

# 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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Settling In

*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.

### Out of Hours

Students who experience an emergency outside of normal working hours can contact the Team at Glasney Lodge - 01326 253 503. The team conducts out of hours patrols of each site and will respond to complaints of noise, behaviour or welfare issues.

## Finance Office

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**The Finance Team take payment for both rent and tuition fees and can help if you are having problems with your student loan or paying your rent.** Queries can be made by e-mailing them at: [residences@falmouth.ac.uk](mailto:residences@falmouth.ac.uk)

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

## Student Services

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**Student Services are your first port of call for student welfare, disability, wellbeing or health services. They will direct you to one of their specialist teams:**

**Living Support** - for advice on student welfare and concerns about the behaviour of others.

**Accessibility** - for advocacy and support for any type of disability.

**Wellbeing** - Provides information, advice and guidance for a range of wellbeing concerns.

**Health Services** - for help and advice on registering with a local GP practice.

### Falmouth Campus:

The Hub, Fox 3 building  
01326 213735

### Penryn Campus:

1st Floor, Tremough House Annexe  
01326 370460  
[studentservices@fxplus.ac.uk](mailto:studentservices@fxplus.ac.uk)  
<https://fxplus.ac.uk/student-support/support-wellbeing>

### Inclusive Learning

For optional dyslexia screening and 1:1 support of DSA funded students with specific learning difficulties (such as dyslexia, dyspraxia and ADHD) please contact the Dyslexia Skills Team.

01326 370460  
[dyslexia@fxplus.ac.uk](mailto:dyslexia@fxplus.ac.uk)  
<https://studyhub.fxplus.ac.uk/accessibility-inclusion>

### 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/>

### 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 Vean

### 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)

[www.fxplus.ac.uk/it-services/service-information/](http://www.fxplus.ac.uk/it-services/service-information/)

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

## Inventory

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*Once you've collected your keys it's important that you remember to complete your inventory, ensuring that you note any damage to paintwork and fixtures or missing items.*

In your flat you will find one group inventory for the communal area and one for each student for their bedroom. Please take your time completing these, they must be handed in at Glasney Lodge no later than 7 days after arrival.

Please be aware that any issues reported on the inventory will not be picked up for immediate maintenance. Anything that does require immediate maintenance should be emailed to [halls.help@fxplus.ac.uk](mailto:halls.help@fxplus.ac.uk) or reported in person to Glasney Lodge.

## Post

Letters are delivered directly to your flat or post box. Parcels will be delivered to Glasney Lodge or the site office for your residence. Please ensure that you provide the correct address on all post, ensuring that it states your full name and your block, flat and room.

## Redirecting post

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

### 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

Blocks A - H	TR10 9AH
Blocks I - O	TR10 9AJ

### Glasney View

Blocks A - I	TR10 9BD
Blocks J - N	TR10 9FF

### 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; £3.10 per wash and £1.90 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 Falmouth 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. Netflix, YouTube, Amazon Prime Video, Apple TV, Now TV, Sky Go, etc.)
- download or watch BBC programmes on iPlayer.

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

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

For further information and to purchase a license please visit the TV Licensing website; [www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1](http://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.

## Insurance

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Insurance is provided within the cost of your accommodation through Endsleigh, the No.1 student insurance provider. It is important for you to check this cover to ensure you fully understand the protection provided. Visit the Endsleigh website; [www.endsleigh.co.uk/student/confirm-your-student-cover/](http://www.endsleigh.co.uk/student/confirm-your-student-cover/) to check what is covered, key exclusions and limitations to your policy excess. You can also make a claim or extend your policy for your valuable items such as laptops, mp3 players, cameras, musical instruments, bikes and mobile phones. Your accommodation provider is Falmouth Exeter Plus and your policy number is **HH1140**.

