

# Welcome Home

FALMOUTH  
UNIVERSITY



University  
of Exeter



# Your halls of residence



This handbook provides all the information you need to know during your stay in university accommodation. It is very important that you read the contents of this handbook carefully before your arrival and refer to it as required during your period of residence.

## Universities UK Code of Practice

*Falmouth Exeter Plus has signed the UUK Code of Practice and has achieved compliance with this code, which promotes best practice over a range of management activities in student halls. The full code can be viewed at; [www.universitiesuk.ac.uk/accommodationcodeofpractice](http://www.universitiesuk.ac.uk/accommodationcodeofpractice)*

### **Data Privacy Notice**

Accommodation Services is committed to the protection and safeguarding of your privacy through compliance of the Data Protection Act 2018. Further information regarding use of your data and your rights can be found on the Accommodation web page at [www.fxplus.ac.uk/accommodation](http://www.fxplus.ac.uk/accommodation)

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## Got a question?

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From fixing a leaky tap, to advice on managing your money, **Useful Contacts** is your at-a-glance guide for who to ask and where to go for more information.

# Useful Contacts

Accommodation Services

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*Glasney Lodge is open 24hrs a day,  
365 days a year for any issue at any time,  
from homesickness to noisy neighbours  
or just to drop by to collect your post.*

*Glasney Lodge  
Penryn Campus  
Treliever Road  
Penryn  
Cornwall  
TR10 9FE*

*Telephone: 01326 253503*

## Accommodation Services

### Accommodation Office

The Accommodation Office is on hand to support you during your stay in halls accommodation. If you have any concerns whilst living here, the Accommodation Team will be able to help, or will put you in touch with the relevant services. The Accommodation Team are happy to discuss your accommodation needs throughout your studies, from providing information on available accommodation, both on campus and in the private sector, to advising on your accommodation agreement and the room move process.

Email: [accommodation@fxplus.ac.uk](mailto:accommodation@fxplus.ac.uk)

Phone: 01326 253639

Web: [www.fxplus.ac.uk/accommodation](http://www.fxplus.ac.uk/accommodation)

Opening hours - Monday to Friday,  
9am to 5pm

## Halls Team

**The Halls Team are based at Glasney Lodge and manage the day to day operations for those students living at Glasney Student Village and Packsaddle Hill.**

Phone: 01326 253503

Email: [halls.help@fxplus.ac.uk](mailto:halls.help@fxplus.ac.uk)

At Tuke House there is a site office that is open Monday - Friday. The Site manager is your first point of contact if you have any issues.

### **Tuke House Site Office Opening Hours:**

The Tuke House site office is open Monday to Friday from 1 pm to 5 pm.

## Out of Hours Contact Information

Students who experience an emergency outside of normal working hours can contact the team at Glasney Lodge by calling 01326 253 503. Please note that this number is specifically for residents of Glasney Student Village and Packsaddle.

For students residing in other University-Owned, Managed, and Approved accommodations, please consult your respective site directly for out-of-hours contact information. It is recommended to obtain this information upon arrival. If you are unable to connect with your site in an emergency, please contact Glasney Lodge for further advice.

## Finance Office

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For any accommodation fee and finance queries, including rent payments, refunds, and debts, please email [residences@falmouth.ac.uk](mailto:residences@falmouth.ac.uk)

Payments can be made via the payment portal here: <https://paymentportal.falmouth.ac.uk/>

Falmouth students seeking general financial assistance, such as funding support, SFE/SLC queries, or hardship issues, should contact [student.finance@falmouth.ac.uk](mailto:student.finance@falmouth.ac.uk)

Exeter students can find financial help through the University of Exeter at <https://www.exeter.ac.uk/students/financialhelp/>

For impartial financial advice, both Falmouth and Exeter students can reach out to [finance@thesu.org.uk](mailto:finance@thesu.org.uk) or visit <https://www.thesu.org.uk/advice/finance/>

## Student and Academic Support Services

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**Student Support** is here to help you get the most out of your time at university. They can support, advise, and point you in the right direction with all sorts of concerns such as general student life, living in the community, personal relationships, general worries, as

well as psychological or emotional concerns and mental health difficulties. There are also a range of resources and peer support groups to help you to take a positive approach to your mental, physical, and emotional wellbeing during your university experience.

Filling in a confidential support form connects you directly to expert specialists, who will go through the information you provide to connect you to the most appropriate help. Whatever you're going through, the best place to start is here.

Prefer not to fill in a form? Email [studentservices@fxplus.ac.uk](mailto:studentservices@fxplus.ac.uk) or call on 01326 370 460.

Not sure exactly what help you need? Book a drop-in appointment, available between 10 am and 3 pm Monday to Friday. All you need to do is visit The Compass helpdesk located in the library, email [StudentServices@fxplus.ac.uk](mailto:StudentServices@fxplus.ac.uk) or call 01326 370460 to book a slot. You can choose between a face-to-face appointment, online (via Microsoft Teams) appointment, or phone call.

**Accessibility** - For advocacy and support for individuals with disabilities, long-term health conditions, mental health conditions, and specific learning differences.

To contact the Accessibility team:

Email [accessibility@fxplus.ac.uk](mailto:accessibility@fxplus.ac.uk)

Phone 01326 370460

<https://studyhub.fxplus.ac.uk/accessibility>

**Wellbeing Service** - Provides information, advice and guidance for a range of wellbeing concerns, including common mental health difficulties such as stress, anxiety and depression, and severe or enduring mental health conditions. The Wellbeing Team offer a range of services based on need, including workshops, self-help information, and individual appointments.”

For more detailed wellbeing information, Falmouth students can access it **here**, and Exeter students can find theirs **here**.

### Inclusive Learning

For optional screening, advice and 1:1 support of DSA-funded students with specific learning differences (such as dyslexia, dyspraxia, ADHD and autism), please contact the Inclusive Learning Team.

Email [inclusive@fxplus.ac.uk](mailto:inclusive@fxplus.ac.uk)

Phone 01326 370460

<https://studyhub.fxplus.ac.uk/lss/inclusive-learning>

## ASK (Academic Skills)

For support with essay writing, managing your dissertation, referencing, giving presentations or revision strategies, ASK advisors provide one-to-one guidance and information on all aspects of academic study and skills.

01326 370438

[ask@fxplus.ac.uk](mailto:ask@fxplus.ac.uk)

<https://studyhub.fxplus.ac.uk/ask>

## English Language Support

EU and international students can join a variety of free courses including Academic English, CV and Application Writing, Sounds of English and Social English. You can also book a one-to-one tutorial to discuss individual pieces of work or any questions about language learning.

[languages@fxplus.ac.uk](mailto:languages@fxplus.ac.uk)

<https://languages.fxplus.ac.uk/>

## Multifaith Chaplaincy

The chaplaincy team provides pastoral and spiritual care for students and staff of all faiths and none, at both the Falmouth and Penryn campuses. The Chaplaincy spaces are open for peace, quiet, reflection, prayer or meditation; or come and talk with someone who will listen.

<https://fxplus.ac.uk/student-support/chaplaincy/>

### Falmouth Campus:

Ground floor of Kerris Veau

### Penryn Campus:

Cottage 8, Tremough Barton Cottages

## The Compass

The Compass is a student information service that offers help and advice on any aspect of university life whether you have a quick query or require specialist support. The Compass will connect you with the right services quickly and professionally.

