

HALLS HANDBOOK



UNIVERSITY OF
PLYMOUTH



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YOUR ACCOMMODATION SERVICES



Welcome to University- Managed Halls of Residence

Welcome to your new home! We hope you enjoy living and studying as part of a thriving Halls community, making new friends and memories. Living away from home for the first time can be daunting, so our friendly Accommodation Team is here to help you settle in. Please read the information in this handbook carefully to ensure you get the most out of your time living in Halls.

Accommodation you can Trust

The University of Plymouth is signed up to the Universities UK Code of Practice for Student Accommodation. The Code outlines best practice and provides benchmarks for the management and quality of student housing in the Higher Education sector. For further information, or to download a full version of the UK Code of Practice, please visit the **Universities UK website**.

The Student Code of Conduct

All University of Plymouth students are expected to behave appropriately and are bound by the Student Code of Conduct. Please visit the **Student regulations, policies and procedures** section on our website to view all the current policies relating to living and studying at the University of Plymouth.



ACCOMMODATION SERVICES

THE ACCOMMODATION TEAM & UPP HALL PROVIDER

The Accommodation Services provide a range of support for you, including welfare and conduct support, and are available throughout the year.

We offer Hall Officer appointments, an on-duty Halls Team, and exclusive Residence Life events, competitions and giveaways.

Our Halls are provided in partnership with UPP, who own and maintain the buildings, manage the Home at Halls app and provide reception and postal services for residents.

YOUR HALLS TEAM

The Halls Team are here to provide day to day support to students living in University-managed Halls. They are based on campus and during duty hours, they can help you with:

- Lockouts
- Trip switches
- Signposting to University services
- General queries
- Informal visits in response to concerns e.g. excessive noise

HALL OFFICER SUPPORT

Hall Officers are available Monday – Friday to provide support and to deal with more serious issues and complaints. If you would prefer to discuss any issues you may be facing privately, you can book a confidential appointment with a Hall Officer by visiting the Accommodation Portal. These may be in person, by Zoom or telephone call back and include early evening appointments for your convenience.

Hall Officers can assist with:

- Advice about your licence
- Resolving complaints
- Assisting with communal living issues
- Serious Incidents in Halls

THE ACCOMMODATION PORTAL

During your stay in University-managed Halls you will be required to use the Accommodation Portal to pay your rent, book appointments and make amendments to your booking should this be required. It is best to keep a note of your login credentials as you will be required to log in throughout the year. If you experience any issues regarding accessing the Portal please get in touch with the Accommodation Team by emailing uniaccommodation@plymouth.ac.uk

ACCOMMODATION CONTACTS

Halls Team Duty Phone (during duty hours)
For current residents only, displayed on bedroom poster

The Accommodation Team
uniaccommodation@plymouth.ac.uk

UPP Student Village Reception

08:30 – 20:00, Monday – Friday
10:00 – 13:00 and 13:30 – 16:00, Saturday
10:00 – 12:00, Sunday

01752 582984

contactplymouth@upp-ltd.com

UPP Francis Drake Reception

08:30 – 20:00, Monday – Friday
10:00 – 13:00 and 13:30 – 16:00, Saturday
13:00 – 15:00, Sunday

01752 582990

contactplymouth@upp-ltd.com

Out of Hours Emergency Maintenance
(in case of emergencies)

0800 029 1984

Monday – Friday: 20:00 – 09:00
Saturday and Sunday: 24 hours

PRE-ARRIVALS AND MOVING IN



Preparing to move to University is exciting, but it can also be daunting! To help you get ready for the move into halls, we've put together a list of essentials that you might want to bring with you.

Bedroom & Bathroom essentials

- ☒ Duvet
- ☒ Duvet covers
- ☒ Pillows
- ☒ Pillow cases
- ☒ Flat bedsheets
- ☒ Washing basket
- ☒ Clothes and shoes
- ☒ Decorative items and pictures to make it homely
- ☒ Towels & flannels
- ☒ Toothbrush & toothpaste
- ☒ Toiletries
- ☒ Toilet roll
- ☒ Cleaning products

Kitchen essentials

- ☒ A frying pan or wok
- ☒ Cutlery
- ☒ Plates and bowls
- ☒ Mugs & glasses
- ☒ Food and drink
- ☒ Utensils
- ☒ Tea towels
- ☒ Cleaning products

AIR FRYERS

Please communicate with your flatmates before purchasing any large items such as air fryers. **Having too many air fryers in one kitchen poses a serious fire hazard.** If you are bringing an air fryer then you should be willing to share it with your flatmates.

To help mitigate the risks of a fire starting from your air fryer:

- The air fryer must be kept a reasonable distance away from any walls
- You must clean the air fryer regularly

GET TO KNOW YOUR HALL MATES BEFORE YOU ARRIVE

Join our exclusive resident social media groups to meet your new neighbours and keep up to date with the latest events and news throughout your stay in Halls. You can get to know your flatmates and ask what they're bringing with them to halls and arrange to share.

You will receive an email with your link to join our community. Please email uniaccommodation@plymouth.ac.uk if you have any queries.

Follow us on  and  to stay up to date with campus news.

PRE-ARRIVALS AND MOVING IN

HOME AT HALLS APP

When you move into Halls, make sure you download the Home at Halls app. It is used to:

- Complete your inventory on arrival
- Report maintenance issues
- Receive mail notifications
- Attend online events
- Review room inspection results

If the Home at Halls App is not working, contact reception.

ARRIVALS

Arrivals is carefully coordinated, so you and your flatmates move in around the same time. A few weeks before, you'll receive an email containing route maps, temporary parking permits and instructions on how to book a time slot. Our team will be there to welcome you and help you find your way.

Step 1:

HOW TO DOWNLOAD THE HOME AT HALLS APP!

