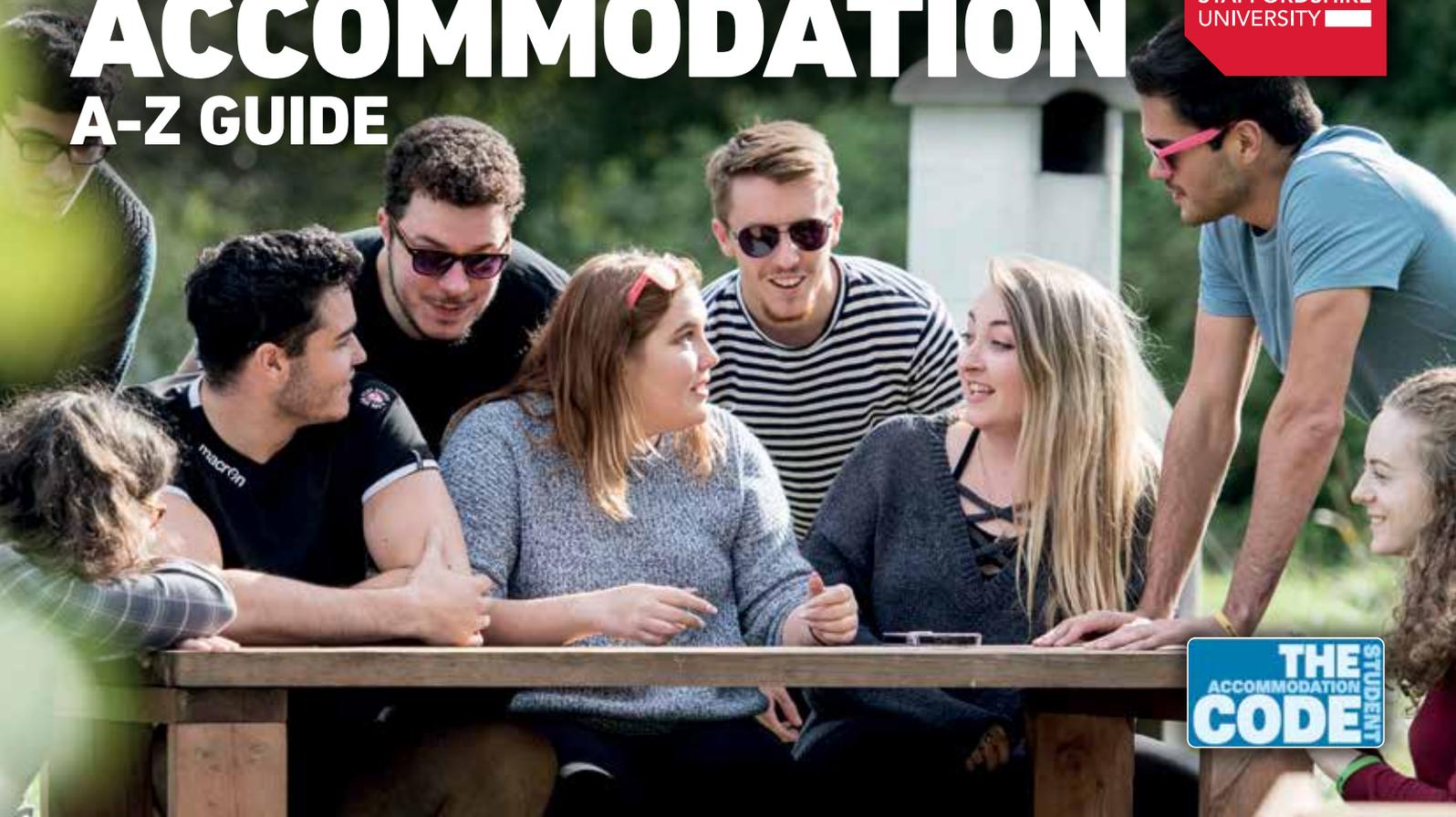


STAFFORDSHIRE UNIVERSITY ACCOMMODATION A-Z GUIDE



THE
ACCOMMODATION
CODE
STUDENT

HELLO



We're so excited to welcome you into the Staffordshire University community. We pride ourselves on providing a safe and comfortable space for you to study and relax. Our accommodation community is incredibly diverse and unique, and you have a great opportunity to meet and get to know lots of incredible people, some of whom will go on to be lifelong friends.

We've put together this handbook to be your go-to guide on all things relating to accommodation and living away from home. We recommend that you have a good read through to help you understand how Staffordshire University accommodation works.

Moving away from home for the first time can be scary for most students but it's important to remember that you have a whole team and community of people around you for support and help when you need it.

RESLIFE



ResLife is here to support your accommodation journey by ensuring a safe living environment, promoting community building, providing enjoyable activities and events, supporting students and developing individual life skills.

ResLife is a dedicated team of professionals who want to ensure that all residents are supported and have an enriching living experience that contributes to academic success and social development.

ResLife Assistants (RLAs)

The RLAs are students who have lived experience of student accommodation, so they know exactly what it is like to be a resident.

The RLAs are here to give peer to peer advice and guidance, as well as hosting ResLife activities and events.

You will see your RLAs during regular drop-ins to your accommodation, and they can guide you to the correct places to get support and they can also feed back to other staff if there is a problem that needs looking into.

Residential Support Coordinators (RSCs)

The RSCs are here to support you during crisis and look after your well being while you are in the accommodation. They work late in the evenings and overnight so you can reach them at any time for some support and guidance.

When are we open?