### The Compass online portal:

<https://thecompass.fxplus.ac.uk/>

### In person:

At the help desk on Level 1 of The Exchange (within the Library) at Penryn Campus and in the Library at Falmouth Campus.

01326 370460

[thecompass@fxplus.ac.uk](mailto:thecompass@fxplus.ac.uk)

[www.fxplus.ac.uk/student-support/thecompass/](http://www.fxplus.ac.uk/student-support/thecompass/)

## Libraries

For research, coursework and inspiration, the libraries on both campuses have a wide range of books, journals, online resources, DVDs, archives and special collections.

**Penryn Campus:** 01326 370441

**Falmouth Campus:** 01326 213815

[library@fxplus.ac.uk](mailto:library@fxplus.ac.uk)

<https://library.fxplus.ac.uk/>

## The Students' Union

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The SU is about getting your student voice heard and for those looking to get involved with clubs, societies or volunteering. Get in touch with the SU for expert advice on funding, benefits, housing, employment or institutional or academic issues.

**Penryn Campus:** 01326 255861

**Falmouth Campus:** 01326 213742

[info@thesu.org.uk](mailto:info@thesu.org.uk)

[www.thesu.org.uk](http://www.thesu.org.uk)

## IT Services

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For IT support and your day to day IT needs, including internet connection issues, plus laptop clinics and laptop loans, IT Services are here to help.

01326 213822

[servicedesk@fxplus.ac.uk](mailto:servicedesk@fxplus.ac.uk)

<https://fxplus.ac.uk/it-services/>

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# Settling In

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## Arrival

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Prior to your arrival you'll be sent an e-mail with a link to the online Accommodation Induction, this contains important information about your accommodation and you must complete this before you move-in. Once you have completed the induction you'll be able to book your arrival date and time slot. Places are limited for each time slot so we would advise that you book your arrival date and time as soon as you can. You will be unable to confirm your arrival time until your induction has been completed.

We will email you before you move in to provide you with information about the arrivals process.

For further information about the move-in process please visit our Arrivals web page; <https://fxplus.ac.uk/accommodation/arrivals/>

## Inventory

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*After collecting your keys, please complete your inventory within seven days, making note of any missing items or damages.*

Each flat has a group inventory for communal areas and one for each bedroom. These must be submitted to Glasney Lodge within the specified timeframe. If the inventory is not submitted, it will be assumed that all items are in place and in good condition.

Please note, the inventory is a record of your room's condition and is not intended as a maintenance reporting form. For immediate repair needs, please email [halls.help@fxplus.ac.uk](mailto:halls.help@fxplus.ac.uk) or visit Glasney Lodge.

Completing the inventory is important to ensure you are not charged for damages you didn't cause. Inspections will occur at the end of the year, and any unreported issues could result in charges. A kitchen inventory will also be provided for all residents to complete together, encouraging shared responsibility for communal areas.

## Post

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For Glasney and Packsaddle residents, your letters and parcels will be delivered to a designated collection point on campus, which will be confirmed when you arrive. To ensure your deliveries reach you promptly, please include your full name, block, flat, and room number on all packages.

## Redirecting post

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Before you move out of your flat at the end of your period of residence, you'll need to make arrangements with the Post Office for your post to be forwarded to your new address. Post will be marked 'Return to Sender' and sent back to the Post Office if you are no longer a resident.

## Residence Addresses

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### Glasney Student Village

Full name  
Glasney Parc or Glasney View  
Block, Flat, Room  
Penryn Campus  
Penryn  
Cornwall  
Plus the postcode below relevant to your block;

### Glasney Parc

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Blocks A - H                      TR10 9AH

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Blocks I - O                      TR10 9AJ

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### Glasney View

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Blocks A - I                      TR10 9BD

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Blocks J - N                      TR10 9FF

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### Packsaddle Hill

Full name  
Block, Flat, Room  
Packsaddle Hill  
Packsaddle  
Penryn  
Cornwall  
TR10 8FF

### Tuke House

Full name  
Flat, Room  
Tuke House  
Quarry Hill  
Falmouth  
Cornwall  
TR11 2EA

**When you arrive, you'll be given a key access fob to your room and flat. You should be aware that copying your key or lending your key to anyone, even your friends, is a breach of your accommodation agreement.**

## Laundries

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Laundry facilities can be found in all residences at the locations listed below;

### Glasney Student Village

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Parc Block J                  Parc Block E

Parc K                          Parc L

Parc N                          View H

### Packsaddle Hill

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Block B

### Tuke House

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Next to the Site Office

**Download the Circuit Laundry app to operate the laundry machines. You must be connected to the campus Wi-Fi to get a signal in a laundry within Glasney Student Village.**

To report a problem with a machine or any issues with the app please contact Circuit Laundry directly (contact details are displayed in each laundry). Please contact the residence site reception if you need any assistance. The current costs are; £3.30 per wash and £2.10 per dry however please check the app when you arrive for up to date charges.

If you are unable to use the app you can pick up a Circuit top-up card from Glasney Lodge Reception or the Tuke House site office.

## Parking

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**There are excellent transport links for travelling between the Falmouth and Penryn Campuses, so bringing your car is generally discouraged.**

Parking is available on campus but is chargeable per hour so can work out very expensive. Parking permits are available for those that meet eligibility criteria. If you'd like more information on bus and train travel, permits, parking regulations, fines and current parking charges please see the Travel and Transport web page; [www.fxplus.ac.uk/our-services/travel-transport](http://www.fxplus.ac.uk/our-services/travel-transport)

## Bank

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There are several banks located in Truro where you can open a student bank account. You will be asked for a Proof of Residence letter in order to open an account. We can provide one of these for you however we can only do so once you have moved in to your accommodation. To request a letter please e-mail; [halls.help@fxplus.ac.uk](mailto:halls.help@fxplus.ac.uk)

## TV Licence

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The law says you need a TV Licence to:

- Watch or record programmes as they're being shown on TV, or live on an online TV service (e.g., BBC iPlayer, ITVX, All 4, YouTube, Amazon Prime Video for live events, etc.).
- Download or watch BBC programmes on iPlayer.

This applies to any device, such as a TV set (including smart TV), laptop, desktop computer, tablet, mobile phone, games console, digital box, etc.

### **Students are responsible for arranging their own TV Licence.**

You do not need a TV Licence to watch on-demand programmes on services like Netflix, YouTube (non-live content), Amazon Prime Video (non-live content), and other on-demand services unless you are watching live broadcasts on these platforms.

For further information and to purchase a licence, please visit the TV Licensing website: <https://www.tvlicensing.co.uk//check-if-you-need-one/for-your-home/students-aud1>

## Room Keys

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### Lost Keys

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#### **Glasney and Packsaddle Hill**

If you lose your keys or key fob, you'll need to report it to a member of the Halls Team at Glasney Lodge straight away. You can sign out a temporary key/fob and you'll need to return the key within 14 days if you find the original.

#### **Tuke House**

You can sign out a temporary key from the site office however if you have locked yourself out of your room outside of normal working hours (Mon-Fri) then a member of staff from Glasney Lodge will attend to let you into your room.

If you are not able to return your original room key you will be charged the cost of a replacement key. You will be notified of the charge by email.