Look for the registration email from noreply@homeathalls.com. This email gives you all the information you need to download and register. You can also search 'home at halls' in your app store, but you will still need the email to register.

Step 2

Once you have been checked in and handed your keys, your inventory will appear on your app home screen.

Step 3

Start your inventory, making sure you state any issues in your room by selecting the appropriate answer from the drop down list.

Step 3

Click complete and other features in the app will become available. If there is something in your room that doesn't work or needs fixing either use the 'report a fault' section in the app or call into reception.

FACILITIES

YOUR STUDENT RECEPTION
Francis Drake Reception,
James Street, Plymouth, PL4 6AP

Student Village Reception,
Gibbon Street, Plymouth, PL4 8BT

RECEPTION OPENING TIMES

STUDENT VILLAGE

Monday – Friday: 08:30 – 20:00

Saturday: 10:00 – 13:00 and
13:30 – 16:00

Sunday: 10:00 – 12:00

FRANCIS DRAKE

Monday – Friday: 08:30 – 20:00

Saturday: 10:00 – 13:00 and
13:30 – 16:00

Sunday: 13:00 – 15:00

BEDROOM CONTENTS

Your en suite room will include the following items:

- A bed
- Mattress protector
- A desk
- A desk chair
- A bin
- A lamp
- Shelving
- Curtains
- Wardrobe
- Under bed storage / storage space
- Notice board
- En suite bathroom with shower (wet room)
- A shower curtain

Your standard / loft room will include the following items:

- Bed
- Mattress protector
- Desk
- Desk chair
- Sink
- A mirror above the sink
- Under bed storage / storage space
- Notice board
- Shelving
- Wardrobe
- Curtains
- Two WCs (per flat of 8 people)
- Two shower rooms (per flat of 8 people)

KITCHEN FACILITIES

Your shared kitchen will include:

- Fridge
- Freezer
- Oven
- Hob
- Microwave
- Kettle
- Toaster
- Iron and ironing board
- Hoover
- Recycling bins
- General waste bin
- Seating area
- Notice board

BICYCLE AND WATER SPORTS STORAGE

A limited number of bicycle and water sports storage facilities are provided free of charge. Details of how to apply are provided in the hall induction.

Please note: bicycles and water sports equipment are not permitted in bedrooms or any communal areas. If you have a bicycle, it is essential to insure it and lock it – even if it's in the bike store. The University of Plymouth will not cover loss or damage to items in a Hall storage area.

CONTENTS INSURANCE

Insurance cover is provided in all University-managed accommodation by Endsleigh Insurance. You can view your insurance cover details on the Accommodation Portal.

Though insurance is provided, it is a good idea to also get your own, particularly if you have valuable items.

TV LICENCE

If you are watching, recording or downloading any live TV programmes on any device (including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD recorder) you will need to be covered by a TV licence. If you're watching, recording or downloading live TV programmes without a valid licence, you risk prosecution and a maximum penalty of up to £1,000 – plus any legal costs and/or compensation you may be ordered to pay. To find out more about TV Licensing in Halls please see our [website](#).



INVENTORY

You will be required to complete an inventory of your room and shared space within the first 72 hours of your arrival. You can do this via the Home at Halls app. If no faults are reported within 72 hours from your arrival, the inventory will be accepted by default. **If you have any issues with the app, report to your student reception.**

WI-FI IN HALLS

Wi-Fi is included in rent. Where in and around the accommodation, wireless internet is available. There is no longer a wired service to Halls – you may have an ethernet port in your room, but this will not be connected. The internet provided is suitable for most study purposes but may not be adequate for all gaming and other leisure activities.

University staff and students on campus should use 'eduroam' to connect to the wireless network rather than the guest Wi-fi as this will provide a more secure and faster service. More information, including terms of use, limits on the number of devices, and Service Level Agreements can be found **here**.

Please note you will only be able to access eduroam once you have completed enrolment and received your university email.

Eduroam is the primary network that devices should connect to and provides the best experience to access University resources. For devices (Amazon Firesticks, TVs, game consoles etc.) unable to connect to eduroam as they do not support the authentication method, the impacted devices should be connected to UoP Connect – register for a personal key at <https://uopconnect.plymouth.ac.uk> (please do not share your key with anybody).

Wi-fi in halls is run and maintained by the University. If you have any issues you can report this to the help desk in library on the I.T self service. Please refer to the library help guides to connect.



PARKING

We do not provide parking spaces for our Halls of Residence and parking is very limited in the centre of Plymouth. If you park on campus or around any of our Halls you are liable to be fined. If you are a blue badge holder please get in touch. Our Student Accommodation is located in the City Centre, and therefore you will be able to walk to most places (please see the maps at the end of this document). If you do need to get the bus, all major bus routes pass through North Hill and Royal parade.

YOUR ADDRESS AND POST

All post should be clearly marked with your name, Hall, flat and room number followed by the appropriate delivery address, which can be found on our website. To collect your post you will need to present your student ID card at your student reception upon collection.

If you live in the Student Village, please collect your post from the Gibbon Street reception. If you live on campus, please collect your post from the Francis Drake reception.

You will receive notification via the Home at Halls app for large and signed-for packages once they have been processed and are ready to collect. You will need to bring a form of ID or have the QR code you were sent, when collecting post.

You cannot collect mail or parcels on someone else's behalf unless the recipient informs the reception team beforehand. They must provide the reception team with proof of consent and the details of the person they have authorised to collect their post on their behalf.

PERISHABLE ITEMS

If you order any perishable items, please ensure that these are delivered when reception is open and that you collect them promptly.

YOUR DELIVERIES

You must update your default delivery address when you leave Halls as we cannot forward any items on to you.

AMAZON LOCKERS

Amazon Lockers are available for deliveries. They are situated below Robbins Hall, opposite Gibbon Street.

YOUR DELIVERY ADDRESS

Your delivery address will be listed on your bedroom poster and on our website.

