College. The College Operations Team Leader is also responsible for managing the housekeeping team, operationally managing the Dryburn Site, and is health and safety co-ordinator striving to ensure a safe environment for staff, students and visitors. Nigel can be found in Neville House, Sheraton Park, weekdays within normal office hours.

### **Food & Beverage Manager, Rebecca Kaleda**

**Tel: (0191 33) 45489 email: [rebecca.g.kaleda@durham.ac.uk](mailto:rebecca.g.kaleda@durham.ac.uk)**

Rebecca looks after all aspects of the bar, cafe and events services across both Ustinov and Stephenson colleges. Rebecca's responsibilities cover orders for stock, manages the teams involved, schedules, prepares and facilitates College events amongst other activities. Rebecca is based in the Operations Office, Neville House. Her hours vary due to working split college sites and evening functions.

### **Reception Helpdesk Assistant, Anna Gangi**

**Tel: (0191 33) 45470 email: [ustinov.reception@durham.ac.uk](mailto:ustinov.reception@durham.ac.uk)**

Anna is based in College Reception, greeting visitors and dealing with all your letters and parcels coming into College. She produces student letters and contract termination notices, deals with car parking requests and oversees the laundry, and manages temporary booking requests.

### **Portering Team**

**Tel : (0191 33) 45485, Mobile: 07824 131 678 e-mail: [ustinov.porters@durham.ac.uk](mailto:ustinov.porters@durham.ac.uk)**

There is a porter on duty at Sheraton Park, 24 hours a day, 7 days a week. They should be your first point of contact with any queries / problems out of office hours and can be contacted in person at Reception, Sheraton Park, by email or phone.

If you believe a situation to be an emergency, i.e. you believe that your safety or that of another individual is at risk, you should notify emergency services. In the UK, you must dial 999 (or 9999 from an internal phone) and you will be asked to specify the service you require - police, ambulance or fire service. After contacting emergency services, if you are able to do so, please inform the porter on duty of the situation. Any situation involving fire or accident on the College site should always be reported to the porter as a full report must be made of the incident.

### **Housekeeping Team Leader**

Julie Cookson, [julie.cookson@durham.ac.uk](mailto:julie.cookson@durham.ac.uk)

## USTINOV COLLEGE GRADUATE COMMON ROOM (GCR)

**President, Ahmed (Shaf) Shafquat Hassan**

**Email: [ustinov.president@durham.ac.uk](mailto:ustinov.president@durham.ac.uk)**

Many student activities within the College are organised by the Graduate Common Room (GCR). Every member of Ustinov College is a member of the GCR, if they opt in (pay the GCR levy). The GCR is entirely democratic: it is made up of students, run by students, and run for students. Elected representatives represent students within the College and in the wider forum of the University and local residents.

The GCR's Executive Committee and its subcommittees organise all of the College social events. All members of the GCR are entitled to vote in elections for membership of the GCR executive committee and subcommittees and all members are urged to take part, whether they live in or out of College. The GCR Executive has regular meetings with the College Management Team.

More information about the GCR Committee can be found on the GCR website: [www.ustinovgcr.com](http://www.ustinovgcr.com)



# STUDENT SUPPORT IN COLLEGE

## ASSISTANT STUDENT SUPPORT OFFICER

Ustinov has a part-time Student Support Officer based in the Student Support Office in Neville House. The student support officer is on hand to discuss any health, financial, academic or personal problems you may be struggling with and can offer practical advice and guidance. You can drop in to see them, or contact them via email to make an appointment in person or via Microsoft Teams: [ustinov.studentsupport@durham.ac.uk](mailto:ustinov.studentsupport@durham.ac.uk)

## COLLEGE MENTORS

If you request a College Mentor, you will be allocated a Mentor for your first year and will be part of their mentor group in College. Mentors meet with you individually and in groups and are usually volunteers who work within the University or have strong links to it. A College Mentor's role is to assist you to settle in to life in Durham, be a social contact and to provide pastoral support and signposting. More information about our College Mentors is available on our website: [Meet Our Mentors - Durham University](#)

If you would like to be allocated a College Mentor, please contact [ustinov.studentsupport@durham.ac.uk](mailto:ustinov.studentsupport@durham.ac.uk)

## COLLEGE PORTERS

Porters can be very helpful with routine requests or enquiries, and can suggest who else you could speak to if they can't be of assistance. Porters are on duty at Sheraton Park 24 hours per day, every day, and can be contacted on 0191 33 45470.

# UNIVERSITY SPECIALIST SUPPORT SERVICES

## CAREERS, EMPLOYABILITY AND ENTERPRISE CENTRE

The Careers Centre is based in the Palatine Centre and provides a wide range of services and resources to students and graduates. Find out how they can help you by visiting their website: [Careers, Employability and Enterprise - Durham University](#)

## COUNSELLING SERVICE

Durham University offers a counselling service for all University members. They offer a safe and confidential place in which students can help resolve personal and emotional difficulties. For information about the service or to make an appointment please contact [cmh.service@durham.ac.uk](mailto:cmh.service@durham.ac.uk) or visit their website [www.durham.ac.uk/counselling.service](http://www.durham.ac.uk/counselling.service)

## DISABILITY SUPPORT

Disability Support has responsibility for advising on and organising additional support in Colleges and departments for all students with disabilities. This includes physical disabilities as well as long-term mental health problems. If you would like further assistance or information please speak to a member of our Student Support Team or contact [disabilities.service@durham.ac.uk](mailto:disabilities.service@durham.ac.uk) or see their website [www.durham.ac.uk/dussd/](http://www.durham.ac.uk/dussd/).





## DURHAM STUDENTS' UNION

All students of the University are automatically members of Durham Students' Union (Durham SU). The Union is located in Dunelm House, New Elvet and provides a wide range of services to students. These include a bar, entertainment and space to hold meetings. Durham SU runs over 100 student societies, which give students the opportunity to join with others who share their interests and try new activities.

Durham SU represents students within the University government and campaigns on issues relating to students. Contact the Durham SU Postgraduate Officer, [dsu.postgraduate@durham.ac.uk](mailto:dsu.postgraduate@durham.ac.uk), for more information.

## DSU ADVICE CENTRE

The Students' Union Advice Centre provides a free, independent, confidential service offering information and advice on issues affecting students. This includes accommodation, academic and other problems which may affect you as a student. You can find their website at [Advice Service @ Durham SU](#)



## STUDENT IMMIGRATION SERVICE

The Student Immigration Service provides advice for international students looking to enter or extend their leave to remain in the UK to study and work with Departments across the University to ensure compliance with UK Visas & Immigration (UKV&I) regulations.

The Student Immigration Service is the only official provider of up-to-date visa and immigration advice in the University and advice should not be taken from any other source. For more information please visit their website: [www.dur.ac.uk/immigration/](http://www.dur.ac.uk/immigration/)

## SEXUAL MISCONDUCT AND VIOLENCE

Durham University recognises the significant impact of all experiences of sexual violence and is committed to promoting a culture in which sexual violence is not tolerated and will be addressed. To achieve this, all members of our University have a responsibility for upholding the principles of dignity and respect. Before the conclusion of Induction Week, all new students are therefore expected to complete the online course, '**Consent Matters; Boundaries, Respect and Positive Intervention**', which is available on Oracle Learning before participation in College-based clubs, societies or committees or wider student experience activities across the University.

During Induction Week, your College will require you to confirm that you have [or will] complete this course. Questions about the course should be directed to Ustinov College's Student Support Team via [ustinov.studentsupport@durham.ac.uk](mailto:ustinov.studentsupport@durham.ac.uk), who will be happy to discuss the course with any member of the College community. More information is also available at [www.durham.ac.uk/sexualviolence](http://www.durham.ac.uk/sexualviolence). We hope that all students will find the course interesting and commit to maintaining our valued culture of respect at Durham University.

The University's Sexual Violence & Misconduct Policy and Procedure can be found at [Sexual Violence & Misconduct: Prevention and Response : Policy & Procedure - Durham University](#) .

# STUDENT FINANCE

## BUDGETING FOR STUDY

It is extremely important that you ensure you have sufficient funding available before you start your studies. Every year a small number of students start their studies without having arranged adequate funding. Many think that they can work to help support themselves. However, they then find that studying at postgraduate level is more demanding than they expected, leaving them with very little time to take paid employment. This is particularly true for students on a taught Masters programme. You must not rely on being able to find work during your course to help fund your studies and you should make sure you have enough for your tuition fees, rent and living expenses, and for overseas students particularly, budget for possible differences in exchange rates.

### Student Money Advice

This service can offer advice and support to students with money-related issues including budgeting, money management, government benefits, banking and general financial concerns.

