

**YOUR
NEW
PLACE**

hello & welcome

Welcome to your new home for the next year! In this guide you will find all the information you need about living in halls. Your room has been checked carefully but if you find any faults please report these to your housekeeper using the audit form in your room. Your Warden will arrange a meeting in your hall in the first week of term where you can find out further information. Please look out for posters with the details.

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What should I do now?

1»» Knock on your neighbour's door to say hello! It can be hard settling in to a new place but remember everyone else is new as well

2»» Make sure that you have registered as a student with the University by 15th October 2011 because un-registered students cannot stay in campus accommodation

3»» Hand in your room audit form to your housekeeper – this will help avoid any disagreements when returning your reservation fee at the end of the year



My Warden

Each Hall has a Warden to offer advice, support and deal with any problems along the way. Wardens are also students at Heriot-Watt. Your Warden will arrange a 'block' meeting in Freshers' Week or week 1 to meet you and go over the rules of the residences and answer any questions you may have.

If your Warden isn't in their room you can leave them a note and they will contact you. Wardens are usually in their flats in the evening at least three evenings a week. If you can't find your Warden you can also contact the Deputy Senior Warden for the area. Please see the list opposite.

There are always two Wardens who are on call between 1700–2300 every night. They can be contacted by calling in at main reception or by telephoning 3501 from the phone in your room. Wardens are not available after 2300 hours. If it is

urgent and you need assistance after 2300 hours, please contact security control by telephoning 3500 from your room, or if that's not possible then by picking up a red phone situated throughout the public areas in your building.

Wardens report to the Senior Warden, Dalila Capao, and are part of Student Support. They are fully trained. However, if you have any concerns about your Warden, please email Christine Johnston, Director of Student Support: c.johnston@hw.ac.uk



Block	Name
Linlithgow A	Dionysios Mylonas
Linlithgow C	Mariam Mohamed
Midlothian A	Michael Ross
Midlothian B	Nicole Jean
Midlothian C	Adnan Ilyas DSW
Pentland A	Allan Roy
Pentland B	Seth Owusu
Ettrick (Flats)	Memento Charinga
Leonard Horner B	Bill Gwiza
Leonard Horner C/D	Seyed Shariatipour DSW
Robert Bryson G	Tinashe Murenga DSW
Robert Bryson 3	Andrew Davis
Home 1	Robert Colhoun DSW
Robin Smith 1	Christopher West
Robin Smith 2	Rosalind McClure
George Burnett G	Bashar Abu Khalaf
George Burnett 1	Reem Ismail
Thomson 1	Mohamed El-Shaib
Thomson 2	Dalila Capão SW

HOUSEKEEPING



my housekeeper

Each Hall has a housekeeper responsible for the cleaning and maintenance of their building. They have a team of residence assistants who work with them. All repairs must be reported to the housekeeper. Please see list opposite for the housekeepers' offices.

If you can't find your housekeeper or want to report a serious fault or a complaint, please contact the Accommodation Operations Manager, Helen Gentleman or Nicola Beattie (Deputy), who are based at the Leonard Horner Hall, Ground floor, A Block. You can email them on residences@hw.ac.uk

Block	Location	Floor
Linlithgow A	Midlothian C	Ground
Linlithgow B	Midlothian C	Ground
Linlithgow C	Midlothian C	Ground
Midlothian A	Midlothian C	Ground
Midlothian B	Midlothian C	Ground
Midlothian C	Midlothian C	Ground
Pentland A	Midlothian C	Ground
Pentland B	Midlothian C	Ground
Etrick, Caddon and Yarrow	Midlothian C	Ground
Leonard Horner	Leonard Horner D	Second
Robert Bryson	Ground floor entrance	Ground
Lord Home	Main front entrance	Ground
Robin Smith	Ground floor, left hand side	Ground
George Burnett	Ground floor entrance	Ground
Lord Thomson	Ground floor entrance	Ground

KEYS

ROOM

my keys

Locked out?

If you are locked out and have your student identity card please go to the main University Reception to get a spare key. Up until 2300 hours you can contact your Warden. If they aren't in their flat, contact the Duty Warden by calling reception on 3501.

If you do not have your student identity card, and it is during the day, please go to the housekeeper/porter within your hall, your Warden up until 2300 hours or contact security control after 2300 hours by using the red phone in the hall.

What do I do with my key at the end of the year?

You must hand back your key to the main University Reception by 10am.