PROOF OF ADDRESS

If you need Proof of Address, you can download this from the Resources Page on the **Accommodation Portal**.

GETTING FOOD DELIVERED

Please note that delivery drivers for companies like Deliveroo or JustEat are unable to enter our halls, so you will need to go down to meet them. To make things easier, it's best to pick a clear, specific location to meet them to collect your food.

RESIDENCE LIFE

To help you settle in and meet like-minded people outside of your course and flat, we have put together an exclusive Residence Life programme. All our events, competitions and giveaways are free of charge and are advertised via email and on the private resident WhatsApp groups.

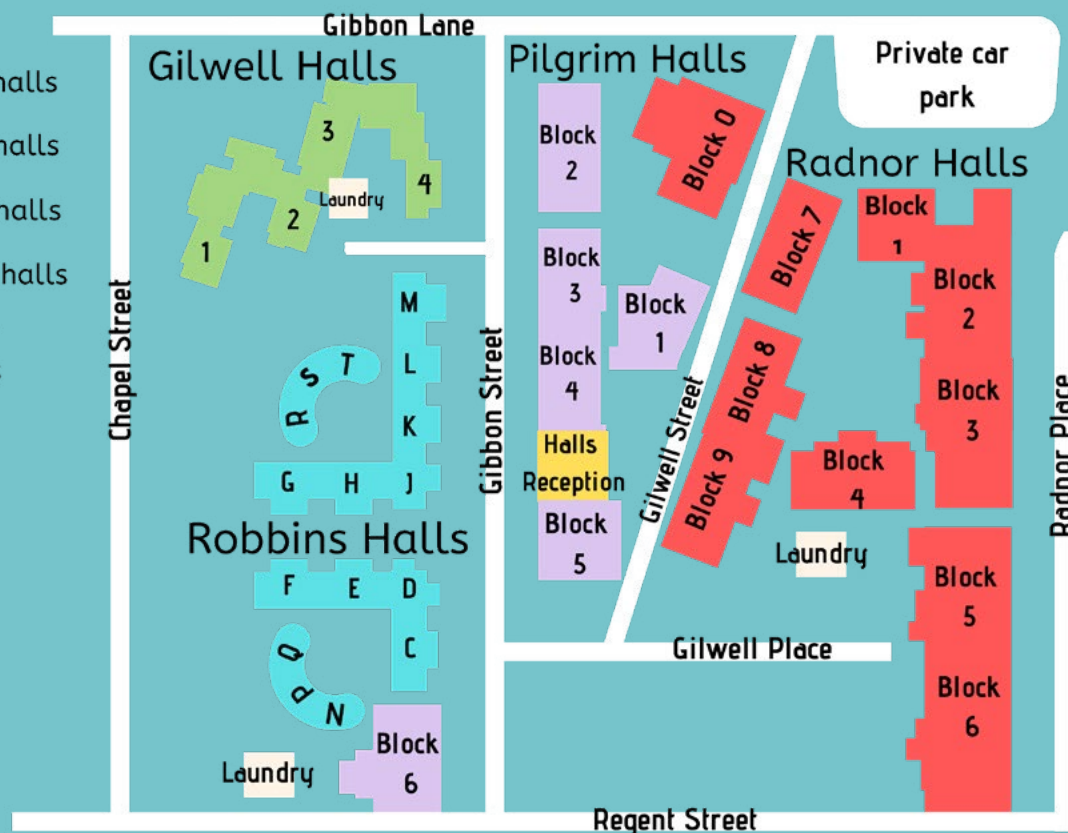
SETTLING IN



STUDENT VILLAGE MAP



- Pilgrim halls
- Radnor halls
- Gilwell halls
- Robbins halls
- Laundry buildings



LAUNDRY

Chargeable laundry facilities are provided. This is powered by Circuit Laundry and an app is available for download. Alternatively, you can visit the website www.circuit.co.uk. Depending on which Hall of Residence you're living in, you will access your laundrette using either your key fob, or the code printed on the bottom of your bedroom poster.

WHERE IS MY LAUNDRETTE?

Francis Drake and Mary Newman: Your laundrette is located in Francis Drake Hall of Residence.

Radnor Hall and Pilgrim Hall (except Pilgrim Block 6): Your laundrette is located behind Radnor Block 4.

Pilgrim Hall Block 6 and Robbins Hall: Your laundrette is located behind Robbins Blocks N, P and Q.

Gilwell Hall: Your laundrette is located next to Gilwell Block 2.

LIVING IN HALLS

GUESTS

Guests can stay 3 nights in any 7-night period, but they must be accompanied by you at all times and should never be left on their own whilst in your room or communal areas. Please ensure that your flatmates are happy for guests to stay, especially where facilities are shared. Any guest in University-managed facilities must behave in accordance with the University of Plymouth's policies and it is up to you to ensure this. **You are responsible for any damage or problems that a guest may cause.** If any of your guests are disruptive, we have the authority to ask them to leave immediately.

SINGLE-SEX ACCOMMODATION

If you have specifically selected single sex accommodation you are not allowed overnight guests of the opposite sex, including family.

MUSIC AND NOISE

Please show respect and consideration to your Halls community and neighbours. If playing music, this should be played at a reasonable volume and bass. After 11pm all music and noise should be kept to a minimum to avoid the disturbance of other residents. Please remember that excessive noise could be a breach of the code of conduct.

SMOKING

We operate a strict no smoking policy (including tobacco, vapes, e-cigarettes and other substances) across all buildings. This policy includes your room, balcony, communal areas, stairwells, entrance areas and lobbies. Anyone found to be in breach of this rule may be subject to a disciplinary. Please stand a minimum of 5 metres away from any building when smoking and be respectful of others.

