

# HALLS OF RESIDENCE

HANDBOOK

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2021-2022



# Welcome

## Welcome to Heriot-Watt University

Fàilte gu Edinburgh

We are delighted to welcome you to your new home, where you will study new things and make new friends.

Many of you have moved away from your family and friends for the very first time, and are very excited, a tad nervous, or maybe a bit of both, about the idea of living away and meeting new people. We are here to say, don't worry – we are here with you! With social activities such as Movie night, Campus Walk, Pumpkin carving competition, Christmas dinner, Gardening events, Study groups, Zumba classes, Chess competition, baking classes and many (many) more, we hope there will be many opportunities for you to connect with others.

Living in a community also carries a responsibility to ensure your actions do not negatively impact on other residents or staff. This handbook sets out our expectations to help create a community that supports the health and wellbeing of all and to ensure an environment conducive to academic study.

Our focus is on building a happy, healthy and respectful community, preparing for the future years of study and beyond. Your wellbeing and safety are important to us, Heriot-Watt University has teams dedicated to supporting you during your time on campus. Come to us at any time with questions or concerns.

This handbook includes rules, requirements, and policies that over time we have learnt ensure for the proper management of the halls.

The handbook is subject to updating and updates will be available from ResLife, the Accommodation Office and online.

**We hope you enjoy your stay in halls!**

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# MEET THE TEAM

## Accommodation team

Our Accommodation team is here to manage your contracts and agreements. If you have any questions related to your accommodation contracts, please contact the Accommodation team on [halls@hw.ac.uk](mailto:halls@hw.ac.uk)

## Main Reception

Main Reception are a friendly point of contact to welcome you to campus and assist you throughout your stay. It is the place to go if you wish to buy a bedding pack, need a set of replacement keys or are just needing some help with directions. Their email address is [FrontDesk@hw.ac.uk](mailto:FrontDesk@hw.ac.uk).

## Residence Life (ResLife) team

The ResLife team is here to help you settle into your new home and become part of the Heriot-Watt community.

Look out for ResLife events taking place throughout the year online and face to face. We are active on social media so please find us on Facebook and Instagram (@HWReslife) and on our very own website, [WattLiving.co.uk](http://WattLiving.co.uk), which is full of useful, up-to-date information.

You can also come to the ResLife team with any concerns and issues you have, from maintenance issues to kitchen disturbance. Or if you simply want to have a chat over coffee, we are here for you.

The Residence Life Hub is located in Christina Miller West. Opening hours are Monday to Sunday, 9am – 10pm. We can be contacted through social media accounts or on [reslife@hw.ac.uk](mailto:reslife@hw.ac.uk)

## Residences Team

The residences team is here to provide the assisted clean to your kitchen, cleaning of public areas and operating the halls in a safe and secure manner. The team can be contacted by emailing [residences@hw.ac.uk](mailto:residences@hw.ac.uk)

## SafeGuarding team

The security team on campus and are available 24 hours a day, 7 days a week to respond to any emergency or provide out of hours support to all students on campus. They can be contacted through the SafeZone App, which we highly recommend, or by calling 0131 451 3500 or emailing [safeguarding@hw.ac.uk](mailto:safeguarding@hw.ac.uk)

## Student Wellbeing Services

Student Wellbeing Services provide a range of support, guidance and advice to help students to be their best, and get the most from their university experience. Contact the team at [studentwellbeing@hw.ac.uk](mailto:studentwellbeing@hw.ac.uk), or make an appointment through the myHWU app. (For more details see the Wellbeing section of this handbook).

## Disability Services

We provide advice and guidance, and are here to discuss support you need and how you access this support. Contact the team at [disability@hw.ac.uk](mailto:disability@hw.ac.uk), appointments can be made via the myHWU app.

# IMPORTANT NUMBERS

Safeguarding team (24/7) : 0131 451 3500 / Safezone App / Red phones

If you require emergency assistance from the Police, Fire Services or Ambulance First Responder, please contact the Safeguarding Control room as they can direct the emergency service quickly to the correct location on campus.

Main reception: 0131 451 3501

Covid19 Helpline: 0131 451 8899 (10am to 4pm (UK Time) Monday to Friday.)

University Medical Centre: 0131 451 3010

Mental health Assessment (Royal Edinburgh Hospital): 0131 286 8137

Circuit (Laundry): 01422 820040

Glide (Internet): 03333 800 800

# ARRIVAL

## Accommodation offer

Before arriving to campus, you must have accepted your Accommodation offer and read the contract, terms and conditions properly to make sure you know your responsibilities. If you have any questions about your contract, contact the Accommodation office on [halls@hw.ac.uk](mailto:halls@hw.ac.uk).

To review your agreed contract please login into your accommodation account: <https://accommodation.hw.ac.uk/>

## Online Inductions

You must complete the KX online induction and Wattle Student Welcome prior arriving to campus to collect your key. The links to the mandatory inductions will be emailed to you closer to your move in date.

## Key Collection

Once you have completed your online induction and Student Welcome, you will be directed to a page where you can book a time slot to collect your key and move into your new home.

Please adhere to this time strictly so as to comply with Covid-19 guidelines.

What should I bring to my key collection slot?

