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YOUR ESSENTIAL GUIDE TO LIVING IN

# BEDE AND NEW WHARF

HALLS OF RESIDENCE

# WELCOME TO YOUR HOME!

Welcome to your halls of residence, your home at De Montfort University (DMU) for the next year. For many of you, this will be the first time you have lived away from home and we will work hard to create a safe and comfortable environment for you.

## What's my new address?

Name, room number

### Bede Hall

51 Western Boulevard  
Leicester LE2 7EQ

Name, room number i.e. A1-10 (Block, floor, room no.)

### New Wharf Hall

42-48 Western Boulevard  
Leicester LE2 7BU

Halls are managed under the Universities UK Code of Practice.  
For more information, visit [uukcode.info](http://uukcode.info)



## Staff and useful contacts

Hall managers are responsible for the smooth running of the halls of residence and are your first point of contact. Their duties include: student support, reporting maintenance, monitoring health and safety standards as well as cleaning standards of the halls and dealing with disciplinary matters.



### NEW WHARF:

**Yaprak Janicke**

**T:** (0116) 250 6592

**M:** 07710 117 668

**E:** [halls@dmu.ac.uk](mailto:halls@dmu.ac.uk)

### Hours:

Mon and Weds 8.30am-5pm

Tues and Thurs 9am-5pm

Fri 8.30am-4.30pm



### BEDE HALL:

**Lynne Willett**

**T:** (0116) 250 6593

**M:** 07710 117 672

**E:** [halls@dmu.ac.uk](mailto:halls@dmu.ac.uk)

### Hours:

Mon-Thurs 8.30am-5pm

Friday 8.30am-4.30pm



### NEW WHARF AND BEDE HALL:

**Ellie Milton-White**  
**Evening Hall Manager**

**M:** 07788 184 198

**E:** [halls@dmu.ac.uk](mailto:halls@dmu.ac.uk)

### Hours:

Mon-Fri: 4.30pm-9.30pm



## HALL STAFF

**Building attendants** provide out-of-hours student support.

Monday-Friday: 9pm-9am, weekends: 24 hours

Building Attendants can be contacted via Security on **(0116) 257 7642**

**Caretakers** carry out minor repairs and maintenance.

Monday-Thursday: 8.30am-5pm, Friday: 8.30am-4.30pm

**Domestic assistants** clean communal areas (not kitchens).

Monday-Friday: 8.30am-1.30pm

## USEFUL CONTACTS

**DMU Security** are on site 24/7 and can be contacted on **(0116) 257 7642**

**Police:** DMU's campus police officer can be contacted Monday to Friday 9am to 5pm.  
Contact details can be found on the flat notice boards.

**Student Gateway** for advice and support visit Gateway House

Monday-Friday: 9am-5pm

Call **(0116) 257 7595** or email [studentgateway@dmu.ac.uk](mailto:studentgateway@dmu.ac.uk)

**Please see your kitchen notice board for more details.**

# FACILITIES AND SERVICES

## KEYS/ID CARDS

Once you have enrolled and received your university ID card, you should return your temporary card to the hall manager. Your ID card gives you access to your halls as well as university buildings. If you lose your card, contact the Student Gateway or email [smartcards@dmu.ac.uk](mailto:smartcards@dmu.ac.uk). If you lose the keys to your room, you will be given a replacement set. If the original set is not found within seven days, you will be charged for the replacement set.

## MAIL

There are secure mailboxes in your halls for post. Parcels and recorded deliveries, however, will be held in the office for collection. There is no delivery at weekends. We have the right to refuse a delivery if parcels are incorrectly addressed or are suspected to contain items that are not permitted in the halls.

## INTERNET

For information on internet packages and prices, see your welcome pack. Alternatively, call **(0114) 303 3232** or email [support@ask4.com](mailto:support@ask4.com)

## TV

You will need an indoor aerial. As reception can be patchy, don't buy a TV licence until you arrive and know you can receive the channels you want. TV points are available in the kitchens but you will need to provide a co-axial cable lead.

## LAUNDERETTE

Top up card operated washing machines are located near the Quad at Bede Hall and A Block ground floor at New Wharf. It costs £2 to wash and £1.50 to dry.

## BICYCLES

Bicycles must not be stored in any part of the building, including your bedroom. Instead, they should be locked and secured in the designated storage area. Don't forget to register your bicycle with DMU's cycle registration scheme – while stocks last, you'll even get a free bike lock.

## FIRST AID

First aid is provided by appointed halls staff. First aid boxes are located in the hall manager's office and in the staff room.

## ELECTRICAL EQUIPMENT

Staff test all electrical equipment and reserve the right to disconnect anything shown to be unsafe. If your equipment fails a test, you have five days to repair or remove it. The voltage of mains electricity in the UK is 240v. The standard plug (BS 1363) in the UK is a three-pin model. It is advisable not to bring any electrical items that need mains power unless they are dual voltage 110-120/220-240v.

## FIRE SAFETY

Familiarise yourself with the premises, fire escape routes, alarm systems and evacuation procedures. Failure to evacuate on activation of a fire alarm will be treated as a disciplinary matter.