NEIGHBOURS

As members of the Plymouth community, we strive to be good neighbours and expect respectful interaction with our neighbours at all times. Please do not make excessive noise when returning to your Hall at night as it may disturb those living nearby.

ROOM ACCESS

If we need to enter your room we will give you a minimum of 24 hours' notice, except in an emergency for your safety, for the safety of others, or for essential maintenance which may necessitate immediate entry. University or UPP staff may enter communal areas at any time if reasonable and proportionate.

PET POLICY

We do not allow pets inside Halls buildings, except registered and insured service dogs. E.g. guide dogs and hearing dogs. Any visiting dogs must be kept on leads when around the site.

MAINTENANCE & REPAIRS

HOW TO REPORT MAINTENANCE ISSUES

The Maintenance Team are on site Monday – Friday, 9am – 8pm. Please report maintenance issues via the Home at Halls app.

If you experience a power cut, please visit your reception or, depending on the time, contact the Halls Team or the Out of Hours Emergency Maintenance Team.

ROOM ACCESS FOR MAINTENANCE

UPP can only enter your room with your permission unless it is an emergency (e.g. report of a leak). In this case, a calling card would be left so you know that we have been. If you are reporting a fault, you are granting us permission to enter the fault area.

Should you want to be in attendance, please let UPP know so they can schedule an appointment with you.

EMERGENCY MAINTENANCE

Out of hours emergency maintenance is available from 8pm – 9am by calling 0800 029 1984. An emergency is something which needs to be dealt with immediately. THINK! Can this wait until the morning?

DAMAGES

Following appropriate investigation, any damaged (caused accidentally or maliciously) will be charged using the charges set by UPP – the Hall Provider. For some damages, the cost can vary and will be based on current external contractor charges, for which you will be given a cost breakdown.

In the case of fire safety, charges may be levied against all residents responsible following an investigation. Where the fire safety breach does not incur cost to the University, this will be dealt with under the Code of Conduct.

How are damage charges allocated?

Damage charges will be added to your account as and when they occur; we will advise you that charges are going to be added to your account with the reasons why.

At this stage, you will have an opportunity to discuss the charge and provide any evidence which you think may be relevant. This will be considered before applying the charge, and if you are still considered liable you will receive an explanation of the reasons for this.

If you remain unhappy with the decision, this can be escalated through the University Complaints procedure. The process detailed above will be treated as the early resolution stage and your matter will progress to the formal stage of the complaints procedure.

NOT HAPPY WITH THE RESPONSE?

If you are unhappy with the response or outcome of a maintenance issue, please book an appointment with a Hall Officer via the Accommodation Portal.

Requirement	Usual response time
Building Maintenance	2 hours to 7 days
Water, plumbing, heating and lighting	2 hours to 7 days
Health and safety	30 minutes to 7 days
Cleaning and waste	2 hours to 24 hours
Security	30 minutes to 24 hours
Other facilities	72 hours

MAINTENANCE RESPONSE TIMES

Priority Classification	Condition	Usual Response Time
Emergency	Failure or need to repair which constitutes a danger, health hazard or seriously affects the occupation of the premises (e.g. leak or broken window)	1 hour to make safe 24 hours to restore or make suitable alternative arrangements
Urgent	Affects amenities but does not seriously affect occupation of the premises or the residents' living conditions (e.g. no hot water/heating)	24 hours to make safe
Routine (non-urgent)	All other conditions (e.g. change of lightbulb)	1 week

HOUSEKEEPING & SUSTAINABILITY

CLEANING

The housekeeping team will visit your flat once a week to clean all the communal areas. You can find the day of your clean on the kitchen poster. Before your housekeeper visits, please ensure that there is no washing up in the sink and the surfaces and floor are as clear as they can be to allow the housekeeping team to clean your kitchen fully.

Please make sure hallways are kept clear for fire safety purposes. Any items left in your hallways, or prohibited items, will be removed by the University staff or housekeeping team as they pose a risk to your safety should an evacuation be required.

Throughout the year, please ensure you:

- Keep your room and en suite clean and tidy
- Do your washing up after eating or social gatherings
- Clean spillages and keep surface areas clear
- Keep the extractor fan on when cooking
- Organise your recycling and put any broken glass in cardboard and mark it clearly for the housekeepers to see to help avoid risk of injury.

Upon departure you are expected to leave your room, en suite and communal facilities in a clean and tidy state.

BINS

Your bin bags will be provided. Housekeeping will take out your full bin bags Monday through Friday. Please ensure the bin bag is tied ready for collection. If you are in a studio flat, you will need to tie up your bins and leave them outside your front door during the week.

SUSTAINABILITY

We are a leading, award-winning university for sustainability – establishing ourselves as the ‘sustainable university’. We are committed to sustainability throughout the campus. We highly encourage you to do your bit for the planet by ensuring that water and energy is not wasted in our Halls of Residence; please consume responsibly.

- Make sure you turn off your lights and taps when you’re not in your room.
- Turn off your heating when you’re not in your room
- Keep your windows closed when you have the heating on.

RECYCLING

Details of recycling methods can be found in every flat. Please ensure you put glass in the correct bin and this will be removed by your housekeeping team.

PESTS

Please do not feed pigeons and seagulls or disturb their nests. Ensure that all windows (especially your kitchen windows) are closed when you are not in. If a pest does get into your flat, please report it to UPP immediately.

ROOM INSPECTIONS

Room inspections take place during the Easter Spring break and at the end of your licence by UPP teams. These inspections are to gauge the condition of your room and communal areas (shared toilet and shower if applicable, corridors and kitchens) to make you aware of anything that may require attention before you leave at the end of your licence, and to identify anything that may incur a charge. More information regarding room inspections will be emailed to you prior to them taking place.

CHRISTMAS SAFETY CHECKS

Safety checks take place over the Christmas vacation period. This is to ensure that your bedroom and flat are safe and secure when lots of students are going home for the holidays.