- Photographic ID (Driving license, Passport)
- A copy of your Arrival Pass (either printed or electronic copy on your device)
- PPE

## Inventory

Once you have settled into your room, you need to complete the room audit form within 14 days of your arrival. Please ensure all defects and missing items are recorded, as you may be held responsible for repair or replacement cost

## Register with Medical Centre

You need to register with the medical centre on campus. Hard copy forms will be available at key collection.

Alternatively, go to

[www.riccartongeneralpractice.co.uk](http://www.riccartongeneralpractice.co.uk) where they have the registration form and medical questionnaire available to download. Once completed, these can either be printed and delivered or emailed to the medical centre (and there are instructions on emailing on the website).

If you are self-isolating please email!

## Insurance

Your accommodation comes with basic contents insurance from Endsleigh. The cover is only for items in your room. We suggest you consider extra cover. The University is not responsible for loss or damage of personal belongings.

# ACCOMMODATION

## Fees and Payment

Accommodation charges are due 30 days after the start of each semester. For semester one, this is the 13th of October and for semester two, this is the 10th of February 2022.

Prior collecting your key, you will need to accept your Accommodation Offer and to settle your Advance rent payment. The Advance rent payment will be deducted against your total accommodation invoice or it will count as the first payment (September) against your Recurring Card plan.

The University offers a number of ways to make payment:

### Online

- Through your student portal using debit or credit card
- Bank transfer (details on request)
- Western Union bank to bank transfer

Student can also choose to pay by fixed instalment plans through the student portal at no additional cost from the University.

## Accommodation Contract

The Accommodation contract is legally binding. We encourage you to read your Accommodation contract carefully. Your contract contains full details of your agreement and the terms and conditions of your occupancy.

## At the End of Your Contract

Make sure you are aware of the day and time that your accommodation contract comes to an end.

Please return your key or key card at the Main reception, failure to do so may result in replacement charge. Please make sure that you reported any damage before you depart as any unreported damage to your room/flat will lead to charges.

As you prepare to leave, please look out for the donations points where you can donate unopened food. Drop your key off at Main Reception or at the ResLife Hub before you go, and have a safe onwards journey.

# ACCOMMODATION

## Moving Rooms

### Steps you can take to avoid issues in your flat

If you are having issues with your room and would like a change of room, consider these points first.

1. We expect you to remain in your room for a minimum of eight weeks after arrival as everyone settles in.
2. We encourage you to discuss the situation with the Residence Life team first. We will attempt to resolve any maintenance issues, conflicts or points of difference before considering a change of room.
3. If, after remaining in your room for eight weeks, and after discussing the situation with ResLife, you would still like a change of room, you may apply in writing to the Accommodation team.
4. Any change of room is at the Accommodation team discretion and will generally require another resident to change rooms.
5. If we are able to offer you another room, you will be required to pay a administration fee of £75 when you change room.

## Relocation

The Accommodation contract contains details on our rights to ask you to move to another room in the hall, a different room type within the hall, or to a different university hall of residence or other type of accommodation.

## Keys / Key cards

You will be issued a room key or key card, to access your hall, kitchen and bedroom, on arrival. You are not permitted to make copies of these keys and key card. Your keys / key card will allow 24-hour access to the hall. If you lose or break your keys or key card, you will be required to pay for a replacement, which can be purchased for the Main reception. Replacement keys cost £25, Replacement cards cost £10. Do not permit others to possess or use your key / key card. If you do, any repercussions are your own responsibility.

## Right of Entry

Heriot-Watt members of staff (including ResLife, Residences, SafeGuarding and the maintenance team) may enter your room, including in your absence, for the following purposes:

- Ensuring your personal safety and wellbeing
- Ensuring the wellbeing of other residents
- To attend to other serious health and safety concerns, including in an emergency to carry out repairs or maintenance.
- To attend maintenance issues reported by the student for repair

Members of staff will always knock loudly and announce who they are before entering. Residents are not permitted to obstruct any employee of the University, or authorised technicians in the performance of their duties.

We do not permit any other person, including friends and relatives, to access your room without your written permission.

# ACCOMMODATION

## Access assistance

Are you locked out? Hopefully, it never happens to you, but just in case, here's what you need to do.

- If you have your student ID card and it is between 8 am and 8 pm (Mon -Fri) or 9am – 5 pm (Sat-Sun) you can go to the Main Reception who will issue you with a temporary key or key card.
- If you don't have your student ID card and it is outside the time above, please contact the Safeguarding Services on 0131 451 3500 or pick up the red phone or press the enquiry button on your Safezone App.

Excessive lockouts (more than 3 times) may lead to a £50 charge. So always keep your keys on you!

For more information, please visit our [Lock-out guide](#)

## Mail and Parcels

The University handles all Royal Mail post and parcels. Letters will be delivered to your mailbox, for which you will be given a key. Royal Mail parcels can be collected from the Parcel Room next to the Residence Life Hub.

You will be notified by email when you have a parcel ready to collect.

Please visit our [Parcel Guide](#) on Wattliving for more information

The university is not responsible for any parcels delivered by private courier – delivery should be arranged directly between yourself and the courier.

## Parking

As detailed in your contract, resident students are not allowed to park on campus. In exceptional circumstances, please contact [carparking@hw.ac.uk](mailto:carparking@hw.ac.uk) to see if you would be eligible for a parking permit.