ResLife reception, Coalport

- 9:00am to 5:00pm Monday to Thursday
- 9:00am to 4:30pm on Friday
- Closed weekends and bank holidays

You can reach the out of hours team by calling +44 (0)1782 294837

THE RESLIFE TEAM

We are here to help and make sure you are **happy, healthy, and safe!**



Deb
Head of Residential Services



Natalie
Residential Services Coordinator



Megan
Accommodation Officer



Sophie
Services Assistant



Benn
ResLife Engagement Lead



Lisa
Accommodation Assistant



Gabe
Residential Services Assistant



Sid
Residential Services Wellbeing Assistant



Elise
Residential Support Coordinator



Frederica
Residential Support Coordinator

KEY INFORMATION



Where you live is a big part of being at university, which is why Staffordshire is one of several universities that has signed-up to The Student Accommodation Code. The Code underpins our ongoing dedication to students to make sure you get the best out of your time living in our residences. The Code protects our students' rights to safe, good quality accommodation. It outlines everything students can expect from our accommodation as well as their responsibilities.

Full details of The Code are available on www.thesac.org.uk



LET'S GET YOU STARTED ON YOUR ACCOMMODATION JOURNEY

Inventory

For residents living on-campus, once you've settled in, head to the ResLife portal and complete your room inventory. You'll have seven days to complete it but the sooner the better. Once you've submitted your inventory, the University will follow up on any actions accordingly. If you notice anything seriously wrong with your room, report this on SOLVE (QR Code page nine) as soon as possible.

If you're living off-campus, you may be asked by the accommodation provider to complete an inventory when you move in. Make sure to complete and return this as requested.

ResLife Team: 01782 294221
reslife@staffs.ac.uk

Wi-Fi

We know how important it is for students to have access to a reliable and fast internet service. Our University-owned student accommodation internet service provider is Glide*



All you need to do is navigate to Wi-Fi settings on your device, find and connect to the Glide network and, when you first connect, register and create a Glide account.

If you experience any issues at all, contact Glide directly – they have 24/7 dedicated support to help you out when you need it.

Glide: 0333 123 0115

studentsupport@glide.co.uk

 @GlideStuHelp

*this could be a different supplier if you are staying in University-managed accommodation off campus

HANDY LINKS AND GUIDES



Check In a Visitor

forms.office.com/r/2Euu6aAyPW



UniTemps – Job Listings

unitemps.com/branches/staffordshire-university



My Endsleigh – Contents Insurance

my.endsleigh.co.uk



Glide Internet Student App

my.glidestudent.co.uk/support



Washstation Laundry App

washstation.co.uk



SOLVE

SOLVE.staffs.ac.uk/portal



Student Support

staffs.ac.uk/students/support



Resident Report Form

forms.office.com/e/AhUZFzMeKj



SafeZone App

safezoneapp.com



Accommodation Complaints Procedure

staffs.ac.uk/students/accommodation/student-accommodation-complaints-procedure



Code of Conduct

staffs.ac.uk/students/accommodation/accommodation-code-of-conduct

Find all these links and more on the ResLife Portal

reslifeportal.staffs.ac.uk/RSLive_Portal

FIRE SAFETY

If you hear the fire alarm, you should immediately make your way to the nearest fire exit and leave the building. Following the green fire exit signs and fire notices posted around your residence will lead you to the nearest exit. Even if you think it's a false alarm, you must leave the building immediately. Failure to observe the fire regulations can also result in disciplinary action being taken against you in line with the Accommodation Licence Agreement.

The Campus Safety & Security Service perform weekly checks every Wednesday from 11ams on the fire alarm system and semesterly fire evacuation drills. Your smoke detectors will be tested regularly as per government regulations.

There are a few simple ways you can help reduce the risk of fire and fire alarm activations:

- If you spot anything you think is wrong with any fire safety equipment, report it on SOLVE (QR Code, page 9) as soon as possible
- Make sure any personal electrical equipment is safe to use. If you're unsure, ask a member of the ResLife Team to check it
- Don't overload any electrical outlets – the most common mistake is "daisy-chaining" extension leads
- Don't use any equipment that produces a flame, steam, smoke or aerosol within your room/corridor; the smoke detectors are very sensitive

- don't store anything in the stairwells or corridors and make sure they are kept clear and tidy – anything left lying around could block emergency exit routes and could act as fuel for the fire.
- make sure doors are kept shut, especially in the kitchen. Keeping the door shut will stop any smoke produced from cooking from escaping into the corridor. All fire doors also act as a barrier and will protect the rest of the accommodation should there be a fire.
- make sure cooking equipment is kept clean and is safe to use.
- don't cover or tamper with any fire safety/fire alarm equipment – the fire panel knows instantly if detectors have been tampered with.

The greatest danger from a fire is not the fire itself, but the smoke, which spreads with great speed. To prevent the spread of smoke, fire doors are installed. Please do not wedge these doors open and make sure that you keep all the corridors clear of obstructions.

If items are found in your room or in the accommodation that are considered a fire risk (e.g. portable heaters, candles, deep fat fryers, faulty electrical items, or 3D Printers) these will be removed from the accommodation and safely stored off site by a member of staff. A card will be left notifying you that the item has been removed and will be available for you to either ship home or collect at the end of the Licence Agreement.

A - Z

Accidents

If you're unfortunate enough to have an accident in our accommodation, when it's safe to do so, let the Campus Safety and Security Service know. If, for whatever reason, you need to call an ambulance onto campus, make sure you let the Security Service know on their emergency line. The team can provide assistance and will guide the emergency services on-campus.

Campus Safety & Security Service:
01782 294444 (emergency line)
Or use the SafeZone App

Alcohol

We want to make sure you're safe when you're having fun. It's important to know your limits and keep your drinks close to you at all times. No-one should ever feel pressured to drink more than they can handle. It's perfectly fine to call it a night or move onto water when you've had enough.

If you require any support relating to your drinking habits, head to drinkaware.co.uk or see what support the University can offer by scanning the QR code for Student Support on page nine.