SINGLE-SEX FLATS

Please be aware that both male and female members of the Housekeeping and Maintenance Teams will enter your flat as required – even if you are living in single sex accommodation.

SECURITY & SAFETY

CAMPUS SECURITY

Security are on site 24 hours a day, 7 days a week, 365 days a year. Our security staff make regular visits to on-campus Halls and areas surrounding Halls to ensure your safety. They should be your first point of contact for the following reasons:

- Serious incidents in Halls
- Out of hours support (e.g. lockouts, noise complaints)
- To alert them of any suspicious behaviour
- For First Aid

In an emergency, please dial 999

FIRE SAFETY

Prior to your arrival, you will be required to complete the online induction, including the essential fire safety module on the Accommodation Portal.

A map of the evacuation meeting points can be found at the end of this document. There is also a fire action notice on the back of your bedroom door. In the event of a fire alarm, please evacuate the building as soon as possible and meet at your designated assembly point.

To keep fire alarms to a minimum, please ensure your kitchen is well ventilated when cooking and that the kitchen door remains closed.

If you do burn food in the kitchen, please keep the kitchen door closed and open the windows. The kitchen door is a fire door and can be kept shut. If you do open the kitchen door to let

smoke out, you are likely to trigger the fire alarm for the whole building.

ELECTRICAL SAFETY

We offer a PAT test service for student electrical equipment once a year and details of this service will be emailed to residents. In addition, PAT testing of electrical appliances provided in our Halls is conducted annually.

To ensure electrical safety in Halls please:

- Do not overload extension leads
- Ensure that any electrical appliance that plugs into the wall socket has a fused 3 pin plug
- Ensure any appliances do not exceed 230v

Please alert the Halls Team or your student reception if you experience any electrical faults in your flat.

FIRST AID & MENTAL HEALTH FIRST AID SUPPORT

If you require first aid while in Halls please call Campus Security – **01752 588400**

All of our security staff are first aid qualified and mental health first aid trained and respond to all emergencies.

PROHIBITED ITEMS IN HALLS

The following items are prohibited in University-managed accommodation and may be removed if found:

- Firearms, including imitation firearms, replicas, and antique firearms

- Ammunition; munitions; air guns and 'BB' guns
- Explosives, including fireworks and pyrotechnic devices
- 'Airsoft' and paintball guns; crossbows; longbows; swords and bayonets
- Weapons that are sharply pointed or have a blade, including imitation blades
- Fighting, hunting or fishing knives; and knuckle-dusters
- Fuel
- Non-British standard adaptors or extension leads
- Deep fat fryers
- Candles, incense or open flames
- Supplementary heaters (unless provided by UPP)
- Domestic appliances (for example kettle, mini fridge, toaster and microwaves)
- Plug-in air fresheners
- Barbecues
- Plug-in fairy lights
- Dartboard and darts
- LED strip lights
- E-scooters
- E-bikes

Please note that this list is not exhaustive. If you are unsure whether an item that you would like to bring is appropriate, please get in touch with the Accommodation Services.

HALL USER GUIDE

To access your Hall User Guide, or to find out more about fire and electrical safety in Halls please head to the **Accommodation Resources page on the portal.**

MAKING COMPLAINTS



MAKING COMPLAINTS

We hope you don't have any cause for complaint whilst staying with us, but if you do, please contact us swiftly so that we can help.

The following information is related to University of Plymouth students only. If you are studying at a partner institution please refer to your licence for the complaints procedure.

The University's Accommodation Services team offer daily Hall Officer appointments that are bookable on the Accommodation Portal. You can also contact Accommodation Services via email at: uniaccommodation@plymouth.ac.uk.

All complaints are dealt with under the University's **Complaints Procedure**.

HOW DO I RAISE A COMPLAINT?

The University expects students to raise the complaint themselves. Students can submit a group concern or complaint.

Only in an exceptional situation can you ask a supporter or relative to raise a complaint on your behalf. You must give your express consent to someone to raise a complaint on your behalf. Having third party permissions in place on your account does not automatically qualify your contact to raise a complaint on your behalf. If in doubt, you can contact: complaints@plymouth.ac.uk for clarification on your exceptional circumstances.

Whether you make a direct complaint,

or present us with concerns which develop into a complaint, you will receive acknowledgement that your concerns are now being dealt with under this procedure.

NEXT STEPS

In the case of Accommodation complaints, the first stage of your complaint will be dealt with by members of Accommodation Services (usually the Hall Officers). This is called 'early resolution'.

We will make every effort to resolve your complaint informally at this early resolution stage and will ensure that you have notes of any discussions or actions that are taken in relation to your issue.

You can raise a complaint by contacting the Hall Officers, or by emailing residentcomplaints@plymouth.ac.uk

FORMAL COMPLAINT FORMS

If you are not satisfied with the proposed resolution after raising your concern, you can escalate your complaint by completing a formal complaint form. Your complaint will only be considered once you have completed this form. This is an electronic form which will be automatically sent to the Complaints and Appeals Office once you have completed and submitted it. The full policy and form can be found on the **University's website**.

RAISING CONCERNS



OUR COMMITMENT

The University is committed to supporting and promoting the welfare of its students. We are committed to the provision of a safe environment conducive to work, study and the enjoyment of a positive experience for all members of our learning community.

EXPLOITATION, RADICALISATION, ABUSE OR HARM

The University will take all safeguarding concerns, including suspicions and allegations of exploitation, radicalisation, harm or abuse, seriously and will conduct a risk assessment as soon as possible.

If the concern is found to be valid, the University will promptly make a referral to the relevant statutory authority. If you are concerned about the welfare of a fellow student in relation to suspicion of allegations of exploitation or harm please contact your Halls Team, make a Hall Officer appointment or come to a drop-in session, or in an emergency call 999.