If you activate the fire alarm as a result of carelessness or negligence, you will receive a written warning and may incur charges from any damage caused. Repeat offenders or serious cases of negligence will be handed over to our University Investigation team. Malicious instigation of a fire alarm or tampering with fire equipment will also be treated as a disciplinary matter and may lead to criminal proceedings.

It is prohibited to wedge or prop fire doors open.

## CLEANING

You are responsible for cleaning your bedroom and the kitchens as well as defrosting the freezer and putting the rubbish out. Domestic assistants clean the showers, toilets and corridors as appropriate. You can recycle paper, plastic and glass. You will find recycling bins alongside normal wheelie bins at each hall.

Do not leave any items, including rubbish, in the corridors or stairwells.

## INSURANCE

Contents insurance is provided by Endsleigh. Please note it does not cover accidental damage. Please visit [endsleigh.co.uk/reviewcover](http://endsleigh.co.uk/reviewcover) for further details and to upgrade your cover.

## REPAIRS AND MAINTENANCE

Report any items in need of repair to the caretaker as soon as possible using the repair form, which is kept outside the hall manager's office. The caretakers will usually visit the same day to assess the repair and, where possible, repair it. In some cases, however, a contractor may need to be called or parts ordered, which may take a few days. You will be kept informed of the progress.

During the academic year, routine maintenance will be carried out by contractors. Where possible, you will be given 48 hours' notice prior to the work being carried out.

For out-of-hours emergency repairs, you should contact security.

## STAFF ACCESS

University staff may enter your rooms for inspections, to carry out repairs, health and safety checks, to test fire alarms and other duties. Prior notice is usually given but when this is not possible, they will knock before entering and leave a courtesy note if you are not in.



# LIFE IN HALLS

## ABSENCES

If you are going to be away from halls for a night or more, please tell us. Fill in an absence slip and give it to the hall manager before you go. They are located just outside your Hall Managers Office. Damages that are applied to all residents will be charged to all those in occupation at the time. Absence slips are the only form of supporting documentation used to determine whether you will be charged or not. You must complete the slip before you go away as retrospective claims will not be accepted.

## HOUSE INSPECTIONS

These take place throughout your tenancy. The hall manager carries out kitchen inspections and you will be given a warning if it is unclean. If you fail an inspection we will leave you a checklist detailing what you need to do. After three warnings, you will be charged for it to be cleaned to an acceptable standard. Charges will be £25 per person with additional charges being split between all occupants of the flat. These include: £50 for each cooker, fridge or freezer that needs cleaning and £10 per bag of rubbish that needs to be removed. If contract cleaners are required, their fee will be payable by the occupants of the flat.

## DAMAGE DEPOSITS

Your £200 deposit paid before moving in is there to cover any damages, fines or charges incurred during your year in halls. You must report all damages, including those in communal areas, to your hall manager. Any damages caused by misuse will be deducted either individually or collectively from your damage deposit in accordance with your Accommodation Terms and Conditions 2017/18. While damage is monitored throughout the year, inspections are not carried out until the halls have been vacated at the end of the contract period. For more information contact your hall manager.

## DISCIPLINE

You are expected to behave in a reasonable and sensible manner so the halls are an enjoyable place to live. Misconduct and anti-social behaviour will not be tolerated and you will face warnings, fines and possible termination of your tenancy if disciplinary action is taken. For more information visit [dmu.ac.uk/studentregs](http://dmu.ac.uk/studentregs)

## MOVING OUT

You will need to ensure your rent is paid even if you move out before the contract end date.

## PAYING YOUR RENT

You will receive an invoice from Finance in October from which you will be able to select your payment plan. If you pay your rent in full before the 21st October 2017 you will receive a 5% discount. If you need to speak with Finance regarding paying your rent in halls, you can contact Karen Clarke via email at [income@dmu.ac.uk](mailto:income@dmu.ac.uk)

You must inform your hall manager in writing if you intend to leave during your contract period.

If you need assistance with your student finance or your money situation generally, please contact our Student Finance and Welfare team at [moneyandwelfare@dmu.ac.uk](mailto:moneyandwelfare@dmu.ac.uk) or, to make an appointment, visit the Student Gateway in Gateway House.



## HALL RULES

- Smoking is banned everywhere inside our buildings, including shisha pipes and e-cigarettes. If you smoke outside, you must be 10m away from the buildings
- Do not tamper with any fire safety equipment, including fire alarms
- Do not use or bring illegal drugs including nitrous oxide or other psychoactive substances on site
- No BBQs
- Ball games, roller skating, skate boarding and hoverboards are banned in and around university halls
- DJ decks, subwoofers, laser pens, e-cigarette chargers and cube adaptors are not allowed
- All visitors must leave by midnight and not return until 8.30am. Guests are not allowed to stay overnight
- Be considerate to your neighbours and avoid playing music between 11pm and 8am
- Do not place items of clothing on heaters as this causes them to burn out and need repairing/replacing
- We do not tolerate anti-social behaviour against students or staff
- Health and safety signage, information and instructions must be strictly adhered to at all times
- No pets or animals
- Do not leave items in the corridors or block the fire exits