Anti-social behaviour

We've all had nuisance neighbours, and we know how much trouble they can cause. Don't let that be you: be respectful of your neighbours and accommodation community. If you're having some friction with a flatmate, let the ResLife Team know so they can provide support in resolving your issues.

You can also use the Resident Report Form to let us know about anything you think we should know. See page nine for the Report Form QR code or find it on the ResLife portal.

Access to students' rooms

While we have the right to access your room, out of consideration to you, we will endeavour to let you know at least 24 hours before we plan to visit your room, and we will always knock and alert you to our presence before entering. If, however, we believe there is an urgent need to access your room e.g. emergency maintenance or a wellbeing issue, we will enter your room to make sure that you and your belongings are safe.

B - C

Bicycles*

We have a number of bike stores around campus; some open racks, some closed sheds. Contact the ResLife Team to register your bike and get the code to the closed shed. Bikes must never be kept inside the accommodation, including in stairwells. No E-Scooters are permitted anywhere on site. E-bikes and E-bike batteries must not be charged inside accommodation.

Barbecues

Barbecues aren't allowed in your accommodation or on the campus due to the associated fire risks.

Cleaning

A clean flat is a happy flat! While you're staying with us, you and the rest of your flatmates have a responsibility to make sure your living environment is clean, tidy, and safe to live in. While living with us, you and your flatmates are responsible for the day-to-day cleaning of the communal areas. Flats that have a great record of cleanliness may even get a treat!

In your bedroom

- Make sure your bin is emptied regularly
- Don't leave dirty plates and cups lying around
- Give your room a good clean (hoover, wipe down surfaces) frequently
- Make sure there is nothing blocking the door or radiator in your room
- Don't store or use any kitchen equipment in bedrooms
- Don't prepare food in your bedroom

In the kitchen

- Clean up after yourself
- Wash any cooking equipment/utensils after use
- Give the floor a good Hoover and mop regularly
- Empty the bins and recycling at least twice a week
- Wipe down surfaces as you go
- Don't let food go off in the fridge, and if it does, dispose of it as soon as possible
- Don't let things pile up! The quicker you deal with things, the less you have to worry about!

*this information is correct for on-campus accommodation. Check with the team at our off-campus accommodation for the most up to date and correct information.

In the bathroom

- Clean the toilets regularly
- Open windows to let the moisture out
- Keep plugholes free of hair
- Mop the floor regularly

If you need any tips or advice, speak to a member of the ResLife Team – they will be able to help you set out a cleaning schedule for the flat.

Cleaning Inspections

Formal cleaning inspections of communal areas will take place periodically. Keep your communal areas clean for a chance to win a prize for your flat/ house.

This will include checks of kitchens, living spaces and bathrooms.

Cleaning Charges

Flats that are consistently unclean and not up to an acceptable and hygienic standard will be notified of this and given a reasonable time frame in which to improve standards.

Failure to meet acceptable standards will result in the Halls Assistants entering the flat to remove all rubbish and deep clean the communal areas. This deep clean will result in an additional charge to all residents of the flat.

The standard charge for this cleaning is £25 per hour (minimum of one hour)

These costs will vary dependent on the degree of cleaning required. Any rubbish to be disposed of will incur an extra charge per bag and labour which can range from £10-£30, plus one hour at stated rate.

An additional charge may also be added for hazardous waste to be removed from site.

You can avoid this by making sure you and your flatmates work together to keep your shared spaces neat and tidy, taking responsibility for your use of the kitchen and bathrooms, and cleaning as you go.

If you are worried about the condition of your flat and need to speak to someone, please don't wait, the faster you act, the quicker it can be dealt with. Reach out to the ResLife Team for advice and guidance. You can use the 'Resident Report Form' to let us know about your concerns. Find the link for the form on the ResLife Portal or scan the QR code on page nine.





Community

While you live with us, you are part of the ResLife community. This is your neighbourhood and together we can make it the best place to stay and create some great memories.

Take a look at some of the things we can get together and do.

Find out what is going on in your accommodation community by checking the events page on the ResLife portal.



Do you want to get involved? How about becoming a ResLife Community Rep? You can help us innovate and improve the ResLife experience by giving us feedback and suggestions from your friends and flatmates.

Scan the QR code to go to our Expression of Interest form.

ResLife
Community
Rep Expression
of Interest
registration



Got an idea of something fun to do? Why not suggest an event? We can work together and make the things that you want to do happen.

Head to the ResLife Portal events page to submit your idea, we want to hear from you.

**TELL US...
WHAT YOU WANT TO DO,
& WHERE YOU WANT TO GO,
& WHAT YOU'D LIKE TO TRY,
& THINGS YOU LOVE,
& HOW TO LET YOU KNOW
WHAT'S HAPPENING...
ACTIVITIES &
EVENTS SUGGESTIONS**



Complaints

Hopefully, you'll never need to raise an issue concerning where you're living. However, if you do, there are steps to take that will help you get a satisfactory resolution. We'll settle most issues informally and fairly but, on a very small number of occasions, there may be a need to take complaints further. There's more information in your Staffordshire University Accommodation Code of Conduct, but here are the key steps:

1. Try to resolve things informally with your flatmates
2. If you are not satisfied with the resolution, contact ResLife at ResLife@staffs.ac.uk
3. If your issue is still not resolved, you can then begin the process of submitting a formal complaint via the Regulation and Compliance Team. Scan the 'Accommodation Complaints' QR code on page nine to get in touch

Confidentiality

We want to make sure you feel confident sharing information with our teams about your accommodation and any matters arising around where you're living. We will treat conversations as confidential unless there is a need to share information.

Council tax

All full-time students living in University-managed student

accommodation are exempt from council tax. Make sure you keep your home address and current term-time address up to date on eVision. The Student Connect team can help you with this. Scan the 'Student Support' QR code on page nine to get in touch.