BOMB ALERT

It is very unlikely that you will receive a bomb threat. However, in the event that you do, the following procedure has been agreed with the Police:

- Whoever receives the message must call 999.
- The Police will arrive at the front entrance of the hall and meet with University and/or UPP staff. The Police, University and UPP teams will decide whether to evacuate the building or what other action to take.
- You are expected to follow any instructions given to you by the emergency services or University/UPP staff.

CONDUCT & DISCIPLINE

CONDUCT & DISCIPLINE

This document contains information about the expected safe and responsible conduct in University Accommodation and should be read in conjunction with the University's Code of Conduct and other associated policies (e.g. fire safety).

The following information is related to University of Plymouth students only. If you are studying at a partner institution please refer to your licence.

If behaviour falls short of that which is expected, disciplinary processes will be implemented.

The approach and potential sanctions will differ based on the severity of the behaviour. If, during the process of investigation, further information comes to light, any investigation can be stopped and progressed to another stage of the process.

You should familiarise yourself with the full regulations relating to the **Student Code of Conduct**.

If it is suspected that you have committed a disciplinary offence or breached the Student Code of Conduct, this will be investigated in line with Student Code of Conduct and Disciplinary Procedures and may include the University's Conduct and Support Manager or Head of School or their nominee. All matters relating to a breach of the Student Code of Conduct occurring in University-managed accommodation or in relation to any events organised by the Accommodation Office will, in the first instance, be considered by the Associate Director of Facilities and Student Accommodation or their nominee.

ACCOMMODATION FEES & LICENCE



PAYING RENT

Your rent fees will be split into four payments; first the 2 week advance rent payment, followed by three instalments. These payments will need to be made using a debit or credit card on the Accommodation Portal. These payments are usually required just after your student loans have been received. Details of your payment dates can be found on the accommodation portal under resources. There are no bursaries or discounts available for our Student Accommodation, but you can contact Student Services to discuss what other bursaries are available.

SEMESTER 1 EXCHANGE: students pay a 2 week advance rent on securing the room and then the remaining balance in October.

SEMESTER 2 EXCHANGE: students pay the 2 week advance rent on securing the room then two further instalments in January and April.

If you are having difficulties making a rent payment, please contact the Accommodation Services as soon as possible so we can advise you further. Letting your finances and debt get out of control can affect your personal wellbeing. The terms of your licence are legally binding and rent fees must be paid in full by the end of your licence agreement. Failure to do this will result in a third-party company managing your debt.

LEAVING YOUR ACCOMMODATION EARLY

If you are considering leaving Halls early, please be aware that you will be liable for your remaining rent. Please read the Early Leaver information on the Accommodation Portal. You should book a Hall Officer appointment so we have the opportunity to try to resolve any concerns and improve your experience in Halls. Your licence agreement lays out the terms under which you may be eligible to terminate your licence. Please note all requests to be released from licence must be supported by independent evidence and decisions are made by a panel following your departure.

ROOM CHANGE

Settling into your new home can take a few weeks. If after this time you are still considering moving rooms, please book an appointment on the Accommodation Portal with a Hall Officer and they can discuss your options with you.

YOUR LICENCE

You are living in University-managed Halls and have signed a licence, which is a legally binding contract between you and the University of Plymouth. A copy of the licence was emailed to you when you signed it, so you should refer to it if you need to review any of the terms of the agreement.

EMAILS

Up until the point you enrol on your course at the university, communications regarding your residence/licence are made to the email address which you used to log into the Accommodation Portal.

To ensure you receive timely responses and communications, it is your responsibility to ensure that the contact details we have are correct. If you are unsure in any way, please contact uniaccommodation@plymouth.ac.uk.

Once you enrol at the university in September, communications regarding your rent, support in halls and the ResLife events programme will be sent to your student email address, but you will still log into the Portal using the email address you first registered with.



RELEASE FROM LICENCE REQUESTS

RELEASE FROM LICENCE REQUESTS

Release from licence is only normally considered when the licensee has withdrawn or interrupted their studies. Wanting to live elsewhere is not a reason for release from your licence.

As part of the notification process you may request consideration of a release from your licence on specific grounds, such as serious ill health or other extenuating circumstances that are beyond the student's control, usually resulting in withdrawal or interruption from their course.

For more information, check your licence agreement and read **Section 11– 'Licensors Right to Terminate'**.

Please note that you may only request release from licence if you have already left; speculative requests will not be considered. Where a student has been withdrawn for reasons of conduct or fitness to practice, for example, they may not be eligible for release from the licence.

THE NEXT STEPS

Any request for release will not normally be considered unless the student is able to provide compelling medical and/or other independent evidence to support their claim. This evidence should be detailed and apply to the corresponding dates of occupation in their hall. **It is up to the student to provide their medical evidence with their release request.**

If there is no supporting evidence to consider, the student will be given an opportunity to provide further documentation prior to considering the request. Requests to be released from licences are considered by 3 members of the Accommodation Team before providing a response. Requests to be released from licences are equivalent to the early resolution stage of the complaint's procedure.

WHAT SHOULD I DO IF I'M UNHAPPY WITH THE RESULT OF MY REQUEST?

The following information is related to University of Plymouth students only. If you are studying at a partner institution please refer to your licence for the complaints procedure.

Students who are unhappy with the resolution should raise a formal complaint via the University's online complaints form.

The Formal Stage Complaint should be submitted no more than 10 days from receipt of the early resolution outcome. Complaints will be logged by the Complaints Team and forwarded to the relevant member of staff for consideration and a response will be provided.

Following your response at the formal stage, there is potential to request further review in certain circumstances.

Information on how to progress the matter will be included in your outcome letter. The University complaints procedure can be found on our website.