# 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.

# Accommodation Fees

- How to Pay
- Payment Dates
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## 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>

**Bank Transfer (state your student ID number as the payment reference)**

**Account Name:** Falmouth Exeter Plus

**Account Number:** 80417289

**Sort Code:** 20-88-44

*For international students:*

**Swift:** BARCGB22

**IBAN:** GB45BARC20884480417289

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.

### Period 1

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16/09/23 - 06/01/24 Deadline 06/10/23

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### Period 2

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06/01/24 - 06/04/24 Deadline 19/01/24

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### Period 3

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06/04/24 - 22/06/24 Deadline 10/05/24

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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/accommodation/current-students/>

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, including contacting your sponsors or guarantors. 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.

# Health and Support

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## Supporting You

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**Student Services provides a range of confidential advice and guidance, the teams include:**

**The Compass** - 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 is the first port of call for Student Services enquiries and provides an interface with, and referral to, a range of academic and support services.

**Living Support Team** - providing welfare and pastoral support.

**Accessibility Services** - offering advocacy and support for any type of disability.

**Inclusive Learning** - providing specialist 1-to-1 study skills support for students with dyslexia and other learning differences funded by Disabled Students' Allowance.

**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.

**Multi-faith Chaplaincy** - connecting you with our team of friendly volunteers and like-minded people in the wider community - whatever your faith.

**Links to Health Services** - providing help and advice on registering with a local GP practice.

For more information on these services, see the useful contacts section.

## 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.facebook.com/FXResLife/](http://www.facebook.com/FXResLife/), [www.instagram.com/fxreslife/](http://www.instagram.com/fxreslife/).

<https://fxplus.ac.uk/accommodation/reslife/>

## GP Surgeries

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A GP (medical doctor) can be really 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 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 the doctor at the Student Health Centre at the Penryn Campus, you need to register with the Penryn Surgery and then book an appointment, stating that you are a student at the University.

Contact the Student Health Centre (opposite the Stannary) for session times.

For contact information and details of other local surgeries please visit our Student Services web page; <https://fxplus.ac.uk/student-support/support-wellbeing>

## 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

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Meningitis can affect anyone at any time, but there are particular bacteria that increase the risk of meningitis in students.

Please ensure that you have had the relevant vaccinations and familiarise yourself with the signs and symptoms of meningitis. Information can be viewed on our website; <https://fxplus.ac.uk/accommodation/current-students/>. If you are experiencing any of these symptoms and are worried they are caused by Meningitis seek medical assistance immediately.

## 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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We have a strict no smoking and vaping policy in all of the halls of residence. This applies to all internal areas of the flats, including the bedrooms, bathrooms and communal kitchens, and within five metres of the external areas of the flats. Disciplinary action may be taken against residents caught smoking or vaping in halls. Breaking the smoking ban is a criminal offence under UK law. Fines for breaching the smoking ban range between £100 and £2,500.

## Drug Use

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The use of illegal drugs (including NOS gas) on campus will mean that we will take disciplinary action as per the terms and conditions of your accommodation agreement, along with the University of Exeter, Falmouth University and the police.

**Information and help for drug misuse is available through the Student Support Services Team.**

# Safety & Security

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# Fire Safety

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## Fire Safety Equipment

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All flats are fitted with heat and fire detectors, fire alarms, fire extinguishers, fire blankets and door closers to protect your means of escape from the building. If any of this equipment is used or damaged, please report it to the Halls team at Glasney Lodge so that they can arrange for the equipment to be replaced or repaired. Tampering with or misuse of fire equipment will result in disciplinary action. If you encounter a fire, please press the nearest call point button immediately and evacuate the building.

### **Do not attempt to put out a fire yourself.**

Unclean cookers and grills, fire doors left propped open and lack of proper ventilation in communal areas are the most common causes of unwanted fire alarms. As well as being a nuisance, it's a criminal offence to tamper with fire equipment, which includes propping open fire doors and covering smoke alarms.