Code of conduct

If you haven't seen it already, make sure you're familiar with the Student Accommodation Code of Conduct which outlines all the important guidelines on how to behave in student accommodation. You can find this on the ResLife portal, or scan the 'Code of Conduct' QR code on page nine.

Depending on the outcome of any of our investigations, residents may be subject to disciplinary procedures.

More information about disciplinaries can be found in the Code of Conduct.

Damages*

If you damage anything within any University-managed accommodation, or notice anything that has been damaged, please report it as soon as possible. Don't put off reporting damage as there could be a possibility of more damage being caused as a result.

You can report damages via SOLVE. The link to SOLVE is on the ResLife portal, or you can scan the QR code on page nine.

In circumstances where a repair is required due to student damage (whether accidental or malicious) residents may be asked to pay for any charges that result from the damage. The common charges list will provide a guideline on the charges for replacing any damaged items. You can view the common charges list on the ResLife portal.

Doctors

It's really important for your health and wellbeing that you register with a local GP while you're staying in accommodation and living in a new town. You can view local services by scanning the Student Support QR code on page nine.

Dentist

Oral health is also a very important part of your complete wellbeing. Make sure to register with the local dentist and look after your teeth.

Drugs

Staffordshire University has a zero-tolerance stance on drug use within University-managed accommodation. We will always investigate any reports of drug use with the help of the University Police Liaison Officer. For more detailed information about the use of drugs within accommodation, check the Code of Conduct.

Decorating

Make yourself at home! Your bedroom is your own personal space and we encourage all the unique ways our residents decorate their rooms. Posters, battery-operated fairy lights and photos are a great way to make the space your own. Just make sure not to damage anything in your room or put any permanent fixings in place. You'll need to return the room back to how you found it for the next resident.

*this information is correct for on-campus accommodation. Check with the team at our off-campus accommodation for the most up to date and correct information.

Emergencies

In an emergency, call 999 and request the appropriate emergency service. If it is then safe to do so, contact the Campus Safety & Security Service on 01782 294444 and let them know what's happened. You can also request assistance and get help using the SafeZone App. Scan the QR code on page nine to download it now.

Electoral register

Even if you're not interested in politics, it's a really good idea to register to vote. This would mean you could have your say about issues that affect you or that you feel strongly about. You can register to vote at gov.uk/register-to-vote.

Electrical equipment

All electrical equipment that you bring into University- managed accommodation needs to be electrically safe and must comply with British Safety Standards.

University arranged Portable Appliance Testing (PAT) will be available on 26 September, 12pm to 6pm.

Check the ResLife portal for the location. If your electrical items fail the PAT, you will not be able to take the item back to your accommodation. We can safely store items for you to collect when you return your keys and move out. If during our inspections, we find an item that is deemed to be unsafe, it will be removed from the accommodation and stored safely elsewhere for you to collect when you leave the accommodation. We will leave a card to let you know an item has been removed.

Energy

Your licence fee includes the cost of electricity and gas services. Make sure to turn appliances off when not in use to help reduce our carbon footprint. By being sensible about using power, you can help the University obtain our sustainability goals. So switch off lights and plugs when not in use, don't waste water, and turn you heating off when you are not in the room.

Events

See COMMUNITY

Fire alarms

Whenever the fire alarm goes off, whether genuine, false alarm or test, you must leave the building immediately and stay outside the building until you are told it's safe to re-enter. If the fire alarm goes off on-campus out-of-hours, you can give the Campus safety and security service a call and they will send someone over straight away if they haven't already.

Regular fire alarm testing takes places in the accommodation every Wednesday from 11am.

Campus Safety & Security Service: 01782 294444 (emergency line) or use the SafeZone App

Fire Safety

See FIRE SAFETY page

First Aid*

If you require first aid, call the Campus Safety & Security Service and the team will provide assistance.

Campus Safety & Security Service: 01782 294444 (emergency line) or use the SafeZone App

Feedback

We're always looking for ways that we can improve and innovate our service. Your feedback is incredibly valuable to us, both good and bad. If you have something to say, get in contact or speak to a member of the team.

Twice a year, we will send you a survey to complete. This survey helps us to constantly improve and identify the wants and needs of our residents. It would be super helpful if you could complete the survey when it's live, and you can make a difference to the accommodation experience.

We also ask for ResLife Community Reps to sign up to join feedback sessions with our RLAs and ResLife team. See the community page to sign up.

You'll have to be available for the sessions:

1. 6pm-7pm Weds 7 October 2024
2. 6pm-7pm Weds 27 November 2024
3. 6pm-7pm Weds 19 February 2025
4. 6pm-7pm Weds 21 May 2025

These feedback sessions are a great way for you to have your voice heard and contribute to improving and advancing the accommodation experience for yourself, your flatmates, and the wider ResLife community.

Guests

Check the latest guidance from the ResLife Team and your licence agreement for more information on our guest policy. If our guest policy changes, we'll make sure to let you know.

All guests must be signed in using our guest check-in form. This is so we can be sure to keep you and your guest safe should there be an emergency.

You are only permitted one overnight guest at a time and all overnight guests must be over 18.

Scan the QR code on page eight to access the visitor check-in form.

Health

Your health is really important to you and to us while you're studying and staying at the University. Don't let things go untreated or put off seeing a doctor. The quicker you react, the quicker you will recover and be back on top form.



Find a GP

Heating

Depending on where you're living, you will either have electric heaters or central heating. These outlets are often on timers to prevent energy wastage. You can set the temperature and how long you want the heat on for, but we strongly encourage you to be smart and sustainable and not waste energy. A room can be just as warm on 20°C as it would be on 21°C!