To arrange an appointment please contact: [studentmoneyadviser@durham.ac.uk](mailto:studentmoneyadviser@durham.ac.uk)

## TUITION FEES

The Tuition Fee you have to pay is quoted on your offer letter from Postgraduate Admissions:

[www.durham.ac.uk/study/postgraduate/fees/](http://www.durham.ac.uk/study/postgraduate/fees/) or [www.dur.ac.uk/postgraduate/finance/costs/international/](http://www.dur.ac.uk/postgraduate/finance/costs/international/)

## ACCOMMODATION COSTS

### Living in College

If you are living in College accommodation, the Residence Charge for single rooms and family flats also covers reasonable use of utilities (gas/electricity), water rates and internet charges. The Residence Charge varies, depending on the room occupied. The amount is shown on the email offering you College accommodation.

### Private Accommodation

Rents in private accommodation can seem cheaper than College, and some of them are. However, remember you will also have to pay for gas and electricity, broadband and may have to pay water rates. You should also think about transport to your department – the cheapest rents are in villages around Durham, so you may have to take public transport.

Full-time students don't have to pay Council Tax. However, if any of the other residents aren't students, then Council Tax is payable, so you should check whether they are paying the whole amount or expect you to pay part of it.

For information on private accommodation, please see Durham County Council's web information relating to private student accommodation, which can be found at <http://www.durham.gov.uk/studentlandlords>

## DAILY LIVING COSTS

Your living costs will depend on your personal circumstances, but the majority of students will need to pay for accommodation and related costs, food and other household shopping (toiletries, washing powder etc.), utilities, essential clothing, travel, study-related costs and leisure. You should work out how much you will need to spend on your living costs before you start your course.

Please ensure you budget enough to cover the cost of any family members you are bringing with you. If you are bringing a partner with you, your partner may be able to find work in Durham but you shouldn't rely on this when planning your finances.

## HOW TO MAKE PAYMENTS TO THE UNIVERSITY FOR TUITION OR RESIDENCE FEES

The preferred payment method is Direct Debit as it is easy to operate. To set up a Direct Debit go to [www.durham.ac.uk/direct.debits](http://www.durham.ac.uk/direct.debits). Once the mandate is set up the account holder will be notified 14 days before any amount is collected.

The annual charge (for both tuition and residence) is payable in three instalments typically on 1st December, 1st February and 1st June by Direct Debit. If a Direct Debit is returned unpaid there will be a £25 charge to represent additional costs incurred. You may also incur charges from your bank.

Should you require other instalment arrangements then please contact the Finance Office at [ustinov.finance@durham.ac.uk](mailto:ustinov.finance@durham.ac.uk)

If you choose not to pay by Direct Debit you can find information on the due dates by visiting [www.durham.ac.uk/treasurer/students/tuition\\_fees/how\\_to\\_pay\\_tuition\\_fees](http://www.durham.ac.uk/treasurer/students/tuition_fees/how_to_pay_tuition_fees) (Direct Debit payers are allowed longer to pay).

### Other Charges

There may be other charges you have to pay. These could include:

- Graduate Common Room membership fee
- Library fines for overdue books
- Bedding Packs – Single £35.00, ¾ bed £55.00 and Double £70.00

Bedding packs - Includes duvet, duvet cover, pillow, pillow case and sheet

Linen Pack: Students resident in College and arriving from Overseas and the Islands, can order and pay for a Linen Pack including duvet and cover, pillow and pillow case, and sheet, costing £35 in advance of their arrival. These will be placed in your room ready for your arrival.

If your registration is withdrawn for non-payment, there is a charge of £200 for reinstatement.



# FUNDING OPPORTUNITIES

## PGCE AND SOCIAL WORK STUDENTS

UK PGCE and Social Work students may be entitled to some funding. In order to get the funding, you must apply for it.

**Social Work Students** – Most Home (UK) students are entitled to some support for living expenses and fees. Please see [www.nhsbsa.nhs.uk/students](http://www.nhsbsa.nhs.uk/students) for information on how to apply for a bursary & tuition fee support.

**PGCE Students** – For information on funding, see [Teacher training funding - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

## WITHDRAWING FROM YOUR COURSE

Occasionally, some students find the course they have chosen isn't right for them. If you are considering withdrawing from your course, you should discuss this with your supervisor or Course Director. For the majority of students starting in October, if you withdraw before 1 December, the tuition fee you have paid will be refunded. Please note, there are separate arrangements for MBA students. If you withdraw after 1 December, you pay for each term. That means if you withdraw after 20 January you pay for the second term, and after 28 April you pay the fees for the whole year. See [Information and Guidance - Durham University](#) for details of the University's Debt Policy.

If you are resident in College accommodation, you should contact the College's Student Support Administrator if you intend to withdraw from your course by emailing [ustinov.accommodation@durham.ac.uk](mailto:ustinov.accommodation@durham.ac.uk).

## QUERIES

If you need any help in making payments or need advice on payment methods then please contact the Finance Office via email to [ustinov.finance@durham.ac.uk](mailto:ustinov.finance@durham.ac.uk).



## PART ONE - COLLEGE LIFE (A TO Z)



### A

## AWARDS AND SCHOLARSHIPS

### ArkLight Fund at Ustinov College

The ArkLight Travel and Research Awards have been established through the generous contributions to the College by David Arkless, the Founder and Chairman of ArkLight Consulting and the Future Work Consortium. Up to five grants of £250 are awarded annually to support field work, conference fees, and/or travel to attend conferences, relating to any of the four core themes:

- Human trafficking
- Human rights
- Anti-prejudice
- Global citizenship

Find out about the ArkLight Fund: [Arklight Travel and Research Fund - Durham University](#)

### Global Citizenship Programme

Our Global Citizenship Programme offers unique leadership and funding opportunities for postgraduate students. Global citizenship at Ustinov College is about cultivating diversity through dialogue and debate across different cultures and disciplines and the programme offers specific project and leadership roles. Find out how you can get involved: [Global Citizenship Programme & Scholarship - Durham University](#)

### Norman Richardson Postgraduate Research Fund

The Norman Richardson Postgraduate Research Fund was established following a generous legacy from Mrs Mildred Grace Richardson, the widow of Norman Richardson, former Mayor of Durham and member of the Governing Body of the Graduate Society, the forerunner of Ustinov College. The fund is intended to assist with the costs of postgraduate students visiting libraries, research centres, and established fieldwork sites as part of their studies.

Find out more: [Norman Richardson Postgraduate Research Fund - Durham University](#)

### Travel Awards

Ustinov College offers up to 30 awards of £100 to help members attend academic conferences. Find out more information about our Travel Awards on our website: [Ustinov College Travel Awards - Durham University](#)

## B

### BANK ACCOUNTS FOR INTERNATIONAL STUDENTS

For many international students, an important thing to do when arriving in Durham is open a bank account. You will need proof of student status, identification and confirmation of address in your home country and in Durham.

**HSBC:** Use Banner Self Service to produce a pdf Bank Letter and Student Status Letter. This will allow you to open an account online.

**Lloyds Classic Account:** You can set up an account online, using your BRP. They have facial recognition software to do the identify check. If this doesn't recognise you as the person on the BRP, then you'll get a reference number, which you can take into a Lloyds bank, to confirm your identity. Or you can print out a bank letter on University headed paper, get it signed and stamped by your College and take the letter and your passport into a branch of Lloyds. The name on your bank letter will have to match the name on your passport.

**Natwest:** No bank accounts for international students available.

**Barclays:** Change your address with your 'home' bank to your address in Durham, which will be accepted as proof of address.. Alternatively, request a Council Tax letter from Durham County Council as proof of address.

All major banks have branches in Durham. HSBC, the Islamic Bank of Britain and Lloyds offer Sharia compliant bank accounts. If you have queries about opening a bank account, email: [Ustinov.studentsupport@durham.ac.uk](mailto:Ustinov.studentsupport@durham.ac.uk)

## C

### COLLEGE OFFICE OPENING HOURS

Core office opening hours are Monday to Friday: 9:00am–12noon, 2:00pm-5:00pm. A porter is available at Sheraton Park 24 hours per day, 7 days per week. Contact details can be found in the College Staff section at the beginning of this handbook.

### CHANGE OF ADDRESS

If you change your address, you must notify the University via Banner Self Service. You must also inform the Council Tax Office. Some Tier 4 students must also notify the police. This is an essential activity - if College ever needs to contact you urgently, it is extremely useful to have updated contact details on record.

### COMMUNICATION WITH MEMBERS

The University often uses email to communicate with members. The College Office has email lists for all taught, research and distance learning postgraduates (uv-taughtpg, uv-respg, uv-dlpg). You cannot unsubscribe to these emails since they often contain important information about the College or the University. Make sure you check your Durham email address more than once per week. College mailing lists are for the use of College staff only – any email you send to the College mailing lists will not be delivered and will bounce to the list owner.