WELLBEING

If you're in need of support or are worried about another student, the University of Plymouth offers a range of support, advice and information to support your wellbeing. If you're in need of help but are unsure of where to start, contact the Halls Team who can signpost you to the appropriate services.*

STUDENT SERVICES HUB

The Student Services Hub provide advice and guidance on all the non-academic services you might require, such as finance and budgeting, mental health, counselling, disability support, visas and immigration, or support with your academic skills such as writing. They are located in the Student Hub within the Charles Seale-Hayne Library, or you can contact the team on 01752 587676 or at studentservices@plymouth.ac.uk.

STUDENT WELLBEING SERVICES

Student Wellbeing Services support students' emotional and psychological wellbeing through the Mental Health team, Counsellors, and Pastoral and Spiritual Support Services. You can find more information about how to access the support on the University website. If you need to see someone urgently or have urgent concerns

for a fellow student, please go to the Student Hub or call 01752 587456. For an emergency outside of these times, you should call Security on 01752 588400.

PASTORAL AND SPIRITUAL SUPPORT SERVICES

The Pastoral and Spiritual Support Services are open for people of faith (or none) to drop in Monday to Friday 10:00–16:00 to use our quiet space, have time to talk to a Chaplain or Pastoral Volunteer, or attend talks, groups, meditation or personal development workshops. We are contactable for appointments at spiritualsupport@plymouth.ac.uk, or call the Multi Faith Pastoral and Spiritual Centre at 01752 587760.

DISABILITY INCLUSION SERVICES

Disability Inclusion Services can provide you with advice, guidance and support if you have, or think you may have, a disability. This can include, but is not limited to, specific learning difficulties (eg: dyslexia), mental health conditions, autism and long-term health conditions.

Our Disability Inclusion Advisors will be available to discuss any support and/or reasonable adjustments you may require. They will be able to provide you with information about the Disabled Students' Allowance (DSA) and explain what you need to do to ensure your support is in place during your studies.

Please note that if you require any adjustments to your accommodation due to disability or other requirements, contact the Halls Team to discuss this.

STUDENT FINANCIAL SUPPORT TEAM

Our friendly and helpful team can help you with all types of financial queries, no matter how great or small. If you feel that you may experience financial hardship whilst at university, contact us via the Student Services Hub to find out about the support we offer.

INTERNATIONAL STUDENT ADVICE

Helping you get the most from your studies and your time in the UK, International Student Advice offers free specialist advice on immigration to study at the University of Plymouth and can answer questions related to your stay. You can contact the team via the Student Services Hub, or visit during drop-ins.

SPORTS AND ACTIVITIES

The SU Gym located on campus offers discounted membership rates during Freshers, exclusive to University-managed Halls residents. Information about this will be emailed to all residents after the main Arrivals period. If you are interested in getting involved in a club or society head to the **UPSU website** to find out what's available here at Plymouth.

* If you are a student of a partner institution please refer to your own institution's wellbeing services for information.

WELLBEING



UNIVERSITY MEDICAL & WELLBEING CENTRE

The University Medical Centre is located within the Wellbeing Centre (1st floor), and you can register with a GP there during your time at University. For emergency medical appointments, contact the University Medical Centre directly on 01752 222341.

Please register with the GP when you arrive, do not wait until you need an appointment.

UPSU

The UPSU is your University of Plymouth Students' Union. As well as organising and hosting events, they also offer advice and support in the following areas:

- Student finance and money management
- Private Accommodation
- Academic advice
- Wellbeing



DEPARTURES & USEFUL INFORMATION

SUMMER ACCOMMODATION

We offer summer accommodation to students on a weekly basis, but this may not be in the same Hall that you are currently living in. Details and prices will be emailed to students living in Halls during the final term if you wish to book.

Please note that we are unable to accept bookings for summer accommodation from students who have been subject to conduct processes, where the outcome has been upheld during their stay in Halls, or from students who have an account in arrears.

CHECKOUT

At the end of your licence agreement, you will need to ensure that your room has been emptied of all possessions and is left in a clean state. Anything left in your room will be disposed of.

Please return your key in an envelope clearly marked with your name and room number to your student reception. You will receive a key receipt by email. Please keep this receipt until your room has been checked and formal check out procedures have been completed.

If your student reception is closed at the time you'd like to return your key, and it is outside of Halls Team duty hours, please use the designated key box at reception.

UNIVERSITY USEFUL CONTACTS

UPP Student Village Reception
01752 582984
contactplymouth@upp-ltd.com

UPP Francis Drake Reception
01752 582990
contactplymouth@upp-ltd.com

Accommodation Services
uniaccommodation@plymouth.ac.uk

Campus Security
01752 588400

Out of Hours Emergency Maintenance
0800 029 1984

Student Services
01752 587676
studentservices@plymouth.ac.uk

Library Services and IT requests
01752 588588
LibraryandITenquiries@plymouth.ac.uk