- Halls and Clarice have their own electric heaters that are controlled by you
- The heaters have a dial/button that you can use to control your own temperature within your room and the shared areas
- Houses are connected to gas boilers, and each radiator can be controlled by a Thermostatic radiator valve (TRV) which you will find on the side of your radiator
- The ideal room temperature is different for every person, and changes depending on humidity, clothing, and activity levels.
- We recommend aiming for an average room temperature of 20°C, with the bedroom slightly cooler and the bathroom slightly warmer

Your heater will stop producing heat when it reaches the desired temperature, but you can also use a digital thermometer to better track and manage your home's temperature too.

Insurance

Contents insurance for your room is provided by Endsleigh. If you haven't already, you will need to confirm your cover by heading to the Endsleigh website.

Scan the QR code on page eight to register on My Endsleigh to ensure your stuff is covered.

Internet

In private University-managed accommodation
Check with the reception team for any information relating to internet access.

In University-owned accommodation

Glide is our internet service provider. If you have any questions or want to report a fault, you can do so directly to them via their portal. Scan the QR code on page eight to download the Glide Student App.

Jobs

Stoke-on-Trent is a university city, so there are lots of flexible and part-time jobs available that can fit around your studies.

Scan the QR code for UniTemps on page eight to get started.

Kitchen appliances

We provide a number of kitchen appliances including hot water boiler, microwave, oven and hob. If you're struggling to operate any appliances, head to SOLVE and click the link for instruction manuals.

We do allow you to bring other kitchen gadgets that you might find useful like blenders, rice cookers and food processors. We can safety check this for you with a PAT to make sure it is electrically safe to use.

Please do not bring deep fat fryers, and do not deep fry in pans.

Deep frying is a major fire risk, tends to be messy, and can create very strong and lingering smells in the accommodation.

K-L

Keys*

Make sure to keep your keys safe and on you at all times. Do not lend your keys to anyone else or share keys. If you lose or break your keys, report the missing keys on SOLVE as soon as possible. Scan the QR Code on page nine to go straight to SOLVE. They will be able to organise for a new set to be provided – there may be a charge for replacement. Key replacement charges are located in the common charges list. This also applies to access key cards.

If there is an emergency and you need immediate assistance call the Campus Safety and Security Service, or use the SafeZone App.

Campus Safety & Security Service: 01782 294837

Laundrette*

Laundry facilities are available to residents at all of our University-owned and managed accommodation.

Our laundry facilities are managed by Washstation and everything can be controlled using their handy app. Top up your wash credits, reserve a machine, and choose your wash and dry cycles all from your phone.

Scan the QR code on page nine to go to the Washstation website and download the app for Android, Apple iOS, or Huawei.

Leaving accommodation

We'll be sad to see you go – there are few things to remember before you leave us:

- Make sure you have disposed of/donated any food you are not taking with you
- Remove all rubbish and clean your bedrooms and communal areas
- Make sure your room is clean and in the same condition as it was when you arrived
- Triple check that you've packed everything and quadruple check you have anything that is personally important (passports, bank cards, money etc.)
- Pick up any post that may be waiting for you to collect from the parcel lockers or the ResLife Office
- Return your keys to the accommodation team. You may be charged if your keys aren't returned

Lost property*

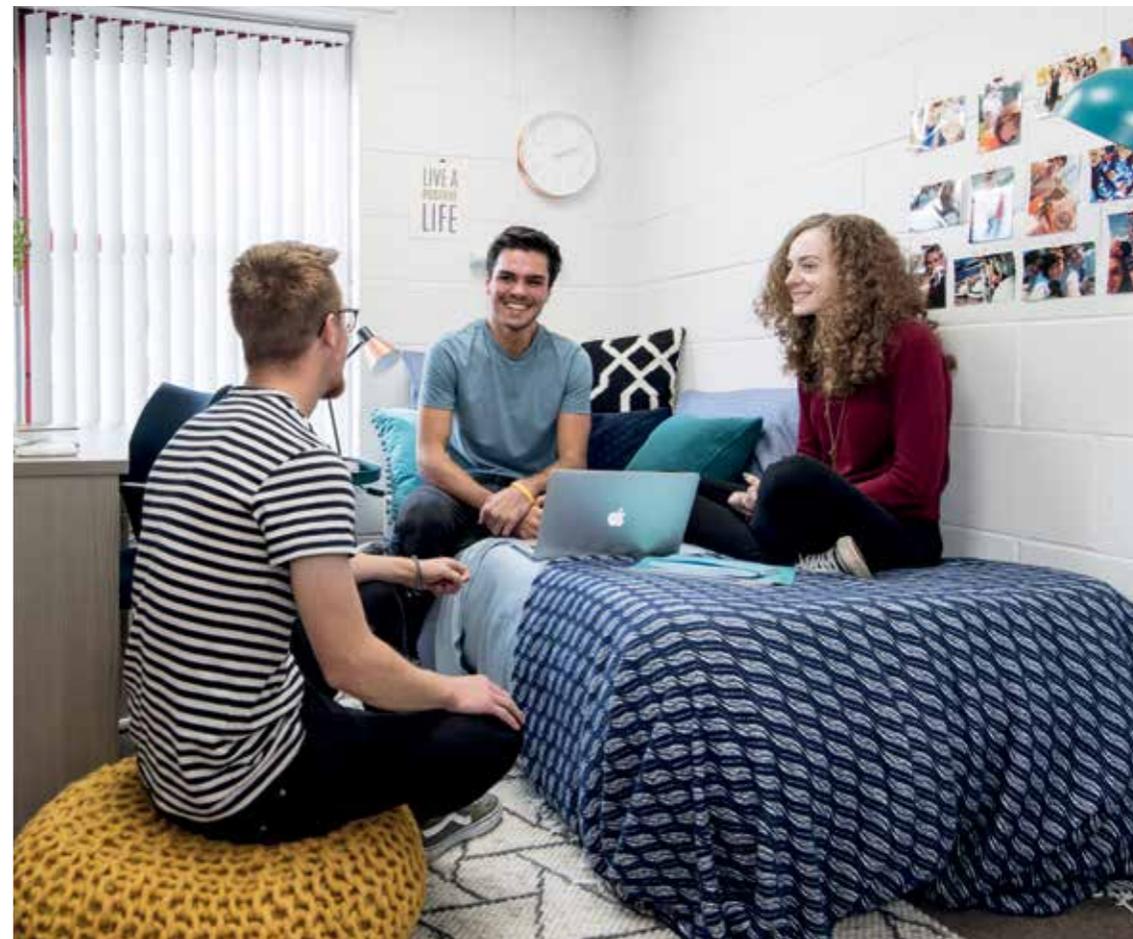
If you lose anything around accommodation or on campus, speak to Campus Safety and Security. They can check if it has been handed in.