The GCR also has an email list, uv-info, where you will find out about GCR meetings and social activities. If you would like to send an email to all members, contact the GCR Communications Officer via: [comms.ustinovgcr@durham.ac.uk](mailto:comms.ustinovgcr@durham.ac.uk)

## COUNCIL TAX

Council Tax provides financing for local authority services. Houses in different price 'bands' pay different amounts of Council Tax. Full-time students living in College residences, or in private rented accommodation where all the other residents are students, do not pay Council Tax. Students 'on continuation' should check whether they are entitled to a discount at [www.dur.ac.uk/student.registry/student/counciltax/continuation/](http://www.dur.ac.uk/student.registry/student/counciltax/continuation/)

If you share a house with someone who is not a student, there is a 25% deduction on the bill. If there are two non-students, then the full bill is payable. If you rent a house privately and share with non-students, you should make sure whether they expect you to pay any council tax. If you have any questions about this please contact Revenues & Benefits, PO Box 238, Stanley, Co Durham, DH8 1FP. Email: [help@durham.gov.uk](mailto:help@durham.gov.uk).

The University issues certificates, which prove student status for Council Tax purposes only. These can be obtained from Student Registry, in the Palatine Centre. Certificates cannot be issued by College or department. You can check your eligibility and apply for a certificate online at: [www.dur.ac.uk/student.registry/student/counciltax/](http://www.dur.ac.uk/student.registry/student/counciltax/)

## E

### ELECTORAL REGISTER

The Government has introduced Individual Electoral Registration. This means that individuals are responsible for their own application to vote.

The University therefore encourages those students who are eligible to vote, to register using the online enrolment process and to visit: [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote). A non-term time address, University address, or both, can be used.

## F

### FAMILY AND COUPLES

Ustinov College welcomes students and their families from all over the world. Our Student Support Team are always on hand to provide assistance and guidance to families relocating to Durham. Please contact the team via email: [ustinov.studentsupport@durham.ac.uk](mailto:ustinov.studentsupport@durham.ac.uk) or come along to one of the drop in sessions at Keenan House; the team are always happy to have a chat.

The College produces a Family Guide which has useful information about living in Durham with children; this, and more information on family life at Ustinov College can be found at [Family Support - Durham University](#)

### FOOD RETAILERS

The fruit and vegetable shop opposite the bus station on North Road, Robinsons, is very popular with students, and stocks a good variety of fresh produce. The Indoor Market at the Market Place is a good place to find Indian and Chinese spices. There is also an Asian grocery shop, Golden Pearl, on North Road. Whittard, also at the Market Place, has a good selection of teas and coffees, including Chinese and Japanese teas.

There is a Farmers' Market in the Market Place on the third Thursday of every month. Organic fruit and vegetable box schemes are available from Farmaround [www.farmaroundnorth.co.uk](http://www.farmaroundnorth.co.uk) and Riverford Organics [www.riverford.co.uk/](http://www.riverford.co.uk/)

**This information is correct at time of publishing**

## G

### GYM

There is a gym located in Sheraton House at Sheraton Park. The gym can only be used by paid members of the GCR who have completed a gym induction organised by the GCR. Membership forms can be obtained from the GCR Committee. The GCR Office is next to College Reception in Neville House. The gym is open 0800-2200.

## I

### INSURANCE COVER FOR STUDENTS

Basic contents insurance cover for items in your room is included as standard for student residents in all University accommodation. The student room insurance provided covers some of the items in your room for theft, fire and flood risk.

If you would like to see information on what is covered by the current contents insurance service, plus details of optional additional/top up covers, please see: [Insurance - Durham University](#)

Students in family accommodation should check whether they require additional insurance.

Students living in private accommodation are strongly recommended to insure their possessions against theft or damage whilst studying in Durham and to cover their own legal liability.

### INTERNATIONAL WOMEN'S GROUP

There is an International Women's Group, run by volunteers and principally for the wives or partners of Ustinov College students. The group normally meets on the second and fourth Thursday morning of the month. Their programme includes social and cultural activities and outings.

Details are available from Gwyn Purvis ([g.r.purvis@durham.ac.uk](mailto:g.r.purvis@durham.ac.uk) or [internationalwomensgroup@durham.ac.uk](mailto:internationalwomensgroup@durham.ac.uk)).

## M

### MAIL

If you live in College accommodation, mail will normally be delivered to Sheraton House, Sheraton Park. Residents of Keenan House will have their mail delivered to Dryburn Court. Parcels and registered or recorded mail will normally be retained at Sheraton House or Dryburn porter's lodge/reception for security. You will need to go there to collect and sign for it, with your campus card. Please be aware that College staff are not legally responsible for the mail or parcels after the Royal Mail deliver them; they remain the responsibility of the addressee. Whilst every reasonable effort will be made to ensure the safe keeping of your mail, the College cannot accept responsibility if mail or parcels go missing or become damaged. Upon leaving the accommodation or finish your course, you should make sure that you let anyone who will be writing to you know your new address. This includes the College, your department and the University's Student Registry. Whilst every precaution will be taken to avoid problems, the College cannot take responsibility for the safety or security of transferred mail.



## N

### NOTICEBOARDS

There are notice boards displaying College information and social events in Sheraton House, Sheraton Park. There are also notice boards in the entrance of Neville House. You must make sure you read notices from the College Office. There are also plasma screen TVs displaying College information around the College site.

### NON-RESIDENT MEMBERS

If you are not living in College accommodation, you should make sure we have your current address and phone number. You can update your address details online. This is an essential activity. If College ever needs to contact you urgently, it is useful to have updated contact details on record. The College will not normally provide information about your address to someone from outside the University without your permission.

## R

### RELIGION

The University welcomes students from a diverse range of backgrounds and cultures and provides a number of facilities for its main religious communities. Following the link below will give you specific information on the facilities we provide and Ustinov's Student Support Team are always happy to discuss individual needs if you have specific requirements linked to your faith: [www.durham.ac.uk/faithsupport](http://www.durham.ac.uk/faithsupport)

## S

### SCHOLARLY ACTIVITY

Ustinov College provides a unique environment in which postgraduate students can engage in dialogue and debate across different cultures and disciplines. This happens both informally, as part of the everyday experiences in this incredibly diverse community; and through the student-led seminars, debates and other events held in College as part of the Global Citizenship Programme.

As a Ustinovian, you have the opportunity to help organise these events and activities and attend those given by other students or academic staff. Learn more about the regular seminars, café discussion groups and forums we hold at Ustinov: [research - Durham University](#)

## SECURITY

Whether you are living in College or in the local community, you can help yourself considerably by observing a few simple rules.

- **Whenever you leave your room ensure that windows and doors are locked**, particularly if you live on the ground floor. You should do this even if you are going to the kitchen or bathroom or visiting a neighbour. Similarly, ensure that kitchen, bathroom or common room windows are closed when the premises are left unattended.
- **Do not let anyone into your building unless you can clearly identify them as having a legitimate reason for being there.** If they are visiting residents, ensure they know the name of the resident, and be particularly aware of callers who can only give a vague description of the person they are visiting. If you have any concerns, please contact a member of staff.
- **Take great care of your access card / keys at all times.** Do not leave them in unattended bags or coats, particularly at clubs and pubs. All locks have security keys and cannot be copied without a license.
- **If you suspect theft or major breaches of security**, please report these without delay to a member of staff. The College cannot accept responsibility for damage or theft to personal property and members are strongly advised to seek to insure their property.

The University Police Liaison Officer is based at the Police Station on New Elvet and makes frequent visits around the University. You can follow them on Facebook, search for Durham University Police Liaison, or Twitter on @PoliceDurham. **You should not use these methods to report any incidents.**

## STUDENT DISCIPLINE

By registering with the University, you agree to observe discipline regulations, for the University and the College. By signing the residence agreement, you agree to the terms of that agreement. In a community of postgraduate students, discipline problems are very rare. However they do occur, and are taken very seriously by the College and the GCR.

A complete version of Durham University Regulations can be found online at [https://www.dur.ac.uk/university.calendar/volumei/general\\_regulations/](https://www.dur.ac.uk/university.calendar/volumei/general_regulations/). You should be aware that rudeness to other students or members of staff will be regarded as a disciplinary offence.

The codes of practice for Durham University can be found at: [https://www.dur.ac.uk/university.calendar/volumei/codes\\_of\\_practice/](https://www.dur.ac.uk/university.calendar/volumei/codes_of_practice/)

## STUDENT PARKING POLICY

Students will only be entitled to apply for a permit to park on University premises if they:

- have an exceptional medical need and are in possession of a blue badge;
- live in University premises and have academic commitments requiring them to travel to locations not easily accessible by public transport (e.g. some PGCE students);
- have other exceptional circumstances;
- represent the University in elite sports, in which case they will be eligible to apply for a permit for Maiden Castle only.

Students who fall into these categories must apply first to their College, except for those applying under elite sport, which should be made directly to the Facility Manager, Experience Durham at Maiden Castle. Please note however, there is no guarantee that a permit will be granted (unless you are in possession of a blue badge). Postgraduate students living in Keenan House will be able to apply for a car parking permit to park at the respective site only. There is limited student parking available at Sheraton Park.