If you do not hand back your key a charge for a replacement lock will be made as we must ensure the safety of the next student or guest!

Stolen or lost keys?

You must report the theft to the Police and to Campus Security by calling 3500 or go to the main University Reception and ask for the security supervisor.

If there is no risk of the thief knowing your address (i.e. no other items in bag/wallet with your address) then you must go to the main University Reception to get another key (you will be charged for this). This is not optional – you must have a key for your accommodation at all times.

If there is a risk of your address being known, then the lock(s) will need to be changed and you will be charged for the work needed to be done.

my room

Maintenance and repairs

Please report any faults (e.g. faulty lights, appliance breakdown) in your room or kitchen to your housekeeper, not your Warden. These reports are then processed by the Estates department.

Please note that not all repairs are carried out by University staff so although we will try to fix things as soon as possible there may be a delay if we require an external company to do the work. **Remember we can't fix things unless you report the fault to your housekeeper.**

Staff access to your room

As stated in the terms and conditions, residents will be required to allow members of the University staff the right of access for the purposes of maintenance, inspections and cleaning. Where possible, twenty-four hours notice will be given but cannot be guaranteed. Access is necessary in terms of fire safety and infection control.

Cleaning

The cleaners clean all public areas (lounges/pantry/bathrooms and stairs) as well as your rooms. The cleaning schedule is displayed in your kitchen or pantry. Students are asked to leave their room and public areas in an acceptable condition to enable staff to clean.

The only exception to this is the campus flats – Caddon, Yarrow and Ettrick. Only the stairs, entrance lobby and communal area of the flats will be cleaned. Please note cleaning may vary in the event of staff shortages.

No Smoking

All areas of the hall and your room are no smoking. Please note you will be subject to a £50 fine if you are found smoking in your room or the communal areas. You can only smoke outside the hall and you must be at least 5 metres from the building.

KITCHEN

my kitchen

It is your responsibility to clean up after yourself, mopping spillages etc. Sweeping brushes, mops and buckets are provided.

To prevent unnecessary fire alarms, please ensure that your grill pan and oven are kept clean and free from excessive fat. Keep kitchen doors closed and the windows open when you are cooking.

It is expected students will empty and dispose of extra contents from their fridge and freezer at the end of their contract or transfer contents to their new residence. Please remove all rubbish to the refuse collection points situated outside the buildings.

In the event of a power cut or fridge/freezer breakdown, do not open the door. This can help save your food for up to 12 hours.

Shops and supermarkets

The Student Association shop sells a range of food stuff. The closest supermarket to campus is Asda in Chesser, on Newmarket Road. You can get there from campus by using the number 34 bus.

My rubbish

All kitchen refuse must be removed frequently. Black bags will be delivered to the kitchens each week. Please remove rubbish to the refuse collection points situated outside the buildings.

Please ensure that all rubbish bags are placed in the bin area provided, securely tied. In all the Halls, please do not leave rubbish bags in the stairwells.

There are recycling rooms in every Hall except Linlithgow, Pentland, Midlothian, Caddon, Etrick and Yarrow. In these areas there are external recycling facilities.

my washing

Laundry

Coin operated laundry facilities are provided on campus for your convenience. Costs are £2 per wash and £1 per dry. These may be increased over the course of the year.

Any faults should be reported to the telephone number supplied on the information board in the Laundry Room or by calling 1457 from your room.



my catering card

For students living in Midlothian, Pentland and Linlithgow Halls, you will have a catering allowance of £52.50 per week to spend on food and beverages (alcohol is excluded) at a range of campus outlets. All you need to do is present your student identity card at the till. Your card will be swiped and the cost of your purchase deducted from your account. You cannot use your allowance without your card.

CATERING CARD

Dates the card is valid

Your catering card is linked to your student identity card so you need to register as a student in order to start spending it. This is why your card is not valid in Freshers' Week.

It is valid:

10th Sep 2011 – 18th Dec 2011
7th Jan 2012 – 9th Jun 2012

It is a good idea to plan your budget and spend it all as the Hospitality Service cannot provide refunds or carry over the balance to the next semester. If you find you run out, you can pay in cash.

Managing your allowance

Keeping a track of your balance could not be easier. The operator at the till point or the receptionist at the main University reception desk will be able to give you the balance.

Please note the value on your card is non-transferable to another person and till operators have the right to reject damaged cards.