*this information is correct for on-campus accommodation. Check with the team at our off-campus accommodation for the most up to date and correct information.

Lock outs

If you are locked out of your accommodation you can get assistance by clicking "Request something" on SOLVE and selecting access, accounts and security. From there click "Access request" to log this with the university.

In emergencies, if you need immediate assistance please call the Campus Safety & Security Service or use SafeZone.



Maintenance*

If something is broken or not operating how it should be within accommodation, make sure to report your issue via SOLVE as soon as possible. SOLVE can be accessed from the QR code on page nine, or on the ResLife portal. If something requires an urgent or emergency repair (e.g. burst pipe, loss of power) then contact Campus Safety and Security or use the SafeZone App.

To ensure that we are meeting your expectations and managing any maintenance requests, we want to outline how we prioritise service provision to our residents. The following table identifies the time scales that you can expect after you have reported an issue.

<p>PRIORITY 1 - Emergency Repairs** Maintenance issues posing threat to the life, health, safety and security of individuals or significant damage to property, such as flooding, loss of power to entire buildings, etc.</p>	<p>Response *** Response - 1 Hour (24/7)</p> <p>Rectification - 2 working days</p>
<p>PRIORITY 2 - Urgent Repairs** Maintenance issues which materially affect the comfort of the licence holder, or convenience of the tenant. For example, loss of a key service such as heating, hot water and sanitation.</p>	<p>Response *** Response - 4 hours (24/7)</p> <p>Rectification - 2 working days</p>
<p>PRIORITY 3 - High priority Maintenance issues that impact the operation of the users, that do not affect comfort such as single blocked toilet, intruder alarm not working etc.</p>	<p>Response *** Response - 1 working day</p> <p>Rectification - 7 Days</p>

*this information is correct for on-campus accommodation. Check with the team at our off-campus accommodation for the most up to date and correct information.

<p>PRIORITY 4 - Medium priority Maintenance issues that are of a small nature and limited such as loose sanitaryware, external isolated lighting, etc.</p>	<p>Response *** Response - 7 working days</p> <p>Rectification - 14 working days</p>
<p>PRIORITY 5 - Low priority Maintenance issues that have very limited or no impact to end users, such as loose shelves, noticeboards, etc.</p>	<p>Response *** Response - 28 working days</p> <p>Rectification - 56 working days</p>
<p>PRIORITY 6 - Chargeable works Non-maintenance activities such as a request for a new socket, new shelves, or re-configuration of spaces.</p>	<p>To be agreed upon receipt of works request.</p>

** Emergency and urgent requests will be responded to by our Campus Safety and Security Service outside of normal working hours; during busy times the team will assess and manage response priority based individual incident requirements. However, every effort will be made to communicate any delays.

*** Response - The attendance of an individual to assess and where necessary make the area safe.

Rectification – The resolution of the reported defect to the standard that was in place prior to the issue being raised.

Moving rooms

You can request to move rooms while you're staying with us. If we have a suitable room available, we'll endeavour to offer it to you. You can submit your request to move rooms via the ResLife portal and it will be passed onto the Accommodation Team. Once processed, they will be in touch to let you know the next steps.

In order to move rooms you must add an application onto the ResLife portal. Do not move rooms until authorised by ResLife. Once a room move has been authorised by ResLife, you must fully clean and return your original room to us in its original state. Rooms that are vacated without being cleaned to an acceptable standard will have a cleaning charge applied.

Mental wellbeing

Being away from home and in a different environment can be tough on your mental wellbeing. There are a number of pressures in university life, but we don't want your university home to be one of them. If you're struggling and want help or just someone to talk to, you can get in touch with the student wellbeing team who will be able to advise on what support is available to you.

You can see what kind of support the university can offer by scanning the 'Student Support' QR code on page nine.

Noise

Excessive noise has a huge impact on people's abilities to work, relax and sleep. We want everyone to be comfortable, so ask that you keep the noise down at all times and especially between 11pm and 7am. If you would like to report any excessive noise, you can contact the Campus Safety and Security Service, or report it on the SafeZone App.

Campus Safety & Security Service:

01782 294837 (Out of hours)

Out of Hours*

If you need to report emergency or urgent maintenance or Campus Safety and Security issues out of hours, please contact the Campus Safety & Security Service.

Campus Safety and Security Service:

01782 294837 (Out of hours) or

01782 294444 (Emergency) Or use SafeZone

Parking

Parking is available within the on-campus car parks for residents living in on-campus. You can find out about parking via SOLVE. Scan the QR code on page nine to go straight to SOLVE.

Other parking restrictions will apply wherever you are staying if you are living off-campus.

Payment

All payments for accommodation are handled by the University finance team. If you have any questions about your invoice or need information on how to pay, contact income@staffs.ac.uk

Pest Control*

While it is incredibly rare that pests will be a problem, if you notice any uninvited critters in your accommodation, report the issue via SOLVE (QR Code page nine) for pest control to attend.