Students who park vehicles anywhere on the University estate without permission or without a valid parking permit for a particular car park/location, will be found to be in breach of the University's Parking Policy (Section A of the Parking Policy) and may be subject to a Parking Charge Notice. Breach of the Policy may also result in proceedings under General Regulation IV – Discipline particularly where there are repeated offences. A copy of the University Parking Policy can be found at [www.durham.ac.uk/estates/transportparking/](http://www.durham.ac.uk/estates/transportparking/). Students at Sheraton Park are requested to be considerate when parking vehicles not on the University estate. All vehicles should be parked legally and safely.

## WELLBEING AND YOUR STUDIES

### Exceptional (Serious Adverse) Circumstances (SAC)

This refers to circumstances which are beyond your control, and have affected your studies. This could include illness, bereavement, or a major disaster in your country. You should let your department and the College know of these problems as soon as they happen.

If you believe your studies have been seriously affected as a result of these circumstances, you can submit this information by email, with relevant evidence (this could be for example, a self-certification of absence, medical certificate or death certificate), to your department. If it is assignments that have been affected by these circumstances you should email the department and your College explaining the nature of the problem and how you have been affected by it. This is called 'in year mitigation' and the department can use this information to provide you with an extension or other concession, if they deem it appropriate.

If there are circumstances that have affected your exams, or preparation for your exams, then you should complete and submit a 'Serious Adverse Circumstances' form. You should explain what the problem was and **how it affected your work**.

Please contact the Student Support Team ([ustinov.studentsupport@durham.ac.uk](mailto:ustinov.studentsupport@durham.ac.uk)), if you would like help accessing and completing the online form. This form is then submitted to your department who make it available to a preliminary SAC committee ahead of the Board of Examiners.

The Board of Examiners cannot change the mark you gained for an exam or an assignment. However, if the Board of Examiners accepts the circumstances have **seriously** affected your studies, you may be given the opportunity to take an exam or assignment again as a 'first sit or for other mitigation that has not taken place in-year'. For further details, see [www.durham.ac.uk/teachingandlearning.handbook](http://www.durham.ac.uk/teachingandlearning.handbook) Section 6 Appendix 11.

### Harassment

The University has an extensive policy on harassment:

[Colleges and Student Experience Division : Bullying & Harassment Policy and Procedure for Students - Durham University](#)

The College takes very seriously all allegations of personal harassment. If any member of the College feels that they are suffering harassment of any other member of the University, this should be discussed with a member of our Student Support Team and by emailing [ustinov.studentsupport@durham.ac.uk](mailto:ustinov.studentsupport@durham.ac.uk) to arrange a support meeting.

The University has a Report+Support tool, which can be accessed at: <https://reportandsupport.durham.ac.uk/>. The online tool provides information on making a report (anonymously or with contact details) and advice on the range of support options available.

### Missing your studies because of illness or absence

#### Self-Certification

If you are ill or unavoidably absent, and miss a class or an assignment submission date, you will need to provide information to your department to confirm this. If you are ill for a few days, but it's not serious enough for you to go to a doctor, tell the College Office, or your department, so that they know that you are unable to attend. You are allowed to fill in a self-certification form for up to 7 days a maximum of twice per term. The self-certification form is part of an online process accessed through banner self-service portal and it needs to be signed by a member of the Student Support Team via [ustinov.studentsupport@durham.ac.uk](mailto:ustinov.studentsupport@durham.ac.uk). This form should also be submitted if you are absent for non-health issues, for example, an important appointment.

#### Medical Certificate

If your illness is more serious, and it is affecting your studies, you should see a doctor. Again, please inform the College Office and your department. If the doctor believes your illness is serious enough to affect your studies, they can provide a medical certificate. You should submit your medical certificate to your department (see Teaching and Learning Handbook Section 6, Appendix 8). The doctor cannot write a medical certificate if you visit *after* you were ill—they will need evidence that you are ill. It is also up to the doctor's professional judgement to decide whether your illness is serious enough to affect your studies. Please note that different health centres may charge for this service.

## DISABILITY

If your studying is made more difficult as a result of a disability, contact Disability Support. They will arrange to carry out an assessment of your needs, and provide a confidential report for your department and your college. Email them on [disability.support@durham.ac.uk](mailto:disability.support@durham.ac.uk) or see [www.durham.ac.uk/disability.support](http://www.durham.ac.uk/disability.support) for more information.

## FAMILY EMERGENCY

If a member of your family becomes ill and you have to go home, let the Student Support Team and your department know immediately. You will be able to apply for a concession to miss some classes or submit work late, subject to departmental agreement.

## REGISTERING WITH A DOCTOR (GP) AND ILLNESS

When you begin your first term with the University, you will normally be required to register with a General Practitioner (GP). Information on how to do this will be provided to you before you arrive and our Student Support Team will also provide information during induction. If you need any guidance about how to register with a GP, please contact the team via email: [ustinov.studentsupport@durham.ac.uk](mailto:ustinov.studentsupport@durham.ac.uk). Information is also available on our welcome webpages.

If you are unwell you should email [ustinov.studentsupport@durham.ac.uk](mailto:ustinov.studentsupport@durham.ac.uk) and copy your academic department into this message. If you feel it is necessary, you should seek medical advice from your GP. A non-emergency NHS helpline is available by dialling 111, available 24hrs. The nearest hospital with most services including accident and emergency is: University Hospital of North Durham, North Road, Durham, Co. Durham, DH1 5TW. Tel: 0191 333 2333.



## PART TWO - FOR RESIDENTS ONLY



### ACCESSIBILITY

Ustinov College is fully committed to providing an accessible and inclusive environment for all of our members. In addition to providing a range of accessible accommodation, we strive to ensure that our communal College areas are accessible to all and provide an inclusive customer service wherever possible. Our aim is to enable all Ustinovians to maximise their postgraduate student experience while studying here at Durham University.

### COLLEGE CHARGES

Residence charges for 2024/25 are outlined on your accommodation invoice. Other accommodation charges are as detailed on the Ustinov website at: [http://www.dur.ac.uk/ustinov.college/college\\_life/fees/](http://www.dur.ac.uk/ustinov.college/college_life/fees/)

#### Additional college/accommodation charges

Advanced Rent:	£400 payable upon booking, but deducted from total charge
Bed pack fixed rate:	£35 for single bed, £55 for a three quarter bed, £70 for double bed
Replacement keys/fob:	£20 door key, £5 door access card, £10 Dryburn Court Fob, £5 post box key)
GCR membership fixed rate:	<a href="#">Welcome to Durham Ecommerce</a>
Bed packs:	Bed packs are available to purchase containing a mattress cover, duvet, duvet cover, fitted sheet, pillow, pillow case, bath towel and hand towel. The price for the bed pack is (£35 for single beds, £55 for three quarter beds and £70 for double beds) and the cost will be added to your residence invoice.
Short term accommodation:	<a href="#">Short-Term College Accommodation - Durham University</a>

*\*See Guest Policy for further information on students inviting guests to stay temporarily in their accommodation.*

### GUEST POLICY

As outlined in your Licence Agreement, guests should be registered with College. The College Management Team at all times reserve the right to refuse such a request and where such a request is approved, to charge you a fixed sum per night for each guest who stays for more than three consecutive nights (details of applicable charges may be obtained from the College Office on request). For the avoidance of doubt, "overnight" shall be defined at the discretion of the University acting reasonably, but can be considered to constitute any period between the hours of 12 midnight and 8am. Maximum stay of up to 3 nights max are permitted up to twice in one term. Please notify [ustinov.accommodation@durham.ac.uk](mailto:ustinov.accommodation@durham.ac.uk) if you plan to have a guest staying for up to 3 nights.

The University at all times reserves the right to refuse entry or access to any part of University property including the Accommodation and your Room to any individual, at any time, whether or not they are your invited guest, and may at any time require any individual already accessing or on University property (including any individual in the Accommodation or your Room) to leave. Where you invite a guest onto University property, you accept in full, personal responsibility and liability for the behaviour of these guests. In the event of any damage to University property by your guest, you shall meet the reasonable cost, reasonably incurred, by the University as a result of it having to make good any damage.