Keep your card safe

The use and security of your student card and your meal allowance is your responsibility.

If your card is lost or stolen you must report this at the earliest opportunity to the main university reception desk.

Replacement cards are issued by the Student Service Centre, Hugh Nisbet Building.

If you report the loss of the card outside office hours, the card will be de-activated for security reasons and you will have to pay cash for your food purchases until the next business day.

Catering outlets include:

Middle Floor Refectory: traditional and international meals including a Halal dish and salad counter

Elements:

made to order sandwiches and paninis and a selection of beverages

Café Brio:

coffee bar and light snacks

If you have special dietary requirements please do not hesitate to contact the Services Operations Manager, Anne Kerr, on A.Kerr@hw.ac.uk

The catering card cannot be used in the Student Association café and bars or at the student shop.



SAFETY

my safety

Please be security conscious, keep all doors locked – it only takes seconds for a theft to happen.

Ground floor windows should be kept shut when you are not in the room. All window safety catches have been checked. If tampered with, you will be liable to a charge.

Main doors to the hall are locked every night – do not prop these doors open.

Emergency red phones are situated in each stairwell with direct link to the control room 24 hours a day. These are for emergency use only.

By dialling 2222 bedroom phones can also be used for emergency use.

Overnight there are Security Patrol Officers on duty for your welfare and safety. They are there for your safety – please treat them with respect.

In the event of an accident, security breach or other incident occurring on the premises, please telephone Security by calling 3500 where an accident/incident form can be completed.

Electrical Appliances

Because of serious fire risk only the following electrical appliances are permitted in your room – hair care equipment, stereo, television, clock/radio and computer equipment. Items like mini fridges, microwaves and electric fan heaters are not permitted (unless cleared by the Accommodation Office on medical grounds). All appliances must be unplugged when not in use.

Should you find a fault with any of the electrical appliances within your room/kitchen, under no circumstances should you use this appliance. If the faulty appliance is a kettle, iron or desk lamp, please take the faulty appliance to your resident Housekeeper/Porter Office and they will either repair or replace the appliance. It is the students' responsibility to take the faulty appliance to the housekeeper/porter.

« Please be security conscious, keep all doors locked – it only takes seconds for a theft to happen.



MAIL

My mail

Mail is delivered to your respective mail box Monday to Friday, once per day. Parcels received through Royal Mail should be collected from your housekeeper or porter in your Hall. Residents in Linlithgow, Midlothian, Pentland, Caddon Ettrick and Yarrow should collect parcels from the Housekeeper in Midlothian C. Parcels will only be issued on production of a parcel slip and student identity card. We do not arrange for the re-direction of mail should you move out. It is your responsibility to notify family, banks etc.



CAR

My car

Parking permits are available on a first come/first served basis from your housekeeper after Freshers' Week. Notices will be displayed in the Halls advising you when they are available.



BIKE

My bike

All bikes are to be stored in the external bike sheds at the owner's risk. Bike shed keys are available from the main university reception. An annual clear-out takes place in the summer months and any bikes remaining will be disposed of unless clearly labelled by the owner.



INTERNET, TV AND TELEPHONE

The University has upgraded the internet service in halls for 2011/12. The service is provided by Freewire.

Broadband

A fast 4Mbps service, with uncapped download limits, is included in your room rent. If you use the internet for general web-browsing and reading emails you will find the base service fast and responsive. If you're a heavy gamer or downloader, you can upgrade to a broadband premium service options of either 8Mbps and 16Mbps, all with uncapped download limits, and faster upload speeds.

TV

You can also use the internet to watch a range of Freeview channels on your PC and Mac, in full-screen broadcast quality, without needing to bring a TV set to campus. The TV basic package includes a range of free channels and an electronic programme guide (EPG), all available to watch via the PC or Mac software. Please note before watching any kind of broadcast TV in the UK – including Freewire TV – it's your responsibility to buy a TV Licence.

A selection of additional pay, Premium and on-demand content is also offered at an additional cost.

Telephone

You have your own phone handset with a 4-digit extension number – the number is on the outlet point. Incoming calls can be received direct from other rooms on-campus for free or through the University main switchboard. Outgoing calls can be made using pre-paid options. Or you can save even more money by downloading the Freewire Telephone software and making calls direct from your PC.

Support

If you have trouble using these services the Freewire User Helpdesk is open from 08.00 to 20:00 hours, seven days a week and from 08.00 to 00.00 (midnight) during Fresher week.