# ACCOMMODATION FACILITIES

## Bedroom facilities

All of our accommodation is self-catered and includes private bathroom. Although there are some variations in sizes and layouts of flats/rooms at each hall, each student's bedroom and bathroom will be provided and equipped with

- Single bed, Mattress protector, Desk, Desk chair, desk lamp (stand alone or built in)
- Wardrobe
- Bookshelf
- Pin board
- Ethernet cable
- Bathroom
- Wash hand basin
- Shower
- Toilet
- Shower curtain
- Complimentary bathroom cleaning set

Bed linen, duvet and pillows are not provided, but you can purchase a bedding pack from our main reception on arrival for £30.00.

## Kitchen facilities

Your kitchen will be equipped with the following appliances and items:

- Cooker
- Fridge
- Freezer
- Kettle
- Sweeping brush
- Dust pan and brush
- Bucket and mop
- Swing-top bin
- Cupboard
- Breakfast table
- Stools

For more information, please visit [here](#)  
Refuse sacks are issued weekly so that you can safely dispose of refuse in the appropriate recycling bins.

You are not allowed to bring your own furniture to halls. Personal furniture brought into halls will need to be returned. Failure to do so may lead to disposal.

# ACCOMMODATION FACILITIES

## Common rooms

Common rooms such as lounges and study rooms will be opened only in line with the current Covid-19 guidelines and booking will be required. If the lounges are available to use, please ensure they are left clean and tidy when you leave, including removing all rubbish and recycling.

For details on how to book please visit our WattLiving page [here](#).

## Laundrette

Laundry facilities are located within each hall and are operated by external company 'Circuit'. Each Laundry contains both washers and dryers, along with ironing facilities. Purchase of a wash/dry cycle can be made using a top-up card (available by machine in the laundry) and downloading the 'Circuit App'. It currently costs £2.90 to use the washing machines, and £1.70 to use the dryers. If you experience any issues or need to report a fault, please note the number of the faulty machine and contact Circuit directly. Contact information is displayed in each laundry and can be further found at: <https://www.circuit.co.uk/>

For more information on laundry locations, facilities and instructions (including a guided video) – visit our WattLiving page [here](#).

## Internet

Wi-fi is provided in halls by Glide. Simply connect to either net work from your device and follow prompts to Register for service!

Glide: <https://my.glidestudent.co.uk/support>  
If you require a DSL cable in your bedroom, please email the Residences team on [residences@hw.ac.uk](mailto:residences@hw.ac.uk)

The hardwired speed is 100Mbps. Wireless speed depends on your device.

# ACCOMMODATION FACILITIES

## Use of Facilities

You must use the facilities for their intended use. Sensible behaviour in halls is expected at all times and no activity that puts residents or the building in danger is permitted. No roller skates, bikes, roller blades, scooters, or skateboards may be used in the buildings. No cricket, ball, or frisbee games are to be played in and around the buildings.

Subletting your bedroom is not allowed at any times and will be considered a serious Accommodation contract breach.

## Use of Bedroom and Kitchen

- All studios and kitchens are equipped with fridges and freezers, which you are responsible to keep clean.
- You may put posters and decorations on your room walls, as long as you put them on the provided notice board and please make sure to remove them when you leave. Do not put any posters/pictures/others on the wall, please be advised any work required to repair damage caused by tacks, nails, adhesive tape, hooks, etc., will be charged to you.
- There is no need to vacate the hall or remove your belongings during Christmas or Easter holidays.

# STUDENT WELLBEING

## Support Available

Your stay on campus is supported by a network of departments, aiming to make your time in student accommodation as enjoyable and stress-free as possible.

## Residence life team

The Residence Life Hub is a welcoming environment where all resident students can find support for any challenges they may be facing. The friendly team can offer practical information, emotional support and signpost to relevant university services.

ResLife are here to help students who:

- are having difficulty settling in to halls or university life
- are facing conflicts with their flatmates, for example over cleanliness or noise
- require further support from the wellbeing or disability teams
- require support for mental health
- have any questions regarding campus life
- are the victim of or have witnessed bullying or harassment

## Safeguarding

Safeguarding are on campus and available 24 hours a day, 7 days a week. They respond quickly to incidents on campus, including student welfare. Trained in both physical and mental health first aid, the Safeguarding team are approachable and friendly.

## Student Wellbeing and Disability services

Student Wellbeing and the Disability Services provide a range of support, guidance, activities and advice to help students to be their best, and get the most from their university experience.

If you are struggling to achieve your goals, or are facing particular difficulties which are affecting your wellbeing, mood or behaviour, then please contact the wellbeing team.

The Wellbeing team provides services in Disability, Counselling, Mental Health Support and more. Due to Covid-19, some activities have been moved online, please visit <https://www.hw.ac.uk/uk/students/health-wellbeing/edinburgh/wellbeing-services.htm> for the most up-to-date information.

## Student Union – Advice Hub

They are here to help with absolutely anything that life may throw at you, **especially in these challenging times**; whether you need help filling out a mitigating circumstances form, need advice about housing, have concerns about your studies, or even just need someone to chat to. Ailie and Angela, are wonderful advisors who will always give the best **confidential** help possible, and if there's something they can't help you with, they'll direct you to an expert.