## COMMUNITY AND SOCIAL RESPONSIBILITY PROCESS

The aim of the process is to instil in the student body the valuable aspects of community and social responsibility. A standardised charging structure is in place for sanctions. The aim of sanctions is to raise awareness of the implications of actions of individuals on the community in which they live, particularly in relation to issues of fire safety and kitchen cleanliness and hygiene. Sanctions will be imposed for offences such as a breach of rules and regulations. These may include:

- not responding to a fire alarm
- interfering with any fire safety equipment
- causing unnecessary fire alarm activation
- smoking or burning candles inside any of the College buildings
- deliberate damage to decoration and/or College property and furniture
- failure to maintain communal kitchen in acceptable condition
- disregard of noise “curfew” as defined in the Residence Agreement

## FURNITURE AND FURNISHINGS

The furniture provided by the College in student rooms and flats meets legal UK safety requirements. Residents must not move or interfere with the room furnishings, nor can they bring in their own furniture without the express permission of the College. The following is provided as standard:

### **Sheraton Park:**

Three quarter bed and mattress  
Wardrobe and small set of drawers  
Desk and chair  
Reading/desk light  
Shelves  
Waste bin  
Carpets/curtains or blinds  
En-Suite rooms: shower door, toilet brush

### **Keenan House Flats:**

Double bed and mattress in each double room and single bed and mattress in each single room with bed packs  
Wardrobes and small set of drawers in each bedroom and 1 fitted desk in one bedroom  
1x 2 seater sofa, table and chairs  
Kitchen with electric cooker, washing machine, fridge freezer, toaster, kettle, microwave and vacuum cleaner  
Bathroom with shower curtain and toilet brush

## LIGHT BULBS

All rooms are fitted with energy efficient light bulbs. At Sheraton Park, all light bulbs are LED. At Keenan House, all light fittings will be fitted with energy saving light bulbs on commencement of occupancy; thereafter bulbs for light fittings with fixed diffusers will be replaced by the College but replacement of bulbs for light fittings with open shades will be the responsibility of the occupier.

## BED PACKS

Bed packs are available to purchase containing a mattress cover, duvet, duvet cover, fitted sheet, pillow, pillow case, bath towel and hand towel. The cost for the bed pack (£35 for single beds, £55 for three quarter beds and £70 for double beds) will be added to your residence invoice. It is up to you to wash it as necessary. If you do not take the bed pack with you at the end of your stay, it will be recycled. Additional bedding items requested will cost £55.

## HEATING AND HOT WATER

Heating is provided over the period **October to April**. This means that on the 1st May each year the University switches off the heating. Standard heating times are: 7am-9am and 5pm-10pm Mondays through to Fridays; 7am-9am and 1230pm-2pm and 5pm-10pm Saturdays and Sundays. The heating will come on outside of these dates/times if the weather conditions are such that additional heat is required. Be prepared for the cold weather by ensuring that windows and doors are kept closed and suitable clothing is worn. Most rooms have window vents. If you are experiencing a draught please first check that the vent is not open. Most rooms have radiators which have thermostatic controls. Please set these at the lowest level at which you are comfortable – don't keep them on maximum and then open the windows to let the heat out!

Hot water times are: 6am-midnight. At times of peak demand there may be an interruption to the hot water supply as water in the storage tanks returns to temperature.

## FOOD AND KITCHENS

Communal kitchens in student accommodation must be used with care and with particular consideration for other users. Kitchen hygiene and cleanliness are the greatest causes of disagreement between residents. Reasonable standards of food hygiene and general cleanliness are expected from all residents at all times. Where acceptable standards are not maintained College will identify those responsible and issue a single written notice of requirement to improve after which residents will be subject of the community and responsibility process and in all likelihood receive a disciplinary sanction. Safe operation of appliances and hygienic practice in food preparation and storage are very important. Residents who share kitchens will be allocated a cupboard(s) in which to store their food and kitchen items. Please do not use cupboards allocated to other rooms even if these rooms are empty as you run the risk of items going missing when the empty rooms (and respective kitchen cupboards) are being prepared for new residents.

## REFRIGERATORS AND FREEZERS

The College provides adequate refrigerator space in each student kitchen and all kitchens have a limited amount of additional freezer provision. Refrigerators and freezers are provided for immediate or short-term use and are not intended for long term or bulk storage. All residents must therefore check the contents of cold storage areas regularly to ensure that they are not accumulating stocks of out-dated food.

It is advisable to clearly label all of your food both in cupboards and in the fridge/freezer.

Please make sure that:

- Items are stored correctly and that there is a free circulation of air around food (do not over-fill refrigerators or freezers).
- Food is not stored for an excessive time in a refrigerator.
- All foodstuffs are stored in suitable containers and that wrapping materials are removed from raw food.
- Raw meat is stored below other foods and is suitably packaged so that it cannot drip on other foods.
- The refrigerator is operating at the correct temperature (3°C-5°C).
- Only foods which are supplied frozen are kept in a freezer.
- You never refreeze food which has been allowed to thaw.

Refrigerators and freezers need regular defrosting and cleaning (even self-defrosting models need cleaning). College staff will clean fridges and freezers yearly but the day to day responsibility for ensuring cleanliness is that of residents using the kitchen. Do not use a knife or sharp instrument to chip away ice when defrosting a refrigerator or freezer.

Remember that refrigerators and freezers have only limited storage capacity. Nobody should make large scale bulk purchase of foodstuffs, as this will restrict their use by others. The most common cause of refrigeration equipment failure is overloading and subsequent excessive ice accumulation. Please note that the College cannot take any responsibility for food that may have defrosted as a result of such failure.

If the electricity supply goes off in the kitchen, freezers and refrigerators must be kept closed until the power supply is restored. You are not allowed to bring and use your own refrigeration equipment except for medical reasons. Please report immediately to the Duty Porter if the electricity goes off.

## FOOD PREPARATION

Since a number of residents typically share each kitchen, everyone must ensure that they maintain high standards of cleanliness in the preparation of food. All residents must leave cooking and food preparation areas in a clean and tidy state after use:

- Use a board for chopping and make sure that no surfaces are contaminated by raw meat (such as chicken). Salmonella infections can be very easily spread in this way.
- Always clean up spills from surfaces or the floor immediately.
- Dispose of all kitchen waste as quickly as possible.
- Put all surplus food into suitable storage as quickly as possible after a meal and ensure that all food preparation utensils are cleaned and put away.
- Make sure that all gas and electrical cookers are turned off when not in use.
- Please ensure vegetable peelings go in the appropriate rubbish bin and not on the floor.
- Kitchens are cleaned on a regular basis by housekeeping staff but it is the responsibility of residents to ensure that acceptable standards are maintained.
- Housekeepers are not responsible for washing students' dishes and other cooking utensils. Residents must co-operate to ensure that they keep the kitchen clean and tidy between the cleaners' visits.
- Please ensure that rubbish is removed and placed in the bins.

After using the kitchen you must leave working and eating areas in a clean and tidy state, washing, drying and storing all cooking / eating utensils, so that all kitchen facilities are available to others.

**Please remember to show kindness and consideration to other residents who share the kitchen.**

## COOKING

Please take careful note of the following points:

- When you are cooking food, it must never be left unattended (see section on FIRE).
- Switch on the extractor fan and keep the kitchen door closed.
- Electric power must be turned down as soon as possible to avoid burning food.
- Grill compartments must never be closed whilst food is cooking.
- When cooking in a microwave oven the food must always be covered (e.g. with a plate or cling film) but **never** with metallic foil. Metal objects must **never** be placed in microwave ovens – this includes foil dishes, tins, cooking implements and cups or basins with metallic foil.
- If you do burn food keep the kitchen door closed and use the extractor fan to clear the smoke before opening the door. If you open the kitchen door and let the smoke out into the corridor, the smoke detector in the corridor will activate the fire alarm and everyone will have to leave the building.
- Do not place hot pans directly onto tables and kitchen surfaces as this can cause damage, particularly burn marks, when the pan is later removed.
- Do not pour oil down the sink.
- Clean the cooker and microwave when you have finished, clean surfaces and dispose of waste food hygienically.
- Cooking (and/or use of kitchen appliances) is strictly prohibited in College bedrooms. This includes kettles and toasters

and finally.....when you have finished your meal, wash your dishes and tidy up.



## STAFF ACCESS TO ROOMS

Residents must be able to live in College without fear of threat to their safety, security or privacy. To this end, all staff and students must be aware of and actively monitor any situations that could infringe these rights. No one is permitted to enter a study bedroom except by invitation or on official business, e.g.

- in an emergency (including a fire alarm activation)
- in the case of routine cleaning/servicing/maintenance inspection
- in response to a specific maintenance request
- on the authorization of a College Officer, e.g. to investigate a formal complaint.

During periods when a bedroom/flat is occupied, staff are not permitted to enter except on official business (as listed above). Whenever possible at least 24 hours' notice will be given, and a formal record will be kept and they should normally be accompanied by another member of staff (except in the case of routine cleaning or in response to specific maintenance requests). Staff will NEVER enter a bedroom/flat without knocking and waiting for a response and, in the case of unplanned emergency visits, will leave a formal notice to inform the resident of the reason for the visit. Staff will always be mindful of whether a shower can be heard in operation in a room.

Housekeepers normally start work at 8am but contractors and maintenance staff will not normally enter residential areas before 9am, except in an emergency or when specifically arranged with the resident(s) concerned.

## LICENCE AGREEMENT

When you were offered College accommodation, you were sent a Licence Agreement, which you had to sign. We asked you to read this very carefully, because it is a legal document, which means that, after you have signed it, there are things which you will have to do and things which you cannot do.