Check out the website www.freewiretv.com/hw

THE RULES

You are part of our University community but with this comes responsibility to others. This section sets out the rules and behaviour expected of you. The University has a discipline code (Regulation 50) which sets out action the University can take when breaches of discipline occur. This can be found at www.hw.ac.uk/registry

Malicious use of Fire Equipment & Fire Evacuations

Please DO NOT tamper with any fire equipment

The University has a zero tolerance policy on students tampering with fire equipment, including setting off fire alarms and tampering with fire extinguishers. It is not smart or funny and it puts other people's lives at risk. Not only will you be expelled from the residences and possibly the University, but these are criminal offences and you could face a criminal record as well.

The Police can prosecute anyone who maliciously activates a fire alarm system whether it is activation of a detector or by breaking glass in an alarm point.

Please note that the terms of your lease state that you are responsible for the behaviour of your guests.

Smoke detectors are installed throughout the building and should not be covered under any circumstances. There is a mandatory £200 fine for covering fire detectors. There is also a mandatory £50 fine for anyone found smoking in their room or in the halls.

Door closers are fitted to all doors and must not be removed, disconnected or tampered with. Please report faulty fire door closers for repair.

Be careful, especially when in the kitchen, keep the door closed, and **do not leave the cooker unattended when cooking.**

The University has a zero tolerance policy on students tampering with fire equipment, including setting off fire alarms and tampering with fire extinguishers

Due to fire regulations, notices/posters are not allowed on doors/corridors/entrances.

Please do not obstruct corridors/stairwells. These are your means of escape in a fire situation.

Unwanted Fire Calls

The main causes of fire alarm activation are:

Fumes from cooking

This can be prevented by ensuring the kitchen door is closed during and after cooking, together with the correct use of extractor fans. Propping open the fire doors is a very serious offence and puts students' lives at risk.

If you are found to be keeping fire doors open or causing the alarm to go off because of cooking fumes, the University will take the following action:

- On the first occasion your Warden will speak to the students involved to ensure procedures on safety are understood
- On the second occasion the Director of Student Support will enforce the fine level of £50 against the student(s) responsible

Toast, burnt food and grill pans

When cooking, food should never be left unattended. If you are called away, the toaster/cooker should be switched off and all food removed from the heat source. It is also important that the toaster/grill is cleaned regularly to stop deposits collecting in or near heating elements.

Use of candles, joss sticks, incense burners, Shisha pipes, hakkah pipes or 'bongs' is prohibited. These are all a fire risk and cannot be used in the residences. Any student contravening this regulation will be fined £50. If repeated, more serious action will be taken.

Steam (including showers, irons and hair straighteners)

If doors are not closed properly or extraction systems are not used, steam from showers and bathrooms can go into the room or corridor and activate alarms. Please do not run a bath or shower and leave the door into the hall open.

Do not use irons, hair dryers and straighteners under the detector heads.

- On the first occasion the Warden will speak to the student(s) involved to ensure procedures on safety are understood
- On the second occasion the Director of Student Support will enforce the fine level of £50

Aerosol use

Smoke detectors are extremely sensitive and will activate in situations where aerosols are discharged under a detector head. Detector heads can also become 'glued' by the aerosol spray, which creates difficulty in resetting the alarm system, and may lead to other unwanted calls. We ask students to act with care to prevent such incidents occurring, and to use aerosols well away from detector heads.

- On the first occasion the the Warden will speak to the students involved to ensure procedures on safety are understood

- On the second occasion the Director of Student Support will enforce the fine level of £50

In The Event Of A Fire Alarm

- On hearing the fire alarm you MUST evacuate the building immediately
- You may not re-enter until the Fire and Rescue Service gives you permission to do so
- In the event of a fire drill or fire evacuation, if you do not leave your room and make your way to the assembly point, you will be fined a minimum of £50 for failure to follow fire evacuation procedures

Noise and antisocial behaviour

You are expected to be considerate to other students living in Halls. Behaviour such as creating unnecessary noise or causing a disturbance to other students resident in the Hall or neighbouring Halls is not acceptable.

There is a noise curfew after midnight Sunday to Thursday and 0130 on Friday and Saturday. After these times, please keep the noise down but be considerate at all times and remember that others may have exams or a coursework deadline even if you don't. You may be subject to disciplinary action if you don't comply with this.