Local Hospital – Derriford
01752 202082

UPSU
01752 588388

Dental Emergencies
01392 822348

Campus Gym
01752 588510

Police
101 or in an emergency 999

NHS
111 or in an emergency 999

Samaritans
116 123

DAMAGE CHARGES

GENERIC DAMAGE CHARGES

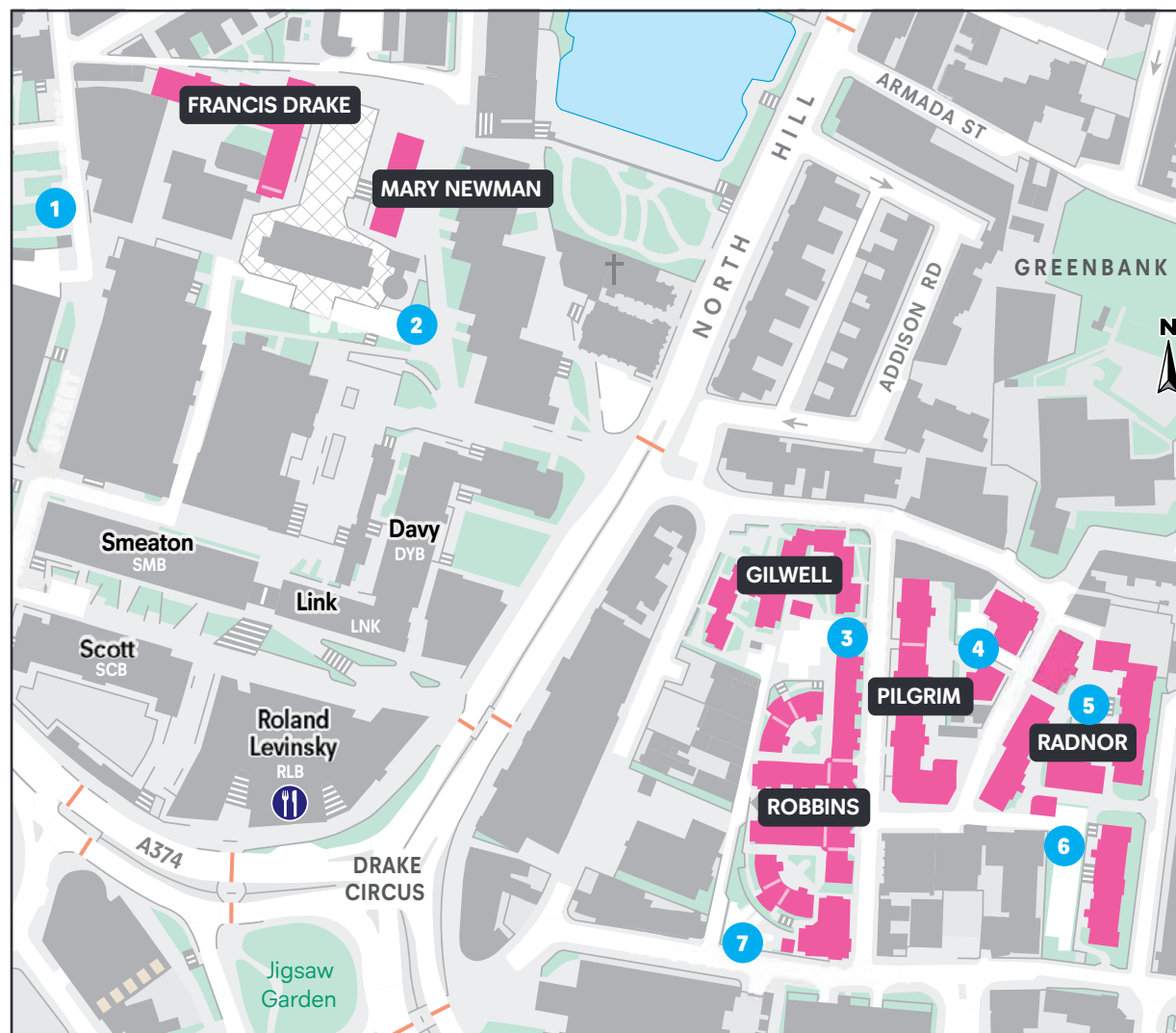
These are only indicative charges and actual costs may vary.

Bedroom Items	Total Cost
Door Number	£48.84
Mattress (single, incl. disposal cost)	£205.93
Mattress (double, incl. disposal cost)	£248.37
Study Chair	£83.26
Mirror	£46.91
Notice Board	£49.21
Desk Lamp	£21.77
Bedside Cabinet	£48.56
Bedroom Bin	£2.72
Toilet Seat	£36.10
Shower Curtain	£3.98

Kitchen Items	Total Cost
Fire Blanket	£21.63
Fire Extinguisher	£62.79
Fire Extinguisher Refill Only	£34.88
Hob	£228.70
Cooker/Oven (double)	£336.14
Cooker/Oven (single)	£302.37
Kettle	£19.52
Fridge	£174.21
Table Top Fridge/Ice Box	£105.91

Kitchen Items	Total Cost
Freezer	£196.08
Fridge/ Freezer	£372.46
Extractor Hood	£61.95
Microwave	£77.51
Combi microwave/Oven	£234.84
Iron	£18.13
Ironing Board	£14.30
Kitchen Waste Bin	£11.02
Dustpan & Brush	£1.76
Mop & Bucket	£17.20
Wet Floor Sign	£6.60
Vacuum Cleaner	£145.82
Toaster	£33.77
Kitchen Bin	£9.75
Kitchen Table	£168.84
Kitchen Chair	£54.42
Kitchen Stool	£117.21
Sofa	£402.37

YOUR EVACUATION MEETING POINT



This map highlights where your evacuation meeting points are in case of a fire alarm. Specific evacuation meeting points may differ depending on the location of your block, so you should refer to your kitchen poster for your block-specific meeting point.

Francis Drake:

Opposite the Rolle Building
Sensory Garden ¹ or
Fitzroy Car Park ²

Mary Newman:

In the Fitzroy Car Park ²

Gilwell:

In the Gilwell Car Park ³

Pilgrim:

Outside of Pilgrim Block 1,
next to the bins ⁴

Radnor (Blocks 1-4 and 7-9):

In the Radnor Courtyard ⁵

Radnor (Blocks 5 and 6):

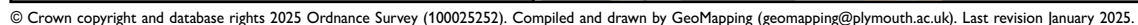
In the Radnor Car Park ⁶

Robbins (North Side):

In the Gilwell Car Park ³

Robbins (South Side):

In the car park next to the
laundrette ⁷



CITY CENTRE MAP

CITY CENTRE MAP

The University of Plymouth and Halls of Residence are located right in the city centre, with everything you need just a short walk away!

This map details the approximate walking times to popular destinations.

If you do need to get the bus somewhere, the main bus routes pass through Royal Parade and North Hill.



Updated June 2025