#### **For key replacements, the costs are as follows:**

- Glasney accommodation: £25 for a key and £10 for a fob.
- Packsaddle accommodation: £10 for a key card.
- Tuke House: £71.86 for a full set of replacement keys.

If you are unable to return your original room key, you will be charged for a replacement key, and you will be notified of the charge via email. Please note that for Tuke House, key replacement charges typically apply at the end of the tenancy agreement.

## Insurance

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The University has arranged possessions insurance through Endsleigh Insurance to protect your belongings while you reside in university-owned accommodation. Please take a moment to review the scope and level of your coverage to ensure it aligns with your needs. If additional coverage is necessary, you should arrange it separately.

#### **Policy Number: Falmouth Exeter Plus HH1140.**

To view the full details of your policy and explore options for extending your coverage, please visit the Endsleigh website: <https://www.endsleigh.co.uk/student/confirm-your-student-cover/>

# Maintenance

Reporting Maintenance

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## Reporting Maintenance

Reporting a maintenance issue straight away means there's more time to deal with it before the problem gets worse. It's up to you to report maintenance issues. Please review the terms and conditions of the accommodation agreement regarding your responsibilities.

When you report a repair you'll need to give:

- Your name.
- Your address and telephone number.
- The repair that needs to be made - give as much detail as you can.
- Details about accessing the room, if appropriate.

**To report a maintenance issue you will need to email the following address: [halls.help@fxplus.ac.uk](mailto:halls.help@fxplus.ac.uk)**

If you live at Tuke House please report maintenance issues to the site office or buildings manager.

If you feel your maintenance issue hasn't been resolved satisfactorily, please contact the Lodge in person or by email to [halls.help@fxplus.ac.uk](mailto:halls.help@fxplus.ac.uk)

## Emergency Repairs

**Report emergency repairs immediately to Glasney Lodge. Staff have access to out of hours on-call Estates staff if required.**

## Planned Maintenance

From time to time the Estates Department and outside contractors carry out routine maintenance in halls, such as testing portable electrical appliances, water quality testing, cleaning of showerheads. Notice of access for planned maintenance works will be emailed to you.

Fire doors are tested termly. You'll be given advance notice of when these tests are being carried out. If you notice a problem with any of the doors in your flat, you'll need to let the Halls Team or site supervisor know as soon as possible. Emergency lights in the building are tested monthly.

## Guidance on Response Times for Repairs and Maintenance

The table over the following page outlines the expected timeframes for addressing different types of repairs and maintenance issues after they have been reported. These guidelines are intended to provide clear expectations regarding how long various maintenance tasks may take to be resolved.

Please Note - All SLAs are based on 'In Hours'/Working Days operating times

Priority Code	Area of Work	Criticality level	Time to Respond	Time to Attend	Time to Temporary Fix	Time to Tech Complete	Definition	Notes
P1	All Service Lines	Urgent	15 Mins	30 Mins	90 Mins	1 Week	<b>URGENT</b> priority works such as failures which constitute <u>a danger, health hazard, present a significant business risk, &amp;/or seriously affect</u> occupation, have a detrimental effect on the facility, and its content, or endanger security. Other emergencies such as fire and flood are also included in this category	<b>Note -</b> Personnel will be allocated to attend immediately. The 'Respond' SLA is only applicable in this instance for the helpdesk job being logged on the system.  In an emergency situation, the job is likely to be received via walkie-talkie or phone.
P2	All Service Lines	High	15 Mins	1 Day	2 Days	2 Weeks	<b>HIGH</b> priority works  such as failures that affect amenities and <u>present a high business risk &amp;/or may affect</u> occupation, health or building occupants' operational effectiveness	
P3	All Service Lines	Medium	15 Mins	3 Days	5 Days	5 Weeks	<b>MEDIUM</b> priority works  such as failures that affect amenities and <u>may present a business risk &amp;/or may affect</u> occupation, health or building occupants' operational effectiveness	
P4	All Service Lines	Low	15 Mins	1 Week	5 Weeks	11 Weeks	<b>LOW</b> priority works  such as failures that affect amenities and <u>may present a low business risk &amp;/or may affect</u> occupation, health or building occupants' operational effectiveness	
Priority Code	Area of Work	Criticality level	Time to Respond / 'HD & Minor Works Manager to Accept EMW'	Time to Attend / 'Meet & Agree spec with customer'	Complete Tender'	Time to Tech Complete		
P5	Estates Minor Works (EMW)	EMW	2 Days	2 Wks	1 to 4 Wks	Agreed Job Specific target delivery date within +/- 5 days		As per EMW Workflow definitions

# Accommodation Fees

- How to Pay
- Payment Dates
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- Council Tax





## How to Pay

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**The cost of your accommodation is outlined in the 'Agreement Summary' on Room Service.**

Please ensure that you are able to afford your accommodation before accepting the agreement as we are unable to change your offer at a later date.

You can pay in full in advance, or pay it termly. The payment dates or 'due dates' for your rent each term are detailed in your accommodation offer and in the terms and conditions of your accommodation agreement.

*Your Licence Fee must be paid by bank transfer or by debit or credit card using the Payment Portal.*

## Payment Portal

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You will require your student ID to use the portal; <https://paymentportal.falmouth.ac.uk>

Payments cannot be taken over the phone or in person.

## Payment Dates

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**It's important to pay your 'licence fee' on time.** You'll know well in advance the cost of your accommodation and you will have signed an accommodation agreement, confirming that you'll pay your accommodation fees as required. You won't be able to terminate the agreement because you choose, or cannot afford to pay.

The three installment dates for the 2024/25 Academic year are as follows:

### Period 1

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14/09/24 - 04/01/25    Deadline 04/10/24

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### Period 2

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04/01/25 - 26/04/25    Deadline: 7/01/25

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### Period 3

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26/04/25 - 21/06/25    Deadline 09/05/25

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## Security Deposit

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*Your security deposit will be held until the end of your accommodation agreement. When you leave, your room will be inspected and any damages or replacements will be charged in accordance with the terms and conditions of your residence.*

If there's damage to the communal spaces in your flat that can't be attributed to an individual, the cost will be divided equally between you and your flatmates, before being deducted from your deposit.

**You are responsible for keeping your room clean and the fixtures and fitting in your room in good condition**, and not to move furniture from one room to another. Make sure you only put up pictures and posters on the boards provided; any damage or marks caused by pins, tac, nails or tape will have to be paid for. Remember that even white tac can leave greasy marks on painted walls.

Any unpaid rent or disciplinary charges will be taken from the deposit. More information can be found in the 'Moving Out' section of this Handbook.

*We aim to return your deposit balances in pounds sterling (GBP) no later than 28 days after the end of your accommodation agreement.*

When your deposit is returned the Finance Team will email you to confirm the refund and will state if any deductions to the deposit have been made.

## Managing Payments

If you fail to pay your accommodation licence fee by the dates set out in the terms and conditions of residence, we will follow the procedure outlined in the 'Accommodation Fees Payments and Debt Recovery Procedures' document which forms part of your agreement. This document can be found on our website: <https://fxplus.ac.uk/documents/accommodation-fees-payments-and-debt-recovery-procedures-2022-23/#Payment+Dates>

You need to be aware that action will be taken against you for any non-payment of accommodation charges. All debts are pursued, whatever the size.