Drugs

Cannabis is illegal in Scotland. This means it is illegal to own, supply or grow it. Passing drugs between friends is classed as supplying. Possession of cannabis can mean up to two years in prison and supplying can mean up to 14 years in prison. For this reason the University has a zero tolerance policy on drug use of any kind. Other drugs such as heroin, cocaine and ecstasy are also illegal.

Visitors

Students are responsible for the conduct of their visitors whilst in the hall and when entering or leaving the building. If you want to have a guest overnight you must get the permission of your Warden. Guests are only permitted to stay a couple of nights a week.

Points to note from the Terms and Conditions of your Contract

- Vacate your room by 10.00am on the end date of your contract.
- Charges will be made for lost keys.
- No firearms or air pistols.
- No martial arts or potentially hazardous sporting equipment – these should be left with the Warden.
- No fireworks.
- No candles or incense sticks.
- No cooking in bedrooms.
- No bikes to be taken into rooms – leave bikes in bike shed provided.
- No drugs – they are illegal and the Police will be called.
- No violence or verbal abuse towards staff – the University does not tolerate it.
- NO SMOKING in any area – corridors, lounges, pantries or kitchens and no smoking in your room.
- If you withdraw from the University, you must call into the Accommodation Office and sign the necessary documents to terminate your lease. It is not sufficient to hand in your key. You will remain liable for rent until the room can be re-let.

FAQS

If In Doubt – Ask!

Q» Why haven't I been given the type of Accommodation I had requested when I applied to live on campus?

A» As stated in the application process the room you had requested is just that – a request! Unfortunately, we cannot give everyone the room they would like to have because, inevitably, some room types are more popular than others. We try to accommodate students as best as possible, by placing them together in groups (i.e. keeping postgraduate and older students separate from undergraduate and younger students).

Q» What should I do if I do not like the room I am staying in?

A» Call in to the Accommodation Office to discuss the problems and to see if there is a solution. We may enter you onto a transfer list to swap you into a more suitable room when such a room becomes available but please be aware this is only as a last resort.

Q» Another student and I wish to swap rooms, is this possible?

A» This is possible if done correctly and there are good reasons to do so. The Accommodation Office needs to know why you wish to swap and if there is a good reason for it you would be re-issued new contracts for your new

rooms. This way everything is done above board and you will only pay for the room you are in and be paying the correct rates. However, please note, there is a £50 administration fee when changing rooms.

Q» If I wish to leave the on campus accommodation to live off campus, can I terminate my lease?

A» No. The contract you have signed is for the full academic year and is legally binding. Should you wish to discuss your circumstances please visit the Accommodation Office.

Q» My family is moving to Edinburgh, can you accommodate them on campus?

A» At present, we cannot accommodate families of students on campus. In these cases we suggest looking into a private let off campus. Please call into the Accommodation Office for further advice.

Q» My food keeps going missing from the kitchen, what should I do?

A» Firstly, you should try and speak to the people you share your kitchen with and try to resolve the problem on a one-to-one basis. If food still keeps going missing, please contact your Warden who will speak to everyone in the kitchen

about the importance of respecting other people's property.

Q» I have noticed space directly outside the Halls to park my car. Can I just park there?

A» No, these spaces are for loading, unloading and disabled access only.

Useful Contacts

Accommodation Officer:

Lucy Skinner
email: halls@hw.ac.uk
opposite the bank in the Student Support and Accommodation Office, Hugh Nisbet Building

Accommodation Operations:

Helen Gentleman
or **Nicola Beattie (Deputy)**
email: residences@hw.ac.uk
In Leonard Horner Hall Block A

Student Support & Accommodation:

Call in to the office in **Hugh Nisbet** opposite the bank or email: studentsupport@hw.ac.uk

And finally...

We hope that you will enjoy living and learning on campus, but if things do go wrong, remember advice, information and support is always available from The Student Support and Accommodation Office. Drop in to the office, email studentsupport@hw.ac.uk or check our web pages www.hw.ac.uk/support for further information and contacts.

Contact Us

Heriot-Watt University
Accommodation Office
Student Support & Accommodation
Hugh Nisbet Building
@ halls@hw.ac.uk
🌐 www.hw.ac.uk/support



This booklet is produced on Revive 50:50 Silk produced at a mill that is certified with the ISO 14001 environmental management standard and is a FSC Mixed Sources grade – product group from recycled wood or fibre, well managed forests and other controlled sources.

www.hw.ac.uk