The Advice Hub service operates from 10:00-16:00, Monday – Friday. Emails them with any question, big or small or ask us for a Microsoft Teams chat.

Email: [advice.hub@hw.ac.uk](mailto:advice.hub@hw.ac.uk)

# STUDENT WELLBEING

## Other Departments

Do not hesitate to ask for help from members of staff from other departments, such as within your academic school. Your tutor or supervisor will be able to support you and point you in the right direction if you need further help from a different department.

## Flatmate disputes

Maintaining a good relationship with your flatmates is vital for happy living conditions. Disputes often arise over different expectations of cleaning standards, frequent guests or parties. Always speak to your flatmates with respect and address any issues quickly to avoid rising tensions. Implementing a cleaning rota can often help to ensure the fair distribution of cleaning duties. If you are unable to resolve the issue yourself, email [reslife@hw.ac.uk](mailto:reslife@hw.ac.uk) for support

## Confidentiality

We will not disclose your personal information to others (including but not limited to your family members and close friends) unless we have received your consent in writing or if we are concerned about your health, safety or wellbeing. We will discuss your case with other relevant persons or teams in the following circumstances:

- If we consider you to be at serious risk, either from your own actions or from someone else
- If we consider that may be a serious risk of harm to other
- If we are concerned about you and we are not sure how to help you

The University GDPR policy governs collection, use, storage and disclosure of your personal information relevant to your residency in our hall of residences.

# INCLUSION AND DIVERSITY

## Welcoming the International Community

Heriot-Watt University is truly global and is proud to welcome students from all over the world. We understand that arriving to a new country can be daunting.

ResLife offer a variety of fun events to help you settle in and meet new friends, follow us on Facebook or Instagram (@HWUReslife) to see what we are planning, or visit [wattliving.co.uk](http://wattliving.co.uk).

The Chaplaincy also offer events, fantastic trips to explore the country, and a welcome to all students, all faiths and none. To find out more – find them on Facebook (@HWUchaplaincy).

The Student Union is a fantastic place to meet new friends and try new things! We encourage all students to browse the huge range of societies available and join those that interest you. The full list can be found here: <https://www.hwunion.com/get-involved/societies/>

The Sports Union are very active on campus and welcome all students whether you are looking to start a new sport or develop existing skills. With the amazing facilities available in Oriam – Scotlands Sports Performance Centre, do not miss out! For more details go to: <https://sportsunion.site.hw.ac.uk/>

## Welcoming the LGBTQ+ Community

Heriot-Watt University welcomes all students including those from the LGBT+ community. The Student Union run a welcoming and fun LGBTQ+ group (<https://www.hwunion.com/be-represented/equality/>). Gender neutral facilities are available throughout the main university.

## Welcoming the Disabled Community

Accessible rooms are available (contact [halls@hw.ac.uk](mailto:halls@hw.ac.uk) for more information), and all halls have lifts.

If you have, or suspect you may have a disability, medical or mental health condition, or a specific learning difficulty such as dyslexia which may impact your studies, please contact [disability@hw.ac.uk](mailto:disability@hw.ac.uk).

Support can also be put in place for temporary disabilities, for example a broken leg, so ensure you contact [disability@hw.ac.uk](mailto:disability@hw.ac.uk) if required.

It is important to disclose this to the university so that the appropriate support can be arranged during your stay on campus.

# BULLYING AND HARASSMENT

No student should have to tolerate bullying or harassment on campus.

The university's official statement:

"Heriot-Watt University is committed to a working, learning and living environment that is free of discrimination and intimidation. Harassment is contrary to the University's Charter and Statutes, disability discrimination is contrary to the Equalities Act 2010. Harassment may seriously worsen working and social conditions for staff and students at the University and therefore any incidents of harassment will not be tolerated, will be regarded extremely seriously and may be grounds for disciplinary action including dismissal or expulsion."

If you have experienced or witnessed harassment or bullying, please report this to ResLife or Wellbeing. The university has dedicated Harassment Advisors who will support you.

Complaints can be handled informally, or formally depending on the severity and the wishes of the student.

Reports can also be made anonymously through the "Report It" button on your myHWU homepage. For more details please see:

<https://www.hw.ac.uk/uk/students/doc/anti-harassment.pdf>

Examples of harassment include (but are not limited to):

- Unwanted physical contact or physical attack;
- Offensive, suggestive or derogatory remarks, gestures, mockery, taunts, pranks, jokes, insults or ridicule; in person, on the telephone, by emails or social networking sites;
- Using an individual's known disability to demoralise them
- Ridicule for cultural differences such as appearance, dress, diet, religion or ethnic background;
- Sexual harassment includes unwelcome conduct of a sexual nature, or other conduct based on sex, affecting an individual's dignity, in the teaching, learning, living or working environments, which cause the recipient discomfort or humiliation
- Racial harassment includes unwelcome and/or repeated derogatory statements or racially derogatory remarks by individuals or groups based on race, colour, nationality or ethnicity, which are offensive or objectionable to the recipient. The harassment may relate to racial discrimination and may involve inappropriate racial comments or activities in the teaching, learning, living and working environments. Racial harassment includes hostile or offensive acts or expressions by an individual of one racial or ethnic origin against an individual of another racial or ethnic origin, or incitement to commit such an act.