There's a range of actions that can be taken. If a County Court Judgment is made against you for debt, it can affect some career options and your ability to get credit cards, mobile phone contracts, travel visas or a mortgage.

*If you experience a problem or delay in paying your licence fee by the due date, it's important you keep the Finance Office informed. That way, we can offer you help and advice before a significant issue occurs.*

## Additional Funding

In some cases there are funds available to help UK resident students who are in financial difficulties. The SU Advice Service ([www.thesu.org.uk](http://www.thesu.org.uk)) can help you apply for this funding if you need it - just get in touch to arrange an appointment with one of their advisors.

Just be aware, there's no guarantee you'll receive funding and you shouldn't rely on it for financial support. You can also talk to Student Services about possible funding if you have health or welfare concerns. For other financial information and guidance check out the following websites:

[www.nus.org.uk](http://www.nus.org.uk)  
[www.gov.uk](http://www.gov.uk)

## Nominees

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**A nominee is usually a parent, guardian or relative who you are happy for us to use as a second point of contact if required on financial, contractual and administrative matters.**

As the licensee, you are liable to pay any debts (i.e, unpaid rent, bills, damage costs). Your nominee will be notified by the Finance Team if you fail to pay.

Please note, they are not the licensee, and this doesn't give them any legal rights to access information. Under the Data Protection Act 2018 we are unable to discuss any particulars regarding your accommodation agreement, fees, payments or any issues that may have arisen with your residence with anyone other than the licensee unless you have given us written permission in advance.

All students wishing to live in University owned, managed or approved accommodation must provide a suitable nominee, there are some limited exceptions to this, please contact the Accommodation Team for further information.

## Council Tax

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**All full-time students are entitled to exemption from paying Council Tax.**

Once the registration period has ended the University will notify Cornwall Council of all students and their term-time addresses. It is your responsibility to make sure that you are registered at the correct address with the Council Taxation Office. If you need to amend your address please contact; [revenues@cornwall.gov.uk](mailto:revenues@cornwall.gov.uk)

**If needed, Council Tax Exemption Certificates can be printed directly from [myfalmouth.falmouth.ac.uk](http://myfalmouth.falmouth.ac.uk) (Falmouth University students) or by contacting [cc-registry@exeter.ac.uk](mailto:cc-registry@exeter.ac.uk) (University of Exeter students).** If you are a part-time student you may also need a letter from your course team confirming your hours of attendance.

Exemption ends when you are no longer a student. This is usually around the end of May/ beginning of June and not after graduation.

# Healthy Living & Support

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## Supporting You

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**The Student and Academic Support teams provide a range of services from confidential advice and guidance through to study skills and language support. Please refer to page 5 for all of the details.**

It is worth remembering that The Compass is the student information service that offers help and advice on any aspect of university life whether you have a quick query or require specialist support. It is the first port of call for Student Services enquiries and provides an interface with, and referral to, the full range of academic and support services.

## ResLife

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**ResLife are a team of students studying at Falmouth University and the University of Exeter who are here to welcome you to a new life at university in Cornwall, your new home away from home.**

They host a social calendar of events and activities for students living in halls of residence, both on and off campus, as well as acting as a friendly and familiar face in halls for signposting you to relevant wellbeing and support services.

A great way to make new friends and feel at home, their trips and activities are all listed on the SU website and you can keep up to date with everything they're doing on [www.instagram.com/fxreslife/](http://www.instagram.com/fxreslife/). <https://fxplus.ac.uk/accommodation/reslife>

## GP/ Doctor's Surgeries

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A General Practitioner (GP)/ Doctor can be very helpful in signposting and coordinating support. Don't wait until you are unwell to register; it's better that a doctor has access to your full medical history when they see you.

Students can see a doctor at the Penryn Campus, or if you live in Falmouth, you can register at a nearby surgery. To see a doctor at the Student Health Centre at the Penryn Campus, you need to register with Penryn Surgery and then book an appointment, stating that you are a student at the University.

Please note that the Student Health Centre on campus is run by Penryn Surgery and doesn't have a reception on site. Students must register with Penryn Surgery online [here](#) and complete their online form [here](#) to request an appointment.

Doctor availability on campus is subject to daily schedules. If an on-campus appointment

isn't possible, students may be offered one at the Penryn surgery or a phone consultation.

For further details and sessions times, contact Penryn Surgery on 01326 372502.

## Help and Support Outside of the University

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There are numerous services available both locally and nationally that you can access for help and advice. Here are some useful contacts:

**MoneyHelper:** A UK Government-backed service providing impartial advice on money management, budgeting, and dealing with debt. It's a valuable resource for students needing guidance on financial matters. [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

**Student Minds:** The UK's leading student mental health charity, focused on empowering students to take control of their mental health and well-being. They offer a variety of resources, including online training and support networks. [www.studentminds.org.uk](http://www.studentminds.org.uk)

**Mind:** A national mental health charity that offers specific advice and support for students dealing with mental health issues. They provide guidance on managing stress, anxiety, and other challenges related to university life. [www.mind.org.uk](http://www.mind.org.uk)

**Citizens Advice:** Offers comprehensive support on various issues, including legal advice, consumer rights, and help with civil matters, making it a crucial resource for students dealing with complex challenges. [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## Accidents, Emergencies and First Aid

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**If an accident or incident has occurred, at Penryn Campus you must call the 24/7 Safety and Support line on 01326 25 4444. Please save this number in your phone.**

If you think an incident requires a 999 call before you contact the the 24/7 Safety and Support line, call from a mobile - preferably of the person ill if possible. Please bear in mind that there are currently long wait times for ambulances in Cornwall. Only dial 999 if it is a genuine, serious emergency. False calls to emergency services numbers can be traced.

If emergency services have been called you must let a member of the Safety and Support team know straight away so they can arrange access and direct an ambulance to your location. The 24/7 Emergency line to Safety and Support is **01326 25 4444**, failure to inform the team will delay the ambulance reaching you.

We also ask you to be vigilant on behalf of other residents, staff and visitors to the accommodation - please report to Glasney Lodge or the site supervisor any situations which could constitute a hazard. Any accidents within the accommodation must be recorded on the First Aid Form. Please contact Glasney Lodge Reception or the site office at your residence who can call an ambulance or First Aiders if required.

The nearest Accident & Emergency Department from campus is the Royal Cornwall Hospital in Truro (TR1 3LQ). It might help to ask someone to go with you.

*NHS 111 can help if you have an urgent medical problem and you're not sure what to do. Call the NHS 111 service if you need medical help fast but it's not a 999 emergency.*

## Meningitis and Septicaemia

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Meningitis and septicaemia are serious illnesses that can develop suddenly and progress rapidly, so it's important to recognize the symptoms and seek medical help quickly.

### Key Symptoms to Watch For:

- High fever
- Severe headache
- Vomiting
- Stiff neck
- Sensitivity to light
- Extreme drowsiness or difficulty waking
- Muscle pain
- Pale, blotchy, or mottled skin
- Rash that doesn't fade when pressed

Symptoms can appear in any order, and not all may be present. Don't wait for a rash to develop—if you or someone you know has these symptoms, seek urgent medical attention immediately. Early diagnosis and treatment are crucial.

## Vaccination Reminder

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Please ensure you've received the MenACWY vaccine, which protects against four strains of meningococcal bacteria (A, C, W, and Y). This vaccine is available through the NHS for first-time university students up to the age of 25.