Disciplinary action will be taken if kitchen fire doors are found propped open or smoke alarms are covered.

## Fire Alarms

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You'll find notices of what to do in the event of fire prominently displayed on the back of your bedroom door, and there are fire safety posters in kitchens throughout our halls of residence. When the fire alarms sound everyone is required to leave the building immediately and go to the designated assembly point. You will find details of the location of your nearest assembly point on the notice found on the back of your bedroom door.

*If the fire alarm sounds you should follow the evacuation procedure. Your main responsibility is to ensure your own safety.*

## Fire Alarm Tests

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The fire alarms in each residence are tested on a weekly basis. The fire alarm will sound for a few seconds, you don't need to evacuate or take any action for an alarm test, however if the alarm continues to sound, you must evacuate the building - even if it is on your test day.

Weekly safety checks will be carried out in your block on the same day as the fire alarm tests. The checks include the inspection of all fire equipment, exit routes, exit signs and general health and safety-related matters. If your flat is in breach of any fire safety regulations you'll be issued with a notice to rectify the situation (for example, to remove items blocking escape routes or disciplinary action for misuse of fire equipment).

## Fire Drills

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There will be fire drills during the academic year. If residents do not evacuate the building in a safe and timely manner the drill may have to be repeated.

When the alarm sounds, you must leave the building whether it's a drill or not, otherwise you will face disciplinary action. If you encounter a fire, please press the nearest red break glass call point immediately and evacuate the building. Do not attempt to put out a fire by yourself - your priority must be to raise the alarm and ensure that you and others evacuate the building safely.



## Personal Emergency Evacuation Plan (PEEP)

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**For those residents who may require additional assistance evacuating their accommodation on activation of the fire alarm, there is a PEEP process which will identify the additional support that you may require to safely evacuate the building. It is therefore important that you share that information before you arrive.**

The PEEP process will also allow us to identify any adaptations you may require such as a vibrating pillow pad if you are unable to hear the alarm when you are sleeping, or level access if you use a wheelchair to get around. You should confirm with the Accommodation Office when accepting your offer and before arriving to site. This process will ensure that you get a suitable room allocation.

The Universities has a Safe Zone app available that provides an additional level of security for you, from confirming your location in a fire incident to you being able to get an instant emergency response. We encourage all students that need additional support in an emergency to download Safe Zone on to their phones, so it is available in an emergency.

If there's a change in your health during your stay - such as an injury that restricts your ability to safely evacuate the building without additional assistance, you must inform the Halls Team so reasonable adjustments can be made for you. Any additional details of any medical conditions or disabilities will be passed to the accessibility team who may contact you to request more 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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International students should be aware that voltages in the United Kingdom might be different from those in your home country. All electrical supplies in halls operate at 240 volts, and if used incorrectly can give a fatal electric shock. Plug sockets in the UK use three pins, not two. It's important that you check that your electrical equipment is safe and compatible with the UK electrical supply before you use it.

## 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.

## CCTV

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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

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**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-bikes/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

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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
- Moving Rooms
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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/accommodation/current-students/>

### 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 £6.00 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

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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.

### 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.

<https://fxplus.ac.uk/accommodation/halls/glasney-student-village/catered-halls/>

## Food

*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.