Pets

As much as we love pets and animals, they're not allowed within University-managed accommodation at any time. You may see some assistance dogs in our accommodation. These animals have been pre-approved to help a specific resident.

Post*

Leek Road Houses

All post will get delivered directly to your house. Remember to use the correct post code for houses: ST4 2XQ

For all other areas, you should format your address like this:

[Room Number] [Hall Name]

Staffordshire University

Leek Road

Stoke-on-Trent

ST4 2YJ

Post Lockers

We have two post lockers installed on campus, one at Leek Road Halls (opposite Spode) and one at Clarice Cliff (in the courtyard). Once post is received on site, the post goes into the lockers, and you'll get an email with a barcode that will allow you to pick up your parcel or letters. This means that you can collect your parcel at any time of the day and don't have to wait for our opening hours.

Amazon lockers

We have two Amazon lockers on campus, one at Leek Road Halls (opposite Spode - Banyan) and another at Clarice Cliff (in the laundrette - Bandy). When you shop on Amazon, you should get your package delivered directly to the Amazon lockers if available.

If you're living off campus, check the postal arrangement in your accommodation with the team there.

Once your stay has ended, we don't forward any mail – it will be returned to sender.

Phone numbers

We've included a list of important contacts on the very back page of this guide.

Quiet hours

It's important to remember, not everyone enjoys loud environments, especially when they're studying or trying to sleep. Be respectful of your flatmates and neighbours. Keep noise to a minimum between 11pm and 7am. There are plenty of places on and around campus for you go if you want to be a bit loud.

Repairs

See Maintenance.

Room moves

See Moving Rooms.

Residential Support Coordinators

The Residential Support Coordinators are our out of hours pastoral support staff for students living in on-site accommodation. They also host regular wellness events each Wednesday 8pm-10pm in Royal Doulton Flat 10 during term-time. They are on hand to give advice and guidance when needed, can be reached via Security on 01782 294837 or via the SafeZone app.

SafeZone

As part of our duty of care to our University community, Staffordshire University has made the SafeZone app available to all our students. Our campuses are already very safe, but downloading SafeZone will give you extra reassurance that if needed, help is just the touch of a button away.

SafeZone is simple to use, and it's free. And at a touch of a button, it will let you summon first-aid, security, or safety assistance via your mobile phone or PC.

The app allows you to alert our university Campus Safety and Security Service via your smartphone if you ever need urgent assistance or first aid, or if you have an emergency while on campus. If you are off campus, it will alert the police for you, ensuring help will be on hand soon.

You can download SafeZone on iPhone/iPad, Android, and Windows Phone. Scan the QR code on page nine to download now.

Security and Safety

Your personal safety is really important to us, and we want to make you feel safe while you're in your accommodation or on campus.

We have lots of tips to ensure you are safe while you are with us:

- Always carry your keys and keep them safe. Never give your keys to anyone else
- Only let people you know into the residences. Don't let anybody tailgate you
- Make sure your windows are closed before you leave
- Lock your doors. Even if you're just heading down the hall
- Keep your valuables out of sight. Don't leave anything of worth where people can see them
- Always keep an eye on your stuff. Especially when using larger areas with more students, such as the library
- Be mindful when going out. Make sure you have a plan of how you're getting home, charge your phone and stick with your friends

University Police Liaison Officer

We have our very own on-campus Police Liaison Officer PC Gareth Richardson, who is passionate about engaging students in all aspects of crime prevention, awareness, and safety on and around campus.

PC Richardson is available throughout the week where you can catch him walking around the campus or via the Campus Safety & Security Service office in Cadman building, Monday to Friday between 8.30am and 4.30pm.

Email: gareth.richardson@staffs.ac.uk

Snow and Ice

Staffordshire University Estates & Commercial Services has a procedure in place for Bad Weather Condition. This procedure includes the whole University including the Halls of Residences.

During Winter months, external temperatures are monitored by Estates & Commercial Services Grounds Maintenance.

If temperatures are likely to fall below +2 degrees C, then proactive measures will be put into place immediately.

Proactive Measures – Expected Gritting/Salting Timelines Monday to Friday:

ROUTE KEY:	
RED ROUTE:	Footpaths and any access slopes for wheelchair users / low mobility people.
PURPLE ROUTE	Footpaths including those around the residential areas.
BLUE ROUTE	Car parks around the whole campus.
YELLOW ROUTE	Roads around the whole campus.

LEEK ROAD CAMPUS: Including Halls of Residences	
RED ROUTE:	Priority Pathways – Priority 3 (7am onwards)
PURPLE ROUTE	Additional Pathways – Priority 4 (On completion of RED Routes)
BLUE ROUTE	Car parks - Priority 4 (On completion of PURPLE Routes)
YELLOW ROUTE	Roads – Priority 4 (On completion of BLUE Routes)

COLLEGE ROAD CAMPUS:	
RED ROUTE:	Priority Pathways – Priority 3 (7am onwards)
BLUE ROUTE	Carparks - Priority 4 (On completion of RED Routes)
YELLOW ROUTE	Roads – Priority 4 (On completion of BLUE Routes)

SOLVE

Introducing SOLVE: your one-stop shop for digital and campus support.

Use SOLVE, the new customer service portal to contact campus services, helping you to access all the information you need in one place and experience swifter response times when requiring support.

The SOLVE portal is your main point of contact for all your support requirements. Scan the QR code on page nine to go straight to SOLVE.

SOLVE is a support portal with innovation at its core. It will provide staff and students with access to 24/7 support in the form of self-help guides and advice, accessed through the new portal whenever you need assistance.