## Keeping Fit

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Keeping fit is an important part of life. It can help keep you and your mind healthy. It is also a great opportunity to try new things and get to know new people.

The Sports Centre, on Penryn Campus, includes a spacious gym with up to 90 of the latest stations from Pulse Fitness, including cardiovascular, resistance and free weights areas.

A four-court sports hall is available for hire for a range of sports and activities, including 5-a-side football, tennis and badminton. The fitness studio runs a variety of fun, weekly classes; from yoga and pilates to circuits and kettlebells. Join as a member or pay as you go for access to the gym and regular fitness classes using the Sports Centre portal.

For current classes, membership costs and to download the studio timetable please visit the Sports and Recreation web page; <https://fxplus.ac.uk/facilities-shops/sports-facilities/>

## Smoking/Vaping

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Smoking and vaping are not permitted inside any halls of residence, including bedrooms, bathrooms, communal areas, or within five metres of building entrances or windows. This restriction applies to all tobacco products, e-cigarettes, and vapes.

For the comfort and safety of all residents, if you choose to smoke or vape, please do so in open areas at least five metres away from buildings. Ensure that cigarette ends and other related waste are fully extinguished and disposed of responsibly.

## Drugs and Alcohol

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It's essential to make choices that are right for you and to respect others in the shared living environment. Trust your own judgment and remember that everyone's tolerance and preferences are different.

It is important to drink responsibly and be mindful of your limits when consuming alcohol. Enjoying alcohol in moderation can be part of the social experience.

If you're ever concerned about your own or someone else's use of drugs or alcohol, support is available. We strongly encourage

you to reach out to Student Support Services who work closely with the local drug and alcohol services or your GP for confidential advice and assistance

The use, possession, or distribution of illegal drugs, including substances like cannabis and nitrous oxide (NOS gas), is strictly prohibited in all university accommodation. Violations may lead to disciplinary action under university procedures and could involve police involvement.

For more information on disciplinary procedures, please refer to the relevant university policies:

- Falmouth University: [Student Disciplinary Policy and Procedure \(26 July 2023\)](#)
- University of Exeter: [Student Disciplinary Procedure](#)

# Safety & Support

Fire Safety

Personal Emergency Evacuation Plans

Electrical Safety

CCTV

Out of Hours

Keeping Safe

Prohibited Items

Safety

Snow and Ice





## Fire Safety

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### Fire Safety Equipment

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For your protection, all accommodation blocks are equipped with fire safety systems. These include automatic fire detection systems with heat and smoke detectors that provide early warnings by activating audible alarms. Additionally, fire extinguishers, fire blankets, and self-closing fire doors are installed to secure your escape routes.

If any fire safety equipment is used or damaged, report it immediately to the Halls team at Glasney Lodge so it can be repaired or replaced.

It is a legal requirement to install and maintain this equipment in the building. Tampering with or damaging fire safety equipment—such as propping open fire doors, tampering with fire extinguishers, or covering smoke detectors—is a criminal offence. These actions endanger lives and will result in disciplinary action, including fines.

Weekly safety checks will be conducted in your block on the same day as fire alarm tests. These checks include inspecting all fire equipment, exit routes, exit signs, and general health and safety matters. If your flat is found

to be in breach of any fire safety regulations, you will receive a notice to rectify the situation. Disciplinary action, including fines, may also be issued where appropriate.

### Fire Alarm Tests

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Fire alarms in each residence are tested weekly. The alarm will sound for a few seconds during the test, and no action is required. However, if the alarm continues to sound, you must treat it as a real fire, evacuate the building immediately, and follow all safety procedures—even if it is your test day.

### Fire Safety Information

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Fire safety information is posted throughout your flat, including posters in the kitchens and fire action notices on the back of bedroom doors. These detail what to do in the event of a fire and identify your nearest assembly point.

Common causes of fire alarm activation include unclean cookers and grills, cooking with the kitchen door propped open, and insufficient kitchen ventilation. In bedrooms, leaving the bathroom door open while showering, improper use of candles or incense sticks, and smoking or vaping can trigger alarms. Spraying deodorant directly under a detector can also cause a false alarm.

## Fire Alarms and Evacuations

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The fire strategy for all accommodation blocks requires a full simultaneous evacuation whenever the fire alarm sounds. You must evacuate the building immediately and await further instructions from the responding Halls staff. Every fire alarm activation must be treated as a real fire. Halls teams will conduct a full sweep of the building. Failure to evacuate promptly will result in disciplinary action, including fines.

### Fire Drills

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Fire drills will take place during the academic year to ensure compliance. If residents fail to evacuate the building safely and promptly, the drill may need to be repeated.

In the event of a fire, press the nearest red break glass call point immediately and evacuate the building. Do not attempt to extinguish the fire yourself, as this may put you and others at risk. Trained responders are responsible for handling fire situations. Your priority is to raise the alarm and ensure everyone evacuates the building safely.

## Personal Emergency Evacuation Plans (PEEPs)

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**If you require assistance to evacuate your accommodation during a fire alarm, a Personal Emergency Evacuation Plan (PEEP) will be developed to ensure you receive the support you need. It's important to share any relevant information before your arrival.**

Through the PEEP process, we can identify any necessary adaptations, such as a vibrating pillow pad if you cannot hear the alarm while sleeping or level access if you use a wheelchair. To ensure your room is appropriately allocated, please confirm your needs with the Accommodation Office when accepting your offer and before you arrive on-site.

If your health changes during your stay—such as an injury that affects your ability to evacuate safely—inform the Halls Team immediately so we can make any necessary adjustments. Any medical information you provide will be shared with the Accessibility Team, who may reach out for further details.

## Electrical Safety

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### Electrical Equipment

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It's your responsibility to regularly check equipment and leads for signs of damage and make sure all your portable electrical items that are more than a year old are capable of passing a current Portable Appliance Test (PAT). If you're not sure if a piece of equipment is PAT tested, contact the Halls Team who will advise you on testing and equipment safety. Any equipment that's deemed unsafe by the Halls Team or a competent electrical tester will be removed. This may be at the owner's expense and the item will be returned at the end of the period of residence.

Please refer to the Terms and Conditions of your Accommodation Agreement for more information.

**Equipment such as portable heaters and deep fat fryers are potential fire risks and in the interests of safety aren't permitted in halls.** You must do all of your cooking in the communal kitchen; cooking appliances such as toasters, kettles, grills or hot plates are not allowed in bedrooms.

## UK Voltages and Plugs

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UK electricity operates at 240 volts and uses three-pin plugs. For your safety, please ensure all your electrical devices are compatible with UK voltage to prevent the risk of electric shock.

### Electrical Trips

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If the electricity supply in your flat or residence trips, let the Halls Team know. For your own safety and the safety of others, do not interfere with any electrical circuits or installations on the site.

Don't leave appliances plugged in and switched on unless you're actually using them. Cables trailing across the room are classic trip hazards, make sure leads are securely out of harm's way.

If you're using electrical appliances in the bathroom, make sure that they're designed for that purpose (like shavers), if they're not - like hairdryers, curling tongs and radios - stick to using them in your room. Remember never to touch anything electrical with wet hands. If wires of an electrical appliance are exposed and are plugged into a socket, be sure to turn off the plug socket and remove the plug without touching the wires.