Please note the following points:

- The accommodation dates are as per the agreement you signed. You can remind yourself of these dates by checking our website or by contacting the accommodation office. We cannot usually extend your stay in College accommodation—even if your dissertation is due after your accommodation ends, or you have to retake an examination—because new students will be arriving soon after.
- When you signed the agreement, you agreed to accept the accommodation for the full period. **If you want to move out early, in addition to the charges due for accommodation used to date, there will be an early termination charge (ETC). If you are considering moving out you should talk to the College Support Team email: [Ustinov.accommodation@durham.ac.uk](mailto:Ustinov.accommodation@durham.ac.uk) to discuss the early termination charge.** If you have to leave Durham early for health or other exceptional reasons, please contact the Assistant Principal or Assistant Student Support Officer.
- Due to the exceptional demand for rooms in Durham we don't expect to have vacancies in College accommodation, and therefore do not make re-allocations in the first term.
- College accommodation is allocated to you as a full-time student at the University and member of the College. If you cease to be a full-time student, suspend your studies, or change to part-time, you will not normally be entitled to live in College. It is your responsibility to inform the College of this change of status.
- If you go away for more than one week, you must hand in your keys to Reception and leave a contact address. If you lose College keys, you will be charged for their replacement. If keys are lost, there will be a charge of up to £35.
- You are not allowed to share or let single rooms and flats, or to have more than two people in accommodation designed for two, and pets are not permitted.
- If there is any damage to your room, or you cause any damage to College property, you will be charged for the cost of the repair.

## ACCOMMODATION PAYMENTS

Once you receive your invoice (to your durham email account) for payment from our central finance team, there will be guidance and instructions for payment included with the invoice. You should receive your invoice around four weeks from when you complete online enrolment and become fully registered with the University.

Alternative instalments can be arranged via the finance team – please contact [ustinov.finance@durham.ac.uk](mailto:ustinov.finance@durham.ac.uk)

To ensure payments are made on time you can authorise the University to charge your credit/debit card – the form can be requested by contacting the finance office team – [ustinov.finance@durham.ac.uk](mailto:ustinov.finance@durham.ac.uk)

The preferred payment method is direct debit and the link to set this up <https://www.dur.ac.uk/direct.debits/> Once this has been set up you will get confirmation 14 days prior to any money being collected.

## SECURITY

Ustinov College is a very safe place to live and study and a porter is on duty at Sheraton Park 24 hours a day, 7 days a week. It is important that residents are alert to matters of security and report any suspicious circumstances without delay to the duty porter or any member of College staff.

Please ensure that all outside doors to properties are kept locked at all times. Do not allow strangers access to the building unless you are absolutely convinced that they have a legitimate reason for being there. Any workman or tradesman must be able to identify themselves if challenged. If they cannot do so then please do not allow them to enter the building and ask them to contact the College. We will try to give you at least 7 days notice of any planned major work to be undertaken in buildings or if access to rooms is required by anyone other than authorised College staff. Such work is normally supervised by University Estates and Buildings personnel who always carry an identity badge. We will give you as much notice as possible of any unplanned work.

If you are expecting visitors, please make arrangements to meet them in the entrance to your building. Thefts have been committed by strangers pretending to be visitors who have been let into the building by 'helpful' residents. Where there are door entry systems, always check that the visitor is entitled to come into the building before you open the door.

Where fitted you are advised to use the door viewer to verify the identity of visitors before opening the door to them. Additional security measures (e.g. locks, bolts or chains that could delay your escape or prevent emergency access) must not be fitted. Most thefts take place in seconds, and are committed by passing thieves entering through open windows or open doors. Please make sure that you close windows (bedroom and kitchen) and lock your door whenever you leave your room – even if it is only to go to the kitchen or bathroom. The windows in Keenan House common room should also be closed when the room is not in use, as should the window next to the main entrance door.

## NO SMOKING POLICY

Smoking is not permitted in any part of University OR College premises, entrances, or vehicles used for University OR College business (except sole use, privately owned) at any time, by any person regardless of their status or business with the University. This policy also applies to e-smoking / vaping which is also prohibited in College accommodation.

There are designated smoking areas at Sheraton Park. Cigarette bins are provided across the site. Please do not smoke near to the accommodation blocks as your cigarette smoke may disturb residents with windows open.

Help for those who wish to stop smoking is available via the NHS Stop Smoking Service, free phone helpline 0800 169 0169, plus Information is also available at: <http://www.gosmokefree.co.uk/>. Smoking cessation support is available via the University Medical Centre.

Breaches of the No Smoking policy will be subject to the University's normal disciplinary procedures.

## REPORTING PROBLEMS

### Emergency or Urgent Repairs

Required to avoid a danger to health, a risk to safety of residents, serious damage to buildings or significant inconvenience, e.g. a gas leak, structural damage, flood, no heating or hot water - report immediately to the Duty Porter in Sheraton House.

### Non-Urgent Repairs

These are repairs which can wait a short time before they are dealt with, e.g. broken cupboard doors, vacuum cleaner not working. Please complete the on-line maintenance form which can be found at: [Maintenance - Durham University](#) or report the issue to Reception directly.

Simple repairs can usually be done quickly and we aim to complete them within 72 hours. More complicated problems may have to be dealt with by, for example, the University's Estates & Buildings department or by the Computing and Information Service, and these may take longer. If the repair or defect is likely to affect you for any length of time, where possible, we may offer you another room until the repair is completed.

Computer and Wi-Fi related problems should be reported to the CIS Helpdesk Tel: 0191 33 41515 or email: [itservicedesk@durham.ac.uk](mailto:itservicedesk@durham.ac.uk)

## MAINTENANCE

### Room Condition Check and Inspections

You are required to complete a Room Inventory at the commencement of your occupation. The purpose of this form is to record any pre-existing damage/defects evident in your room. Careful completion of this form will protect you from being charged for any pre-existing damage/defects.

Ustinov College is committed to ensuring student accommodation is maintained to high standards. In accordance with your Licence Agreement, your room needs to be maintained in a reasonable state of cleanliness, tidiness and repair. College staff will regularly inspect rooms and will aim to give you at least 24 hours' notice, unless there is an urgent situation requiring immediate inspection. Please note that an improvement notice will be issued to residents whose rooms are in an unacceptable condition. If the condition is not improved within a defined timescale, disciplinary action may be taken. If supplementary cleaning work is required to restore your room to an acceptable condition on departure, you will also be charged for the cost incurred.

### Maintenance Works

In carrying out maintenance works, whilst we will aim to minimise disruption to residents, it may be necessary at times for residents to be temporarily relocated or to share facilities.

We will always tell you about foreseeable disruptive maintenance works well in advance of them taking place. For urgent maintenance works we will give 24 hours' notice, unless we deem the work to be an emergency, under which circumstances work will commence immediately. Unforeseeable breakdowns may take time to repair if specialist parts need to be obtained but we will endeavour to keep you informed of progress.

Should any fixtures or fitting become broken during the year and requires repair or replacement, please report this via the college maintenance portal QR code which you will find at the entrances of all buildings. Please scan the QR code and answer the questions asked in as much detail as possible.

## HOUSEKEEPING AND CLEANING

The following arrangements apply to residents in College accommodation. You are responsible for:

- Keeping your room clean and tidy, and daily cleaning of your en-suite bathroom (for those in en-suite rooms) or shared toilets (toilet brushes will be supplied for day to day cleaning).
- Vacuuming your own bedroom. Vacuum cleaners are provided for you, and you should empty these when they become full (please do not throw away the filters when you empty the vacuums!).
- **PLEASE DO NOT USE THE VACUUM CLEANERS TO CLEAN UP LIQUID. THIS IS DANGEROUS AND DAMAGES THE VACUUM CLEANER.**
- Washing your own dishes, pots and pans in the kitchen.
- Keeping your own kitchen cupboard and your part of the fridge and freezer clean and defrosting your fridge/freezer compartment.
- Cleaning up while cooking and after you have finished cooking, including the worktops and cookers.
- Leaving the kitchen in a tidy state, so that the housekeeping staff are able to clean kitchen surfaces properly.
- Disposing of your own personal rubbish from your room and from your communal kitchen. Please use the Recycling facilities wherever possible (see Environmental Sustainability).
- Washing and drying your own laundry, including your bedding.

The Housekeeping staff will:

- Arrange for the sanitary bins in rooms occupied by female residents to be changed once a month.
- Clean kitchen surfaces on a regular basis to ensure the best possible standard.
- Make a visual inspection of rooms during periodic cleaning routines and, in the event of rooms being in an unacceptable condition, will report to the College Operations Manager who will issue an improvement notice. Please note that you can receive a disciplinary sanction if your room is not kept in an acceptable state of repair or condition.

Further information

- Common areas in Keenan House, Neville House and Sheraton House will be cleaned every weekday. Stairs and corridors in residential blocks will be cleaned weekly. If areas are left untidy we cannot guarantee to clean them.
- Flats and bedrooms will be visited regularly, and housekeepers will happily give advice on how to maintain the properties in a good condition.
- These arrangements will be suspended at Christmas and at Easter. After Bank Holiday Mondays, cleaning will normally be done on the Tuesday. All arrangements may have to be varied if we have staff shortages or sickness.
- We shall be asking you to assess how well these services are provided, and look forward to working with you to improve their quality.
- Toilet tissues are supplied by the College only in public toilets. Paired bathrooms will receive complimentary toilet tissue at the beginning of the academic year; otherwise residents will need to provide their own.