## Tips for Eating Healthily

- Eat breakfast! It can fill you up and will help avoid hunger mid-morning, which is when you're most likely to turn to a snack that may be high in fat and/or sugars.
  - Save money on lunches by preparing something at home to take to lectures with you. Include some protein and starchy carbohydrate (particularly wholegrains) with fruit or vegetables.
  - Try to prepare dinner yourself rather than eating ready-made food which is likely to be high in saturated fat and salt. To save money cook with friends or flatmates to share the cost or make a larger portion so you can freeze some for another meal.
  - If you think you will want a snack, take items like bananas, cereal bars, dried apricots or a handful of unsalted nuts or rice crackers.
  - Keep hydrated! There's plenty of places to refill on campus so always have a re-usable water canister with you.
- Eat regularly and don't rely on dietary supplements to get your vitamins. It's better to get everything you need from the food and drink in your diet as you can't get all you need in tablet form.
  - Spend time outside to get your vitamin D as there are only a few natural food sources that provide this.
  - Don't rely on energy drinks during revision and exam time. There are high levels of caffeine in these drinks which can cause irritability and lack of sleep, high blood pressure and weight gain.
  - Try to drink alcohol responsibly. The recommended level is no more than 14 units of alcohol a week (equivalent to 6 pints of 4% beer or 6 glasses of 13% wine). This should be spread over the week, rather than being saved up for one night.

## Living with Others

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### Noise

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**Everyone who lives here is expected to be respectful of people trying to study and sleep. We ask that you are particularly quiet after 11.00pm, although excessive noise at any time isn't tolerated.**

There are strict conditions about noise in the accommodation agreement and the rules of your university. If you are repeatedly noisy, we may have no choice but to confiscate equipment, enforce a fine or even undertake further disciplinary action. Think about those around you and don't use high-powered sound equipment like amplifiers that are likely to disrupt other people living nearby. If you are studying music and play an instrument, please make use of the practice rooms at AMATA to avoid disturbing your flatmates.

### Parties

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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 is daunting and learning to live with each other 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.

## 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 room mate.

## Cleaning

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**You are responsible for cleaning your room and the communal areas of your flat.** This may be the first time that you have lived away from home so for advice on cleaning your room and communal areas we've produced a handy cleaning guide. A copy of the cleaning guide can be viewed on our website; <https://fxplus.ac.uk/accommodation/current-students/>



## Shared Rooms

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

Get together in the first week to talk about individual living preferences and agree on things like who will clean the shared areas each week. If you can agree on some rules when you move in this can pave the way for a happier living environment and will really pay off in the long run.

If you want to have people round, it's always a good idea to tell your roommate in advance so they can choose whether to stay or go and try to make sure they feel included. Finding time to do things together is also a great way to develop a better relationship and if you get along well, living together will be a much more enjoyable experience.

**If your roommate moves out of your room for any reason you will be offered the room on a single occupancy basis. This will mean a change to your agreement as the cost of a single occupancy room is at a higher cost.**

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:

- Remember that you are both new to the situation and are probably feeling the same way and have the same apprehensions
- Respect the space of your sharer - talk to each other about how best to utilise space and create a mutual arrangement
- Respect your sharer's beliefs but discuss any concerns if you feel it encroaches on your own lifestyle
- Discuss any issues between you to avoid any potential build-up of tension
- Discuss routine so that you create an amicable system between you such as when you prefer to get up and go to bed, when you prefer to study, and general daily habits

- Try to avoid visitors to your bedroom when your sharer is around or alternatively discuss visits so that it may fit in with both of your schedules
- If you have a habit (such as snoring) which you think might have an impact on your sharer, talk to them about it.

# Sustainable Living

Saving Energy  
Recycling and Waste  
Travel



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## Saving Energy

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

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

Our Green Travel Plan encourages all students, staff and visitors to use 'green' or sustainable transport when and where possible.

*There is no parking available at any of our residences (unless you have a blue badge).*

We have a Green Travel Plan which expresses our commitment to developing provision for pedestrians, cyclists and for multi-modal transportation including public transport.

- Dedicated University buses - every 10 minutes throughout the day at peak hours (term time)
- Integrated Travel Card
- Cycle parking on campus
- Cyclescheme initiative for all staff
- Shower and changing facilities on both campuses
- Travel promotions throughout the academic year

<https://fxplus.ac.uk/campus-navigation/travel-and-transport/>

## 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

Before move-in all students will have entered into a legally binding Accommodation Agreement.