Don't replace plugs or attempt to repair equipment unless you know what you're doing. Don't overload circuits by plugging multiple items into one socket as this will trip the circuit breaker or blow a fuse.

## Safety and Support Team

**They are available and on campus 24/7, 365 days a year for your safety and maintaining a secure campus environment for all campus users.**

The team are based in Glasney Lodge and patrol regularly across Campus. To contact the team you can email [SafetyandSupport@fxplus.ac.uk](mailto:SafetyandSupport@fxplus.ac.uk) or call 01326 25 5875.

## In case of Emergencies

SafeZone allows users to initiate a call for assistance on Campus without the need to remember numbers or contact details. At the simple push of a button, the app alerts our colleagues of your location and supports the team to implement a fast and coordinated response. A SafeZone alert can be used to initiate a first aid response; to alert them of any general safety concerns; for noise and disturbances; for wellbeing enquiries; and for all other emergency incidents. The app is also useful for when you are working alone and improves the effectiveness of the Safety and Support team's ability to monitor and support lone workers by sending active patrols to areas known to be occupied.

We encourage all students to download the SafeZone App onto their phones; it is available for Apple and Android. Sign up using your university email address when you arrive on Campus.

## CCTV

The majority of our Halls area of Campus have 24 hour CCTV coverage to ensure security. We follow the current CCTV Code of Practice and we have policies in place to ensure full compliance with Data Protection Act 2018.

## Out of Hours Patrols

**Enjoying your time at university is a good thing but excessive parties with too many people, too much noise and disruption can be unfair on your neighbours.** Parties can damage property, upset the community and often result in residents being penalised when their guests misbehave - with charges and disciplinary action. Remember you are responsible for your guests and if they misbehave you will be held accountable.

**The Safety and Support Team carry out regular patrols every night across our residences.** They will act on all noise complaints and these, along with any incidents of antisocial behaviour will be reported to the Halls Team for further action.

## Keeping Safe

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We want you to have a successful and enjoyable time whilst studying here, to do this it's important to follow this practical advice to ensure you stay safe.

### On Campus

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- If you're involved in an incident (or a near miss) on our campuses, or have a safety concern, please contact a member of the Safety and Support Team, Main Reception or Glasney Lodge.
- Close ground floor windows and lock your door at night or if you are going out.
- Don't prop flat or block doors open.
- Be vigilant when entering your block to ensure nobody attempts to gain access behind you that doesn't live there.

### Out and About

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- Arrange transport home in advance.
- Make sure your phone is fully charged before going out.
- Avoid going to a pub, club or party alone.
- Don't become isolated from your friends.
- Never leave your drink unattended.

- Never accept a drink from someone you don't know or trust.
- If you begin to feel drunk, dizzy or disorientated seek help from a trusted friend or a member of staff at the venue.
- Never walk home alone.

## Prohibited Items

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You must not store any hazardous or flammable materials such as petrol, gas cylinders/cannisters, white spirit, acids, flares/ fireworks in the accommodation. These materials are dangerous and put you - and your fellow residents - at risk. If we discover any dangerous materials, we will have to confiscate them for safety reasons. Candles, incense and smoking paraphernalia are also prohibited, along with replica weapons.

**The use of, storage of or charging of e-scooters is strictly prohibited on campus.**

Please refer to the Terms and Conditions of your Accommodation Agreement regarding details on prohibited items.

Disciplinary action will be taken if residents are found to be in possession of any prohibited items. The matter may also be referred to the Police.

## Safety

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In the interest of safety, you're expected to keep away from roof spaces, boiler houses and electrical switchgear rooms during your stay. Access to roofs, balconies and window ledges is not permitted, except in an emergency.

Fire escapes should only be used strictly in an emergency.

## Snow and Ice

---

Ground staff have a policy to clear up the worst effects of ice, snow, leaves and algae on paths around the residences. You'll still need to take extra care when out and about in bad weather.

**If you have a disability and require assistance getting around in bad weather conditions, please let the Halls Team at Glasney Lodge or the site supervisor know.**

# Living In your New Home

Catering

Living with Others

- Noise
- Parties
- Getting On
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## Catering

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### Food Outlets on Campus

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From a quick sandwich to a wide range of hot dishes, our various outlets produce food from dawn until dusk.

You can find details about where you can get food on campus on our Food and Drink webpage; <https://fxplus.ac.uk/facilities-shops/food-drink/>

### Catered Halls

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*The catered package provides you with breakfast and dinner, Monday to Friday, for 36 weeks of your 40 week accommodation contract. There will be a two week break at Christmas and two weeks at Easter.*

If you have accepted an offer for catered accommodation please refer to your terms and conditions of residence for details of the catered package. You can find your accommodation agreement by logging in to your Room Service account or on our website; <https://fxplus.ac.uk/food-drink/catered-halls/>

### Opening Times

#### Breakfast

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The Stannary 8.00am - 10.30am

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#### Dinner

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The Stannary 5pm - 7pm

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### Food Allowance

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You have a daily allowance of £5.00 to spend on breakfast and £7.00 to spend on dinner.

*To redeem your allowance you will need to have your student ID card with you.*

Present your Student ID card at the till to redeem your allowance for your meal.

Your allowance must be redeemed in one transaction when the card is scanned so make sure that you have all of the food you want before you go to the till.

*If you spend over your allowance you will need to pay the additional amount. Your daily allowances can only be spent as detailed and cannot be carried over to another time or day.*

### Lost Student ID Card

---

You will not be able to claim your food allowance without presenting your student ID card so keep it safe and make sure you have it on you before you leave your flat.

If you lose your student ID card you will need to get a new one so that you don't miss out on any meals. We cannot refund the cost of meals missed due to a lost student ID card and it is your responsibility to have your student ID card with you.

Lost or damaged ID cards can be replaced at a cost of £10 and can be purchased online using a credit/debit card at [paymentportal.falmouth.ac.uk](https://paymentportal.falmouth.ac.uk) Click on the 'Replacement ID cards for students' option. You will receive an email when the card is ready to collect. New cards can be collected from:

**Penryn Campus:** Compass Helpdesk, Exchange building (Level 1 - in The Library)

**Falmouth Campus:** Compass Helpdesk within The Library.

### Dietary Requirements

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A vegetarian choice will be available at each meal. If you require vegan meals, or have any religious or medical dietary requirements, please email [foodanddrink@fxplus.ac.uk](mailto:foodanddrink@fxplus.ac.uk) prior to your arrival.

## Food

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*Your accommodation will be self-catered or catered depending on the offer of accommodation you have received. You can review your catering level on the 'Agreement Summary' of your offer on Room Service.*

Being at university is an exciting time but it is easy to overlook your diet and eating sensibly. Your diet has a big impact on how your mind and body work, so knowing how to eat healthily is an important life skill.

## Living with Others

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### Noise

---

**Everyone who lives here is expected to be respectful of those who are trying to study and sleep. We ask that you remain particularly quiet after 11:00 PM, although excessive noise at any time is not tolerated.**

There are strict conditions regarding noise in the accommodation agreement and the university's rules. If you are repeatedly noisy, we may have no choice but to confiscate equipment, impose a fine, or undertake further disciplinary action. Please consider those around you and avoid using high-powered sound equipment like amplifiers, which are likely to disrupt others living nearby.