Report an Issue

Log a ticket to request help to fix something that is broken, for example, a broken cupboard, a window that won't open, a radiator not switching on etc.

My Tickets

View all your open and closed tickets to track the progress of your support requests and where you can ask for an update on your open tickets.

Help Articles

Access a range of useful self-help guides 24/7, giving advice on issues and answering questions to help you find a solution to common problems easily and quickly, without the need to log a formal ticket through the service desks.

Service Status

Known issues, downtime, and outages will be displayed, with real time updates.

SOLVE offers bespoke support for our University community and is customised for staff and students so users will only see the services that are relevant to them.

It is easily accessible from the log in homepage of the ResLife portal or on Beacon, ready to 'SOLVE' all of your digital and campus issues.

Smoking

University-managed accommodation is a strictly non-smoking area. Do not smoke or vape in your rooms, kitchens, corridors or anywhere inside accommodation buildings. If you do smoke, please do so at least five metres away from any buildings and not in front of any windows or entrances.

Students' Union

The Students' Union can offer all kinds of additional support during your time at Staffordshire University .

- Receive free, impartial and confidential support from the Advice Service
- Join one or more of the 100+ student-led activity groups, societies and sports clubs
- Enjoy high-quality food and drinks from venues; Squeezebox, Ember Lounge and LRV & Verve
- Make a difference through volunteering and fundraising
- Shape your experience through Student Reps, Student Council and Student Officers
- Join the staff team as a Union Team Member in a flexible employed role

Summer stay

If you need to stay with us during the summer period, we do offer summer stay to students who require it.

We send out information towards the end of your main licence period with details on summer stay arrangements.

Social media

Make sure to follow us on our social media channels for updates, events, advice and important announcements from the team.



We have a range of support services and resources available to all our students. Whether this is reporting a concern, student inclusion or money and guidance support. You can find out about all the support services available by heading to the handy links and guides on page 9

TV licences

We provide TV licences for any TVs in communal areas. If you have a TV in your bedroom and watch live programmes on iPlayer catchup you require an individual TV licence for your room.

Utilities

All basic utilities are provided as part of your licence agreement. If you notice a problem with any utilities, report this on SOLVE as soon as possible.

Ventilation

It is important to use your vents in your windows. Please remember to open your window, to allow for ventilation of the space and to prevent damp creating condensation within your room.

Remember to close your window when you leave your room.

Visitors

See Guests.

Vacating accommodation

See Leaving Accommodation.

Welcome Talks

During your first week living on campus, we require you to attend a welcome talk for your area. These are scheduled in advance and you'll find the timetable for your welcome talk on the next page.

It is mandatory that all residents attend this talk, and you will be required to sign in to prove your attendance.

The welcome talk will cover all kinds of information, health and safety guidance, and how to really get started on living in your accommodation.

Any residents that do not attend will be required to attend a make up talk at a later date.

W

WELCOME TALKS

ACCOMMODATION	TIME	DATE
JESSIE VAN HALLAN	1pm	Monday 16 September
CHARLOTTE RHEAD	12pm	Monday 16 September
STAR WEDGWOOD	12pm	Monday 16 September
CLARICE CLIFF COURT BLOCK A	1pm	Monday 16 September
CLARICE CLIFF COURT BLOCK B	1pm	Monday 16 September
JESSIE TAIT	2pm	Monday 16 September
MILLICENT TAPLIN	2pm	Monday 16 September
COLLEGE COURT BLOCK D	1pm	Wednesday 18 September
COLLEGE COURT BLOCK E	1pm	Wednesday 18 September
COLLEGE COURT BLOCK G	12pm	Wednesday 18 September
COLLEGE COURT BLOCK J	12pm	Wednesday 18 September

ACCOMMODATION	TIME	DATE
ROYAL DOULTON	2pm	Wednesday 18 September
AYNSLEY	12pm	Thursday 19 September
COALPORT	1pm	Thursday 19 September
SPODE	1pm	Thursday 19 September
WEDGWOOD RED	2:15pm	Thursday 19 September
WEDGWOOD GREEN	2:15pm	Thursday 19 September
WEDGWOOD YELLOW	12pm	Friday 20 September
WEDGWOOD BLUE	2:15pm	Friday 20 September
MINTON	1pm	Friday 20 September
LEEK ROAD HOUSES 1-16	1pm	Friday 20 September
LEEK ROAD HOUSES 17-32	2:15pm	Friday 20 September

W - Z

Windows

Make sure that your windows are shut and secure every time you leave your room. Although we wouldn't recommend that you dry clothes in your room, if you do, please open your window to avoid mould and damp.

Waste

Each resident is responsible for the removal of their own personal recycling and communal waste and recycling within your flat.

Two bins will be provided in your flat. One for household waste and the other for dry mixed recyclables. Recycling must always be disposed of in clear bags. Black bags containing recyclable waste will not be recycled so it is important to ensure you are using the correct bags for recycling and general waste.

There is a designated compound near to each building which has colour coded bins for waste and recycling. Make sure to separate your recycling correct into the different bins.

Dates and times of bin collections are posted on the bin compounds.

Xylophone

See Noise.

Zebra

See Pets.



KEY CONTACTS

ResLife Team 01782 294221

Residential Support Coordinators 01782 294837

Financial Services 01785 353383

Enquiries 01782 294400

Student Connect 01782 294751

Students' Union 01782 294629

Campus Safety and Security Service 01782 294837

Campus Safety and Security Service (Emergency) 01782 294444

Police (Non-Emergency 24/7) 101

NHS Direct (Non-Emergency 24/7) 111

Mental Health Access Team (24/7) 0300 123 0907

PC Gareth Richardson 01782 294311

HopeLine UK (Suicide Prevention) 0800 068 4141

Emergency Services 999



  @staffsreslife
reslife@staffs.ac.uk