You will have accepted this agreement on Room Service and it can be viewed in your account at any time during your period of residence. It is very important that you read the Terms and Conditions of Residence and Regulations in detail before accepting your offer of accommodation, as these documents form your Accommodation Agreement.

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

Saturday 16th September 2023 to  
Saturday 22nd June 2024

## 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

You have entered into a legally binding contract, your Accommodation Agreement. It sets out the minimum standards of behaviour we expect from our student tenants. Failure to abide by these regulations could result in disciplinary action, whether from us, the University of Exeter, Falmouth University, or the police (where an illegal act has taken place).

You need to be aware that if there's a serious or persistent breach of your Accommodation Agreement we're entitled to take legal action against you. In certain circumstances this could lead to the termination of the Accommodation Agreement.

## 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 events arise before the end of this agreement that means you are withdrawing, interrupting or intermitting from university or wish to leave to live elsewhere, you are still legally required to pay these fees unless you are released from the Accommodation Agreement.

Please ensure that you have read the Request to Vacate Procedure and understand the four week notice period and whether you are required to find a replacement to take over your agreement.

# 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 need to have packed up all of your belongings, and moved out of your flat by 10.00am on the date stated on the 'Agreement Summary' on Room Service.*

When you leave, make sure your room is left in the same clean and tidy state you found it in. All rubbish must be taken to the communal bins, including any packaging materials your flatmates may have left behind. Any items left in your rooms that we deem to be of small value will be disposed of. This could mean you have to pay for removal and disposal costs - so make sure that you've checked the space before you leave.

If rubbish is found in your flat, or if it requires cleaning, we may have to issue a charge.

Your flatmates may be leaving the accommodation at different times which can affect the cleaning of the communal area and in shared rooms. Please ensure that you remove all of your belongings from the communal area and clean up any areas that you have used in the flat. It is not fair to leave all of the cleaning to your flatmates who are leaving after you.

## Storage

Your room needs to be clear of all of your belongings when you move out at the end of your period of residence.

If you are unable to take all of your belongings with there are storage solutions available to you.

If you require short term storage there are local companies that provide storage services. You can find details of these companies via the internet.

We can support you in finding partners to store your belonging over summer. We cannot store anything on site.

## Summer Accommodation

All of our Accommodation Agreements are for a period of 40 weeks ending in June. If you require accommodation for the summer period we offer accommodation until the end of August, subject to availability.

You can apply at the beginning of the summer term to extend your contract but we can't guarantee you a place as all accommodation is subject to availability. If you are successful you would need to enter into a new Accommodation Agreement and rent is payable in advance for this additional period of residence.

It is important to note that you may not be able to stay in your term time room or residence as we have set blocks we use for summer accommodation.

We will send information about how to extend your accommodation agreement in Spring 2024.



## Security Deposit

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

Your security deposit will be held until the end of your Accommodation Agreement. Inspections are carried out of both the communal areas and your bedroom for damage to the accommodation. Standard wear and tear is taken into consideration, but students may be charged for any damage deemed excessive. If any damage charges are deducted from your deposit you will be sent an e-mail by the Finance Team with details. Any unpaid rent will also be taken from the deposit as well as any unpaid disciplinary charges.

If you wish to appeal any deductions from your deposit, you should contact the Halls Team in the first instance.

## Private Sector Accommodation

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The Accommodation Office hosts an online data base of private student accommodation called Cornwall Student Pad; [www.cornwallstudentpad.co.uk/Accommodation](http://www.cornwallstudentpad.co.uk/Accommodation).

We work closely with local landlords and agents to offer listings for a wide range of accommodation from shared houses to lodgings to help you find accommodation for the next academic year.

To assist you with looking for private sector accommodation we run House Hunting Sessions covering such matters as: when and where to start looking and what to look out for. The sessions are held in December.

For further information about accommodation in the private sector, visit our Private Sector web page; <https://fxplus.ac.uk/accommodation/private-sector-accommodation/>

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