If you are studying music and play an instrument, please use the practice rooms at AMATA to avoid disturbing your flatmates.

## Parties

---

Enjoying your time at university is a good thing but excessive parties with too many people, too much noise and too much disruption can be unfair on your neighbours.

Under fire regulations you need to be careful how many students are in your flat at any one time. Parties can damage properties, upset the community and often result in residents being penalised when their guests misbehave - with fines and disciplinary action.

Remember you are responsible for your guests and if they misbehave you will be held accountable.

The Night Services Team carry out regular patrols every night across our residences. They will act on all noise complaints and these, along with any incidents of antisocial behaviour will be reported to the Halls Team for further action.

## Getting On

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*Moving in with a group of people you don't know can be daunting, and learning to live together can be a challenge. Our advice is to make sure you talk to each other about your living styles and discuss any issues between you early on to avoid any potential build-up of tension.*

It's worth remembering that people don't always know they're causing an issue unless they're told, so if something's bothering you always raise it rather than letting it simmer. We want to make sure all students regardless of race, colour, gender, religious beliefs, age, disability, sexual orientation, political views or marital status, have the right to enjoy their accommodation peacefully. Discrimination of any kind will not be tolerated and will be dealt with as a serious breach of the terms and conditions of your agreement.

## Moving Rooms

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You'll find details about moving rooms in the terms and conditions of your accommodation agreement. You will need to contact the Accommodation Office by e-mail to request a room move. We usually request that you wait at least two weeks from your moving in date in order to settle in. After this date requests for moving will be considered. We cannot guarantee that you will be able to move rooms and we will reasonably assess any request on a case-by-case basis.

Please note, this policy applies only to accommodations managed by Falmouth Exeter Plus, specifically Glasney, Packsaddle, and Tuke. For those in third-party accommodations, please refer to your provider's specific policies regarding room moves.

## Guests

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All guests in halls must be signed in and out at Glasney Lodge for fire and safety purposes. No overnight guests are allowed in the first two weeks of living here.

Overnight guests are not allowed in shared rooms in consideration of your roommate. This policy applies to guests at Glasney and Packsaddle. For other accommodations, students need to contact the relevant site office.

## Cleaning Responsibilities

---

As a resident, you are responsible for keeping your room, kitchen, bathroom, and any communal areas clean and tidy. This includes regularly removing rubbish and recycling and taking it to the designated disposal areas outside the buildings. Please do not leave bins or bags in corridors or staircases, as this obstructs escape routes and creates a fire hazard.

The Housekeeping Team will conduct termly inspections of rooms, kitchens, and communal areas. You will be notified in advance of these inspections. For more tips and advice on maintaining a clean living environment, please refer to this guide [34.397-CleanSafe-Guide-v1.pdf](https://fxplus.ac.uk/34.397-CleanSafe-Guide-v1.pdf) ([fxplus.ac.uk](https://fxplus.ac.uk))



## Shared Rooms

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**Once you and your roommate are settled in, we encourage you to establish some room rules.**

In the first week, take the time to discuss your living preferences and agree on responsibilities. Decide who will clean the shared areas, such as the ensuite bathroom, on a weekly basis. Setting these rules early can help create a harmonious living environment and will be beneficial in the long run.

If you plan to have guests over, it's considerate to inform your roommate in advance. This allows them to choose whether to stay or go and helps ensure they feel included. Finding time to do activities together is also a great way to develop a better relationship. When roommates get along well, the living experience becomes much more enjoyable.

**If your roommate moves out, you will have the option to retain the room as a single occupant. This will change your accommodation agreement to reflect the higher costs associated with single occupancy.**

If you wish to remain on a shared occupancy agreement, we will match you up with another student however you may have to move rooms to facilitate this. This is detailed in your Terms and Conditions of Residence.

### Useful Tips for Sharers:

- **Understand Each Other's Feelings:** Remember that you are both new to the situation and probably share the same apprehensions.
- **Respect Each Other's Space:** Talk to each other about how best to utilise the space and create a mutual arrangement.
- **Respect Beliefs:** Respect your sharer's beliefs. If any concerns arise that affect your own lifestyle, discuss them openly.
- **Communicate Issues:** Discuss any issues between you to avoid a potential build-up of tension.

- **Coordinate Routines:** Establish an amicable routine, such as when you prefer to get up and go to bed, when you like to study, and other daily habits.
- **Visitor Etiquette:** Try to avoid having visitors in your bedroom when your sharer is around. Alternatively, discuss visits to fit both of your schedules.
- **Acknowledge Habits:** If you have a habit (such as snoring) that might impact your sharer, talk to them about it.

# Sustainable Living

Saving Energy  
Recycling and Waste  
Travel



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## Saving Energy

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Saving energy can be hard, especially if you're not used to tracking your own consumption. Here's a few tips to help you out;

- Turning lights off can make a big difference to energy consumption so remember to turn the lights off when they're not in use.
- Turning down the setting on your radiator means the boiler is not working as hard and could save energy.
- Drying your clothes naturally on a rack is cheaper than using a tumble dryer and is a real energy saver. Be careful about drying lots of washing in your room as it can lead to damp issues if not ventilated correctly.
- Save water and energy by taking quicker showers and only using the water you need when boiling a pan or the kettle.
- Use the washing machine efficiently by only washing full loads and where possible wash at 30 degrees.
- Wrap up warm in the Winter and you're less likely to turn the heating up. Use additional blankets on your bed at night to keep warm.

## Recycling and Waste

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There are waste, recycling and cigarette bins all around both campuses and we would encourage students to make use of these to prevent causing or adding litter.

**All flat kitchens have recycling bins so please use these where possible and avoid using the general waste bin for recyclable items.**

Recycling should not be overflowing and jars, bottles and plastic containers should be free of food and liquids.

We have a comprehensive A - Z of Recycling on our campuses. For instance, unwanted CDs, books and clothes can all be donated to the British Heart Foundation. There are collection bins at Penryn and Falmouth campuses. The guide provides information about what can be recycled, incinerated or re-used on our campuses.

To read the guide, click here; <https://fxplus.ac.uk/campus-information/sustainability/waste-and-recycling/>

## Travel

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Our Green Travel Plan encourages all students, staff, and visitors to use sustainable transport whenever possible. There is no parking available at any of our residences unless you have a blue badge.

We are committed to offering various options for pedestrians, cyclists, and multi-modal transportation, including public transport. These options include

- Regular bus services running every 10 minutes during peak hours in term time
- Secure bicycle storage, along with shower and changing facilities, is available on both campuses.

## E-Bikes on Campus

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**E-Bikes are encouraged as a sustainable and efficient way for students to explore the campus and surrounding areas.**

**However, strict safety rules apply:**

- **Charging Stations:** A free E-Bike battery charging station is located next to Glasney Parc J.
- **Safety Precautions:** Due to fire risk, charging E-Bike batteries inside accommodation buildings is strictly prohibited. Please use the designated charging station.

These measures are essential for maintaining a safe environment for all students on campus.”

For more information, visit our [Travel and Transport page](#).

## Bus Travel

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**First Bus Kernow operates the bus services in Cornwall, including the U1, U2, U3 and U4 services.**

The U1 travels between Truro and Falmouth via Penryn. The U2 travels between Redruth and Falmouth via Penryn. The U3 is an express service from Falmouth Campus and Falmouth Town Centre to the Penryn Campus (it does not travel via Penryn town) and runs every 15 minutes during term times. The U4 goes between the Penryn Campus and Penzance.