# MAINTENANCE

Maintenance requests are processed and dealt with according to their level of priority. The table below explains our priority levels.

## Emergency repairs

- Danger to the health & safety students
- Example: Flood, Loss of Power
- Dealt with on the day reported

## Non-urgent repairs

- Day to day repairs
- Example: Broken shelf
- Repaired in due course depending on priority

## Reporting faults

If you have a minor maintenance issue in your room, please scan the QR code in your room using a smartphone and fill in the online form. You will receive email confirmation that the fault has been reported and one of our friendly maintenance team will attend. You do not need to stay in your room as the maintenance team will have access.

Any emergency repairs, for example a loss of power or flooding, should be reported to [reslife@hw.ac.uk](mailto:reslife@hw.ac.uk) between 9am – 4 pm on Monday - Friday. Out with these hours please call Safeguarding on 0131 451 3500 or contact them through the SafeZone App.

## Planned maintenance works

On occasion, it may be necessary to conduct planned maintenance works in your accommodation. You will receive notification by email and on the screens in your hall of any planned works at least 24 hours in advance.

Please be advised the maintenance team's working hours are Monday – Friday, 09:00 – 16:00

# DAMAGE

## Individual liability

The Accommodation Contract requires you to:

- keep the facilities (this includes your room, the hall, and all fixtures, fittings, and chattels within the hall) clean and tidy, and pay for any cleaning, damage, repair, and maintenance for which you or your guests are responsible for.
- keep your room in the condition it was when you arrived (fair wear and tear excepted). Examples of costs for which you may be liable include costs to repair damage caused by your guests, the cost of cleaning, repairing and/or repainting your room, and the cost of repairing damage to walls caused by adhesive tape.

## Joint liability

We encourage those at fault to take responsibility for their actions.

However, sometimes damage or theft of university property will occur that cannot be attributed to individual residents despite our best efforts.

Under the Accommodation Contract, if, due to damage of any kind, any cleaning, repair, or maintenance (including replacement) is required to the facilities and responsibility cannot be attributed to individual residents, you will be liable for a pro rata share of the cost of such cleaning, damage, or maintenance, as determined by the University.

# CLEANING

The Residences Team deals with cleaning of main common areas of the building. Any questions or concerns regarding the cleaning team should be directed to the ResLife team who will then contact the relevant cleaning supervisor.

The University does not provide bedroom cleaning services. The team provides assisted cleaning in your kitchen, but it is still your responsibility to keep your bedroom, bathroom and kitchen clean and tidy.

You are also responsible for taking your waste and recycling from the kitchen and bedroom to the designated skips, outside the buildings. Do not leave bins/bags outside your door, in corridors or staircases, as this obstructs escape routes and poses a fire hazard.

For tips and tricks to keep your flat clean please take a look at our handy article [here](#).

## Bedrooms and En-suite Bathrooms

Your bedroom and en-suite bathroom are your own quiet space to relax. These will not be cleaned by our staff, but we please ask that your accommodation is kept in reasonable condition and within the Coronavirus Community Standards (See Appendix A).

## Kitchen

Our cleaning team will provide an assisted clean of your kitchen once a week. However it is still the responsibility of all kitchen users to keep the kitchen clean in line with the Coronavirus Community Standards.

Failure to keep your kitchen clean can lead to a cleaning charge. Please note – if your kitchen is too messy to clean the team will not assist until you improve its condition.

For more information on the assisted clean see our FAQs [here](#).

## Cleaning inspection

Inspections are conducted once per semester, you will be notified by email in advance (minimum 24 hours notice). It is preferable that you are present, but we reserve the right to check in your absence. If your room and/or bathroom is found to be unsatisfactory and you will not, or cannot, rectify this in the time required, your room may be cleaned by our cleaners at your expense.

During these inspections, we will also check for banned items and any fire hazards items will be removed. We will give you notice to remove any other unauthorised items or risk having them confiscated.

You can collect confiscated items at the end of your stay by contacting ResLife team.

## Covid-19 Enhanced Cleaning

Due to Covid-19, our cleaning team will be providing enhanced cleaning of frequent touch sites such as lift buttons, handles and doors. Please keep yourself and our staff safe by allowing a minimum of 2 meters social distancing while passing in the corridors.

# BEHAVIOUR AND CONDUCT

Living in a shared accommodation such as hall of residence is fun and exciting, but it can also be challenging and at times, very confusing. This is perfectly natural and understandable, regulations are important to ensure the safety and wellbeing of all residents.

Any breaches reported will be investigated and appropriate sanctions will be applied to reflect the seriousness of the breach. Repeated and/or more serious breach or incident will be forwarded to the Student Conduct team.

Information relating to the allegation of breaches may be forwarded from a number of sources including Residence Life, Residences, Accommodation team, Safeguarding and/or other residents.

A copy of the Student Discipline Policy and Procedures can be downloaded at <https://www.hw.ac.uk/uk/students/doc/discguidelines.pdf>

## House Rules

We would like you to have the best experience you can have whilst living in Heriot-Watt University accommodation. Therefore we have developed a set of house rules to ensure you can have fun while keeping yourself and others safe.