## LOST AND FOUND POLICY

The College's Lost and Found Policy, including College's approach to Abandoned Property, has been designed to ensure the secure handling, storage and processing of lost & found property in accordance with Section 2 of the Theft Act, 1968. The policy aims to ensure that lost property is held safely and reunited with the owner wherever possible and when not possible that the property is disposed of in a fair manner.

If you believe you have lost an item of your property somewhere on the College site, please check with Reception as that is where any property handed in will have been secured.

Please note that all belongings should be removed from rooms prior to the termination of your Residence Agreement. Any items that can be recycled should be taken to the designated recycling point. Any property left in your room after the termination of your licence agreement will normally be deemed to have been abandoned and may be disposed of without further notice.

# HEALTH AND SAFETY POLICY

College policy is to provide and maintain safe and healthy working conditions for all our members, students and staff. The College Principal has overall responsibility for health and safety in the College and the College Operations Manager, assisted by the Operations Team, is responsible for carrying out this policy.

All members of the College, both students and staff, are responsible for co-operating to achieve a healthy and safe environment and for taking reasonable care both of themselves and of other people. If you notice a health and safety problem, please inform the Duty Porter or report the details to College staff as soon as you can.

## FIRE

In all College properties, the safety of residents must take absolute priority and the following instructions must be followed:

1. If you discover a fire, **SOUND THE ALARM** by breaking the nearest break-glass-unit. Telephone the fire brigade by dialling 999, and contact the duty porter.
2. Whenever the fire alarm sounds, leave the building immediately. If you are in your bedroom, before leaving check to see if the red LED light on the smoke detector in your room is illuminated—if it is inform the duty porter. Close your door behind you.

Leave the building by the nearest escape route and gather at the assembly point indicated on your room FIRE ACTION notice. Do not return until 'all clear' is given (even if the alarm is silenced).

You **must** ensure that you know what to do if you hear a fire alarm. Please read the Fire Action notices prominently displayed in every room. They give clear instructions about what to do in the event of a fire. They also indicate the positions of the nearest fire alarm, fire extinguishers and fire exits.

**WARNING** - All firefighting equipment, fire detection devices and fire protective arrangements are installed for your safety. Anyone who interferes in any way with these safety arrangements not only endanger the lives of other residents but will also have committed a criminal offence (Health and Safety at Work Act, 1974).

When the fire alarm system sounds, you must leave the building (even if you believe it to be a false alarm) and you must not go back in until you are told you can by College staff or a fire-fighter. If you do not leave the building you may be putting other lives at risk, and it will be regarded as a severe disciplinary offence.

We are required to hold fire evacuation drills at all properties – and we have to repeat them until we can be sure that all residents leave quickly. Repeated fire drills can be irritating, and therefore we advise you to leave the building in a quick and orderly manner so that we do not have to repeat them.

The alarm system is inspected and tested at regular intervals. Under these circumstances the alarm will sound for a short time. If the alarm sounds continuously you must always react to it on the assumption that it may be a genuine emergency.

### Corridors, Stairs and Hallways

These are all escape routes and must not be obstructed in any way. Bicycles must not be chained up in corridors or stairwells as it may prevent evacuation.

### Fire Escapes

When a fire escape door is opened it automatically switches on the battery operated emergency lighting system. Do not use fire escape doors for access/exit except in an emergency. (Note that these cannot be locked from outside the building and therefore unauthorised use by residents poses a security risk).

### Fire Doors

Fire doors are made with strengthened material and are positioned so that they will contain flames and smoke for a sufficient period to allow the building to be vacated. Fire doors must not under any circumstances be wedged open or tampered with, otherwise the safety of everyone in the building is jeopardised. Each fire door is labelled with a blue badge marked **FIRE DOOR KEEP SHUT** and/or a spring closer.

## Door Closers

Door closers, return springs or rise and fall hinges, are fitted to student rooms and flats, kitchen doors, fire doors and some other doors in response to a requirement by the Fire and Rescue Service. They are meant to protect residents if fire occurs in one area and spreads to other parts of the building, blocking escape routes by flames or smoke. **DO NOT REMOVE OR DISABLE THE CLOSERS** – they are installed for your safety and for the safety of others.

## Smoke and Heat Detectors

Smoke detectors are fitted in all rooms and flats, and corridors in new buildings and in similar areas in many other buildings. Heat detectors are fitted in kitchens.

You must not interfere in any way with smoke or heat detectors including covering or removing the detector. Such interference will show up on fire panels and can be traced to individual rooms and flats. Disabling or interfering with a smoke detector puts the lives of everyone at risk so will lead to a heavy sanction, and possible termination of your Licence Agreement.

Because of the fire risk, and the sensitivity of the smoke detectors, you must never light any sort of flame in College buildings.

## Kitchens

Kitchen doors must always be kept closed. If you burn food, keep the door closed and switch on the extractor fan (where available) or open the window to clear the smoke. Do not open the door, as corridor smoke detectors may be activated. Steam from electric kettles may also set off the alarm.

You must not leave the kitchen while you are cooking. Food left cooking by students who then leave the room is a very frequent cause of fire alarms, which disturb other residents and may mean that emergency services cannot get to real emergencies. **If this happens, the College will impose a sanction – and the Fire Service may also charge you the costs of their call out, currently up to £2,000.**

## Posters and Leaflets

Posters, leaflets and similar items must not be displayed in corridors, staircases or other walkways except on official notice boards, and neither they nor any other flammable items, such as clothing or towels must be placed on or around entrance doors, fire doors or room doors.

## Fire Extinguishers

Fire extinguishers are provided at strategic points throughout the College. They must remain attached to brackets hung from the wall. They must not be moved or used for any other purpose except for fighting fires.

**Under no circumstances must they be used to keep doors open.**

- **Beige-labelled** extinguishers (AFFF) produce a **foam spray** and are intended for burning **wood, paper, petrol, oils, fats, paints** etc and can be used near electrical equipment.
- **Black-labelled** extinguishers discharge **carbon dioxide**. They are generally used on fires involving **petrol, oils, fats, paints** etc. and can safely be used on **high voltage electrical hazards**.

Fire blankets are also supplied in all kitchen areas. These are used for smothering fires and must be used to deal with deep fat fires in pans, waste bin fires or to wrap around someone whose clothes are on fire.

- Never use water to extinguish burning oil or fat, or on electrical equipment
- ALWAYS use a fire blanket

## Storage

Many consumer goods are supplied in cartons containing polystyrene packaging. These are highly inflammable and must not be stored on the premises. If it is absolutely necessary to retain such packaging, then please contact the duty porter, who will try to help. Waste paper and inflammable liquids must not be stored on the premises.

Any materials found in rooms or flats which we believe may be a fire risk will be removed without notice.

## Candles/Joss-Sticks

The use of candles and joss-sticks – including nightlights, table lights, scented candles and any other item capable of producing a naked flame or smoke – or even possession of them on College premises **is expressly forbidden** under the terms of your licence agreement. Individuals who disregard this regulation will be dealt with under the Community and Social Responsibility process. Candles and joss-sticks are a major source of fire and fire alarm activations in universities and keeping candles, joss-sticks etc. in rooms and flats will be considered an intention of use. Disciplinary action will be taken if these are found.

## ELECTRICAL SAFETY

Please take great care with electrical equipment. Electric heaters, fires and your own refrigerators are not allowed in College accommodation and cooking appliances such as, hot plates, kettles, rice cookers and microwave ovens are allowed only in kitchens and must not be used in bedrooms or elsewhere in flats. Every appliance must have its own plug and must be fitted with a correctly rated fuse.

Hair-dryers and hair straighteners are other causes of fire alarm activations and care should be taken when using such items.

In the UK the electricity supply is at 240v @ 50 Hz, and sockets (except for shaver sockets, which take 2-pin plugs) take fused 3-pin plugs. **You should not attempt to use any other form of plug.**

## ELECTRICAL EQUIPMENT

Your own equipment must be in a safe condition, properly fused and correctly wired to an appropriate plug - this is your responsibility. Please seek advice from the College staff if help is needed (ustinov.operations@durham.ac.uk).

Under the terms of the Licence Agreement, College staff may remove from rooms and flats (until the end of the occupancy) any electrical equipment which is not permitted or which appears to be unsafe. A note explaining the nature of the fault will be left; together with an indication that the apparatus must not be further used on College premises until it has been repaired and tested at the owners' expense (such repairs must be undertaken and certified by a qualified electrician. The College does not employ anyone to do such work). Any equipment which is removed remains the property of the owner and the note should indicate the place to which it has been removed, the reasons for its removal and how it may be recovered.