First Bus Students are offering ticket bundles exclusively through the app and depending on how often you use the bus and whether you pick the right bundle for you, you could see a reduction in your overall travel costs. More information is on our website here; <https://fxplus.ac.uk/campus-navigation/travel-and-transport/public-transport/>

The national Megabus also stops at Penryn Campus (and in Falmouth). For more information see <https://uk.megabus.com/>

## Trains

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**First Great Western operates a link between the city of Truro, Penryn and Falmouth. This is a regular service usually travelling between the hours of 6.04am and 10.44pm, Monday to Friday.**

The service is half-hourly and the journey between Falmouth and Truro takes about 20 minutes.

If you intend to commute on a regular basis, reduced season ticket fares are available; [www.railcard.co.uk/](http://www.railcard.co.uk/)

# Terms and Conditions

Accommodation Agreement  
Termination of the Agreement  
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## Accommodation Agreement

Upon accepting your offer of accommodation, you have entered into a legally binding Accommodation Agreement. This agreement, accepted via Room Service, can be viewed in your account at any time during your stay. It is important to thoroughly read the Terms and Conditions of Residence and Regulations, as these documents constitute your Accommodation Agreement.

The Accommodation Agreement is for a period of 40 weeks from;

Saturday 14th September 2024 to  
Saturday 21st June 2025

## Shared to Single Offer

If you accepted an agreement for a shared room and your roommate moves out you will be offered the opportunity to remain in your current room and change to a single occupancy agreement.

If you wish to continue sharing a room we will look to match you with another roommate. This may mean that you have to move to another shared room in a different flat. You will continue to pay the shared rate while we match you with a roommate. Please refer to the terms and conditions for further details.

## Disciplinary Procedures

By signing your Accommodation Agreement, you have entered into a legally binding contract. This agreement outlines the minimum standards of behaviour expected from our student tenants.

Failure to adhere to these standards may result in disciplinary action by us, the University of Exeter, Falmouth University, or the police if an illegal act is involved. Be aware that serious or persistent breaches of your Accommodation Agreement may lead to legal action and, in certain cases, the termination of the agreement.

For more information on disciplinary procedures, please refer to the relevant university policies:

Falmouth University: [Student Disciplinary Policy and Procedure \(26 July 2023\)](#)

University of Exeter: [Student Disciplinary Procedure](#)

## Accommodation Information Online

On our webpage you will find copies of your contractual documents, as well as relevant procedures for living in halls, details of the contents insurance provided by Endsleigh and information on other services available to

you in and around Falmouth, Penryn and on campus.

<https://fxplus.ac.uk/accommodation/current-students/>

## Termination of the Agreement

Signing the accommodation agreement means that you have agreed to pay your rent for the duration of the period of residence. If you wish to leave before the end of the agreement, you are still legally required to pay these fees unless you are released from the Accommodation Agreement.

You may terminate this Agreement if you provide not less than four weeks' written notice to the Accommodation Office, have paid all fees due up to the End Date, and either find a suitable replacement occupier approved by us or have officially withdrawn, intermitted, or interrupted your course of study with official confirmation of withdrawal or intermittence from the University. Please ensure that you have read the Request to Vacate Procedure at <https://fxplus.ac.uk/accommodation/policy/request-to-vacate-procedure> and understand the notice period and conditions for termination.

## Data Protection

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We recognize that when accommodation issues arise, parents, guardians, or family members may seek information or wish to discuss potential actions. Family members might also need details about residence fee payments or address confirmations. However, the University cannot disclose any personal information about students to third parties without written consent from the student

To grant permission, students should email [accommodation@fxplus.ac.uk](mailto:accommodation@fxplus.ac.uk), clearly stating the contact details of the individuals authorized to communicate with us. We encourage students to share this information with anyone who might contact us on their behalf.

# Moving Out

Leaving Your Accommodation

Storage

Summer Accommodation

Security Deposit

Private Sector Accommodation





## Leaving Your Accommodation

*At the end of your period of residence, you must pack all your belongings and vacate your flat by 10.00am on the date specified in the 'Agreement Summary' on Room Service.*

Your room should be left in the same clean and tidy condition as when you arrived.

Pack all your belongings. Items left behind will be disposed of or donated to charity by Housekeeping. The University does not accept liability for personal possessions or losses incurred.

Remove all rubbish from your accommodation, kitchen, and bins. Ensure perishable foods are removed, and your fridge and freezer are empty.

Clean your room, kitchen, and bathroom. Leave your accommodation in the same good condition as when you and your flatmates arrived. If areas are left in poor condition or damaged, you may be charged for cleaning or repairs.

Lock all doors as you leave and return your keys, key fobs, or key cards to the accommodation office reception. For Packsaddle Hill, this is Glasney Student Village. If not returned, replacements will be charged. Any found keys must be returned to Glasney Lodge promptly.

## Storage

When your accommodation agreement comes to an end, please ensure all personal items are removed from your room. We do not provide on-site storage, so you will need to make independent arrangements. While local companies offer short-term storage options, any arrangements made are your responsibility. The Halls Team can offer general guidance, but we cannot take responsibility for any external services you choose.

## Summer Accommodation

Agreements in Glasney, Packsaddle, and Tuke are 40 weeks long, ending in June. If you need a place to stay during the summer, we offer rooms in Glasney Student Village until the end of August, with a minimum stay of two weeks. This option is available to all students.

Applications for summer stays typically open in the spring, and we will notify you via email when the application period begins. You will then need to book your room through Room Service. Please note that applying does not guarantee a place, as all bookings are subject to availability.

If your application is successful, you will need to enter into a new agreement. Please be aware that if you are already residing in Glasney, you will need to move to a different room, as specific blocks are designated for summer stays.

## Security Deposit

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*Your security deposit will be held until the end of your Accommodation Agreement, and we aim to return it within 28 days after your agreement concludes.*

Before your deposit is returned, we will conduct inspections of both communal areas and your bedroom to assess any potential damage. While normal wear and tear is expected, charges may apply for damage deemed excessive. If any deductions are necessary, the Finance Team will email you with detailed information.

In addition to damage charges, any unpaid rent or disciplinary charges will also be deducted from your deposit.

If you have any concerns or wish to appeal any deductions, please contact the Halls Team at [halls.help@fxplus.ac.uk](mailto:halls.help@fxplus.ac.uk)

## Private Sector Accommodation

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The Accommodation Office provides an online database of private student housing via Cornwall Student Pad:

[www.cornwallstudentpad.co.uk/Accommodation](http://www.cornwallstudentpad.co.uk/Accommodation). This resource lists a variety of options, from shared houses to lodgings, to help you find accommodation for the next academic year.

We also run a Facebook group, “Falmouth Exeter Plus - Housemate Finder,” where students can connect to form house groups or fill vacant spots in existing ones. It’s also useful if you’re looking for someone to take over a tenancy.

To support your search, we hold House Hunting Sessions in December, covering when and where to start looking and key considerations.

For more details, visit our Private Sector webpage: <https://fxplus.ac.uk/accommodation/private-sector-accommodation/>

Remember, if you  
have any questions  
then please do  
contact us!