## Guest & Visitors

We understand the importance to be able to have guests and visitors to our students, and how it plays an essential part of hall living.

**However students in hall of residences are not currently permitted to host overnight guests. Visitors are only permitted between 10:00 - 22:00, and if there is no objection from flatmates.**

In the event of this changing, the following conditions will apply:

- Permission is not automatic, please do not promise others before you have obtained **written permission** from the Residence Life team.
- You need to request permission at least 24 hours before your guest arrives
- Only one overnight guest at a time in your room / flat, for a maximum of 3 days per calendar month.

Please be advised that your guest behaviour and conduct is your responsibility. Your guests must follow the same rules and regulations as other residents.

If your guests misbehave or damage the University's property, you will be held accountable for their conduct and will be liable for the repair or replacement cost of any damage or disturbance caused by your guests.

Please note, that the Residence Life team and/or Safeguarding team can ask your guests to leave the premises at any time.

# BEHAVIOUR AND CONDUCT

## Noise

One of most common complaints in hall is noise. Whether it is loud music, overly loud conversation or slamming doors, persistent disturbances cause annoyance and distress, which can affect a person's study and rest time.

Excessive noise at any time of day which causes nuisance and disturbs others sleeping or studying, will not be tolerated, not matter the time of the day. The Residence Life team or Safeguarding team shall be the arbiter of whether noise is excessive, and their decision shall be final.

The house rules below are designed to help ensure everyone has the right to a peaceful living environment.

- Always keep the volume down - whether it is a WhatsApp call, playing your favourite tunes or chatting to your pals in your bedroom, please keep it down.
- Noise that can be heard outside of your study bedroom is not acceptable.
- The quiet hours in halls are 23:00 – 07:00. Any disturbance complaints during quiet hours will be reported to Safeguarding and ResLife, and may lead to disciplinary action.
- You are not allowed to play musical instrument in your bedroom, unless it is connected to a headphone. If you need a practice room, you can contact Chaplaincy or the Music cottage.

Returning to halls after a night out or gathering to smoke in the area immediately outside can also create disturbance. Please be considerate when returning to halls and keep any outdoor activities away from the residences, especially during the quiet hours period. A small group of people can disturb the whole residence, and therefore we rely on a certain degree of co-operation from our student residents to ensure a peaceful environment for all.

If you are being bothered by noise, please speak to the offender politely. If they do not respond positively you should raise the matter with the Residential Life Team who may take disciplinary action for excessive noise or disturbance.

Noisy individuals or groups will not be tolerated and students who persistently make noise may be required to leave residences.

# BEHAVIOUR AND CONDUCT

## Smoking

Smoking or vaping, including electronic cigarettes and vaporizers is not permitted in any University building. Smoking whilst leaning out of a window is also not permitted. You may smoke/vape outside your hall, however, you should be more than 5 metres away from the building to prevent the smoke drifting back in.

Students found to be smoking in or near residences will receive a fine and will be asked to attend a mandatory Fire Safety workshop. Repeat offences may result in further disciplinary action.

## Photographic ID

Your photographic ID (HWU student card / passport / driving license, etc) is only to be used by you and you should not let other use it. Students, who are found to be using other student's ID, may receive a warning from the University.

Please carry a form of photographic ID with you at all at times. Student residents must show their HWU student card, upon reasonable request by a member of University staff (Residence Life, Safeguarding and Residences). If you do not have your ID with you, identity may be confirmed via HW number. Failure to provide your ID, or providing false details, may result in disciplinary action.

## Banned items

You must not bring or use any hazardous substances (including, but not limited to, any combustible materials) anywhere in the hall and this includes any materials obtained from University laboratories.

The following list of banned items is not exhaustive and the University reserves the right to add or remove any item:

- Pets (including fish)
- Mini fridges, freezers, coolers
- Electrical fairy lights (battery-powered ones are fine)
- Heating appliances (portable heaters, oil burners)
- Cooking appliances in your bedroom
- Candles and incense sticks (including fragrance burners and shish pipes)
- Electric blankets
- Washing machine, tumble drier and dishwasher
- Any additional furniture
- Any illegal drugs/substances including legal highs and nitrous oxide
- Any explosive materials (including fireworks)
- Weapons (including replicas) darts, and dartboards

Note: All appliances must be unplugged when not in use and must be PAT tested (unless the items have been purchased in the EU within the last 12 months).

You can bring appliances such as a rice cooker, coffee machine or toastie maker to use in the kitchen, but only if they conform to the appropriate British Standard and have been purchased in the EU.

# BEHAVIOUR AND CONDUCT

## Banned items (cont.)

If you need to store refrigerated medicines in your room, you must contact the Disability team at [disability@hw.ac.uk](mailto:disability@hw.ac.uk) and provide supporting medical evidence prior to arrival to campus.

## Dangerous and prohibited items

It is a disciplinary offence for any student, without approval from the Accommodation Office and the Residence Life team, to have in their possession or control on campus:

- An offensive weapon
- Any item capable of causing injury or adapted to cause injury
- Store dangerous items

This includes some types of hunting knives, flick knives, CS gas, air weapons, firearms, imitation firearms or anything that has the appearance of being a firearm.