## EXTRA SOCKETS

If you need extra sockets please use a **fused** gang lead extension socket. Do not use a plug adapter, they can be dangerous. If you have any problems with any electricity outlets or sockets, please contact a porter. If you overload the system, the power will go off, with inconvenience to you and others. No additional lights or any other equipment may be connected to the lighting sockets.

You must make sure that correctly rated bulbs are installed in reading lamps and overhead lights. For reading lamps this will normally be 40W and will never exceed 60W.

Please do not, under any circumstances take mains powered equipment of any sort into bathrooms.

Despite our own programme of inspection and testing, heavy use of equipment means that unforeseeable faults develop from time to time. Please unplug and disconnect any electrical equipment which you suspect may be faulty and report it via the on-line maintenance request form or to the duty porter. Please also notify the duty porter immediately, if the electricity goes off.

## ACCIDENTS

An official ACCIDENT AND INCIDENT BOOK is kept in the College Office. We have to investigate and report all accidents occurring on College premises. Anyone suffering injuries, even minor ones, from an accident in the College must report the details as soon as possible to the duty porter (telephone 45470)

An accident report is completed for each incident, and forwarded to the University Safety Advisor. All incidents involving fires or use of firefighting equipment must also be reported. The accident will be investigated so that anything necessary to stop it happening again can be done promptly. College porters and other staff members are trained to give first aid.

A non-emergency NHS helpline is available by dialling 111, available 24hrs. The nearest hospital with most services including accident and emergency is: University Hospital of North Durham (UHND), North Road, Durham, Co. Durham, DH1 5TW. Tel: 0191 333 2333.

Only in emergency situations (e.g. life threatening) should an ambulance be called by dialling in 999 or 9999 from a University extension (internal phone).

If an accident has been caused by electric shock or gas inhalation, switch off the electricity or gas, ventilate the area, and seek help. In a serious emergency, your responsibility is to ensure the immediate safety of the victim. Please do not attempt to move them or administer any other form of treatment: **more harm may be caused by untrained treatment than by no treatment at all.**

If there is a serious injury or accident, you must inform any member of College staff (0191 33 45470) as soon as possible. The situation will be investigated by the Operations Team, who will complete an incident report and forward it to the University Safety Office.

First Aid Boxes are available in the accommodation buildings. Please do not interfere with the contents of the boxes except to treat an injury.

## ENVIRONMENTAL SUSTAINABILITY

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

**Greenspace** is the name for Durham University's Environment Team. The team coordinates environmental initiatives across the University relating to 8 key areas:



Energy



Waste



Water



Travel



Biodiversity



Fairtrade



Procurement



Low Carbon  
Technology

### 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.

### Laptop/PC Setup

If you are bringing your own PC or laptop, please ensure that it is set up to enter hibernation mode if left unused for 15 minutes.



## CARS AND BICYCLES

The University strongly discourages the unnecessary use 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 Queen's Campus and to travel via public transport. If you do bring a car to Durham, you are requested to park considerately.

College grounds are mainly for the use of pedestrians. Vehicle users and cyclists must keep their speed at safe levels. In no case must you exceed 10 miles per hour. You must not ride bicycles on the footpaths in College grounds. If you are not used to driving in the UK, see the Highway Code for advice on driving standards [www.highwaycode.gov.uk/](http://www.highwaycode.gov.uk/)

### **Bicycles**

If you intend to use a bicycle, there are designated covered bicycle racks at Sheraton Park and Dryburn Court. Porters have been told to 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. This will provide security as each bicycle will be issued with a unique number. Should the bicycle be lost or stolen, the number can be passed to police for help in retrieval and identification.

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.

It is prohibited to take cycles into College residences.

### **Abandoned Bicycles**

A large number of bicycles are left unsecured at bicycle stands at various locations around the College. Our aim is to reduce the number of abandoned bicycles, and we are working in partnership with University Security and Durham Police to achieve this aim.

In pursuance of our aim, College porters will attach an abandoned bicycle label to any bicycles that appear to be abandoned. After 21 days, if the abandoned bicycle is still remaining, Security or College staff will remove the abandoned bicycle and if the bicycle is in a state of disrepair it will be disposed of to scrap metal. If it is in good condition the bicycle will be offered to a designated cycle charity.

## COLLEGE GROUNDS

The grounds around Ustinov College are for the enjoyment of students and local residents. Students and staff are responsible for ensuring the College grounds remain litter free. Waste bins and cigarette bins are situated around the College.

## ENTERTAINMENT AND SOCIAL ACTIVITIES

### **Sheraton Park Bar**

The bar is usually open on Thursday and Friday from 8.00pm until 11.00pm. On Saturday, the bar is open from 8.00pm until 12.00pm.

Social activities and entertainment are a valuable part of student life, but it is important that they do not disturb other residents or neighbours, and that they meet legal health and safety requirements. To make sure of this, any group event in the College must be pre-booked through the College office, on an Event Notification Form – the form is available at: <https://forms.office.com/r/mttAVbwX7t>

All events must be approved by the College Operations Manager and the GCR Social Secretary.

*Fire safety regulations may limit the number of people who can take part in events in common room areas. Please see the signage displayed at entrance points for further information or check with Reception if unsure.*

Portable generating equipment must not be used without the College Operations Manager's permission and the College must be satisfied that any electrical equipment complies with University regulations.

Organised parties held in common room areas or kitchens require express permission of a member of the College Management Team. Residents should email [ustinov.college@durham.ac.uk](mailto:ustinov.college@durham.ac.uk) with details of the party. A small informal group of friends does not need this permission provided that it will not inconvenience others.

### **Barbecues**

A 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.

## **TELEVISIONS AND DIGITAL DEVICES**

### **Televisions**

If you have a television set, whether you own it or you rent it, you must buy a television licence. You also need a licence if you have a TV receiver installed on your computer. Most rooms have a TV aerial connection (in the living room for flats). You may like to agree with other residents to put a television in the kitchen/dining area, so that you can share the cost of the licence. For further information, see: [www.tvlicensing.co.uk/index.jsp](http://www.tvlicensing.co.uk/index.jsp)

### **Computers/Digital Devices**

All single study bedrooms and flats at Keenan House are wifi enabled.

Wi-Fi access is available across the Sheraton Park and Dryburn sites in all communal spaces and bedrooms. The EnSuite Online service provides a high speed Ethernet network as detailed below. The cost is included in your residence charge.

- 24 hour, always-on\*, high-speed connection to the network and the Internet
- Access to University networked computing facilities: Access to ITS networked printers
- Online support, documentation and troubleshooting.

*\*Network connections are left continually enabled subject to normal network maintenance and upgrades, JANET "at risk" time, quarantine containment, computer misuse prevention and other network management activities. CIS will normally provide advance notice of planned network downtime where possible.*

You can find out more about IT services for students at: [Welcome to My Digital Durham \(sharepoint.com\)](http://Welcome to My Digital Durham (sharepoint.com))

## **OTHER AMENITIES**

### **Laundry Facilities**

Washing and drying machines are available in Neville House and Sheraton House at Sheraton Park. A number of the washing machines have auto-dosing detergent systems (so you do not need to supply your own detergent for these). Irons and ironing boards are available in each kitchen area. There are washing machines in every flat in Keenan House, and also in the shared laundry room in Keenan House.

## COMPLAINTS AND DISPUTES

Any concerns or complaints relating to operational and accommodation issues should, in the first instance, be directed to the College Operations Team Leader, Nigel Race, via email [ustinov.operations@durham.ac.uk](mailto:ustinov.operations@durham.ac.uk).

If you wish to submit a maintenance request, you should use the online maintenance request form, except in an emergency when you should contact the duty porter or a member of the Operations Team. The online maintenance form: can be found at [Maintenance - Durham University](#)

## STUDENT RESIDENCE ADDRESSES AND TELEPHONE NUMBERS

### Telephone Numbers

If telephoning from outside the UK, please use the international dialling code (often 00), followed by the country code (44) then the number without the first zero:

	Internal	External
<b>Sheraton Park</b>	45470	0191 334 5470
<b>Keenan House</b>	45170	0191 334 5170

### Mail Addresses

Room Number & Building  
Ustinov College  
Durham University  
Sheraton Park  
Durham  
DH1 4FL



Flat Number  
Keenan House  
Old Dryburn Way  
Durham  
DH1 5BN



For up to date news and information relating to the College, please visit the College website, [www.durham.ac.uk/ustinov.college](http://www.durham.ac.uk/ustinov.college)

If you require this handbook, or any related College publicity, in an alternative format, please contact the College Development Administrator on [ustinov.college@durham.ac.uk](mailto:ustinov.college@durham.ac.uk).

The information in this handbook is correct as at August 2024.



**Ustinov College**

Durham University

Sheraton Park

Durham

DH1 4FL

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

Email: [ustinov.accommodation@durham.ac.uk](mailto:ustinov.accommodation@durham.ac.uk)