Where a weapon or an article capable of causing injury or being adapted for that purpose is required to be kept in a student's room in halls, for the purpose of engaging within a recognised sporting activity, it will be the responsibility of the student concerned to make this known in writing to the Residence Life team.

The student will need to clarify how the item(s) will be secured when not in legitimate use and ensuring that written permission is received in return; a copy of such permission being forwarded to the Accommodation team and Safeguarding team

The University does not permit the use (or storage) of fireworks, similar pyrotechnics or the release of sky lanterns on University grounds or within University residences.

The storage of nitrous oxide canisters in halls is also prohibited on safety grounds.

## Drugs

Heriot-Watt University has a zero-tolerance policy on drugs. Please be advised that any drug related incident may be referred to the Police and will also be investigated by the university as a serious disciplinary offence.

Drug related activities include use or possession of controlled drugs or intoxicating substances in the halls, possessing of items to constitute drug paraphernalia (including but not limited to items such Shisa pipes and homemade bong) or allowing drugs to be used in your room/flat/kitchen.

If you need further information, advice or support on drugs or other intoxicating substances, please contact the Wellbeing team or Medical Centre. You can also speak in confidence with the Residence Life team who will be able to sign post or help you to find the right professional support.

Please note that most new psychoactive substances or “legal highs”, including those that are not yet banned by the Misuse of Drugs Act, are considered by the University to be intoxicating substances.

# SOCIAL MEDIA

Social media is a great way to communicate and connect with other students, and a handy tool to keep up to date with community news and relevant events.

Each hall has its own private Facebook group, and a private discord group hosted by the Student Union will be available for all student residents.

Please be mindful and respectful of other users in group. Residents must not post anything that may be considered as discriminatory or harmful to, or bullying or harassment of, any individual on any social media platform.

Please report any inappropriate / offensive post to the Residence Life team.

# FIRE SAFETY

## Weekly fire check

Fire alarms are tested weekly in the mornings and will result in a few seconds of the fire alarm sounding. You are not required to evacuate the building during these tests. To find out your weekly fire alarm test schedule, please visit [Weekly Fire Alarm](#) test page.

## In the event of fire

- Activate the alarm by breaking red break glass on your to the Exit
- Exit the building out of the nearest Fire Exit
- Contact Safeguarding control room as soon as possible via the SafeZone App or call 0131 451 3500
- Wait at the designated area until Safeguarding team allows you to re-enter the building

## Fire Drills

Fire drills may take place while you live in halls. Treat every alarm as a real fire and evacuate immediately. If any student is found inside the hall and has failed to evacuate within four minutes, disciplinary action will be taken.

## Fire Alarm Activations

Activating the fire alarm, whether intentionally or accidentally, is a disciplinary offence, with the responsible person subject to a fine of £50 per instance.

The fire detection devices on the ceiling on your bedroom and corridors can be activated by smoke, heat, steam or other vapours

To minimise the risk of fire and avoid unnecessary fire alarm activations, please follow these guidelines:

- Never leave cooking unattended (this includes toasters and microwave)
- Keep the oven, grill and hob clear of accumulated grease and ensure they are switched off after use
- Open the window or run the mechanical extraction to clear cooking smoke
- Always keep the kitchen door closed
- Chip pans, deep fat fryers, or any appliance holding large quantities of oil are not permitted in halls
- Never cook when you drunk – get a delivery instead!
- Keep your bathroom door closed when showering
- Do not spray aerosols (deodorant, hairspray) directly under the detectors
- Do not use hairdryers, curling and straightening tongs under the detectors

# FIRE SAFETY

## Fire Safety Equipment

Tampering with any fire safety equipment, including covering smoke detectors, is criminal offence and taken extremely seriously. Incidents may result in a heavy fine (up to £250) and expulsion from your accommodation. Any use of or tampering of fire safety equipment must immediately be reported to [reslife@hw.ac.uk](mailto:reslife@hw.ac.uk).

Fire Safety equipment including fire blankets, fire extinguishers, the fire panel, smoke detectors and fire doors are there to keep you and your fellow students safe.

**The fire extinguishers are for use by trained staff only. In the event of a fire, do not attempt to use the fire extinguisher.**

You should focus on raising the alarm and evacuating the building. Fire blankets should be used to smother small cooking fires, if you are comfortable in using it. Please follow the instruction on the casing to ensure your own safety.

Fire doors must never be wedged open.

## Bicycles

Bicycles must not be taken or stored in halls. Storing bikes in halls block essential access routes, fire escapes and create issues for the health and safety of your building. Any bikes found in halls will be removed by the University.

You are responsible for securing your bicycle in the bike shed and the University does not accept liability should it be lost or stolen.

For help finding the right lock, equipment, or maintenance, please see the Bike Bothy on Facebook

(<https://www.facebook.com/bikebothy>).

Safeguarding also provide free bike marking - email [safeguarding@hw.ac.uk](mailto:safeguarding@hw.ac.uk) for details.

## Open flames

The use of open flame items such as candles, oil burners, fireworks, joss sticks/incense, live coals, shishas, hookahs, flammable liquids and gases etc., is forbidden in halls, as they are a potential source of fire, can endanger life and cause damage to your possessions and University property.

The Residence Life and the Residences team reserve the right to confiscate and remove any banned items from student's bedroom. The lighting of fires, use of barbeques in non-designated sites, lighting decorative candles or oil lamps and the setting-off of decorative lanterns which use a naked flame, is not permitted on University grounds.

## Wiring and additional electrical equipment

Students are not to install any additional electrical wiring, computer cabling, television receivers or telephones.

No additional space heating appliance may be used unless it is approved by the Residence Life team as an interim measure to an ongoing heating problem. Cooking and other domestic appliances such as fans, microwaves, toasters, kettles, beverage makers, rice cookers, deep fat fryers, humidifiers, fridges and freezers may constitute fire hazards and as such are **not allowed** in bedrooms.

Extra fridges and freezers are also not allowed in the kitchen. If you require to store your prescriptive medication in a fridge, in your bedroom, please contact the Disability team.

Bedrooms are designed to be used with a limited range of electrical equipment such as laptops, hairdryers, mobile phone charges etc. You may be asked to remove electrical items if they are deemed unsafe, inappropriate or excessive to your room.

# APPENDIX A

## CORONAVIRUS COMMUNITY STANDARDS

For the safety of all residents, the following policies have been implemented until further notice:

Residents must keep informed and up-to-date on the guideline and protocol set by the University (<https://heriotwatt.sharepoint.com/sites/Coronavirusadvice>) as well as the legislation set by the Scottish Government in regards to Covid-19 (<https://www.gov.scot/coronavirus-covid-19/>)

Where *households* are referenced, a *household* is defined as your *flatmates* (if you live in the contemporary style accommodation), or your *kitchen mates* (if you live in the traditional style building). These students are part of your *household*, which means you can socialise with them without having to social distance or to wear face coverings, unless anyone in your household becomes symptomatic.

### Face Coverings

Residents must wear a face covering whenever in a public area within the halls of residence.

In the contemporary style building, a *public area* is defined as any location outside of your flat. Therefore, you do not need to wear a face covering when you go to the kitchen, but must do so when you leave your flat, even if just going out for a smoke or to check your mail.

In the traditional style building, a *public area* is defined as any area outside of your room, excluding your kitchen. Therefore, you must wear a face covering when you go into the corridor, but may remove it once you are in your kitchen.

### Visitors and Guests

*Visitors*, who can be other resident students or individuals from outside of the university, are only permitted between 10:00 to 22:00 and only if there is no objection from flatmates.

*Overnight guests* are currently not allowed. Parties or gatherings are only permitted if the number of people attending is within the current government restrictions.

Parties or gatherings are only permitted if the number of people attending is within the current government restrictions.

**The University takes any breach of Covid-19 restrictions very seriously. Any student found in breach of the restrictions will face disciplinary action, which may result in expulsion from halls, and/or police involvement.**

# APPENDIX A

## CORONAVIRUS COMMUNITY STANDARDS

### Hygiene and Cleanliness

As residents are living in close proximity to others, it is of extreme importance that hygiene measures are taken seriously.

- Wash your hands – make you sure you wash your hands regularly with soap and water, for at least 20 seconds each time.
- Hand sanitiser – if do not have access to a sink, please use the hand sanitiser. There are sanitiser stations at the entrances to halls.
- If you cough and sneeze, please cover your mouth and nose with disposable tissues. If you do not have tissues, sneeze into the crook of your elbow, not into your hand. Dispose of your tissues into a bin and immediately wash your hand or use hand sanitiser.
- Please avoid touching your face including your eyes, nose, and mouth.

### Our cleaning team are conducting enhanced cleaning.

This includes increased frequency cleaning of touch points in entrances, stairwells, corridors and laundry rooms (all users should exercise hand hygiene after using these areas.)

Kitchens will be cleaned **weekly** by the cleaning team. All residents are required to **clean kitchens daily** to adhere to COVID-19 guidelines. A starter cleaning pack for the kitchen is placed in each kitchen.

Bathrooms must be cleaned **weekly as a minimum** by residents. Starter packs of cleaning materials are included in every room.

### Social Distancing

Whilst social distancing is required by the Scottish Government, no more than one household is allowed in the lift at one time and the maximum occupancy of community spaces (e.g the laundry room) must not be exceeded.

# APPENDIX A

## CORONAVIRUS COMMUNITY STANDARDS

### Symptoms of Covid-19?

Residents that exhibit any signs or symptoms of COVID-19 or that have been in contact with someone tested positive for COVID-19 must contact Safeguarding on 0131 451 3500 (or through the dedicated button on the SafeZone App) immediately and self-isolate. Residents will then be advised on the next steps to take. Support will be given throughout

### Covid-19 Vaccination

If you are aged over 18, you can now get your Covid-19 vaccination in a walk-in clinic convenient to you. These are available throughout the UK and no appointment is required.

Although not a legal requirement, we strongly recommend taking the vaccine at the earliest opportunity.

If you have not received the vaccine before coming to campus, there will be a dedicated vaccination clinic at the university.

If you have any concerns or questions regarding the vaccine, please contact the university medical centre on 0131 451 3010 who will be happy to help.

When registering for the medical centre please also complete and return the vaccination questionnaire, visit <https://www.riccartongeneralpractice.co.uk/> for the form and further details.