Welcome to Lancaster

We hope that you will enjoy your time in our accommodation. Take advantage of the facilities on offer and make the most of it!

Please take the time to read through this handbook as it contains information that you will find useful during your stay, as well as what you should expect from us and what we expect of you.

The Agreement you accept is a legal contract between you and the University which lays out your obligations and the University’s obligations.

Make sure you read the Terms and Conditions on our website at lancaster.ac.uk/accommodation/terms-and-conditions/ in conjunction, to fully understand your obligations.

The Student Accommodation Code

Our accommodation is approved by the Universities UK Code of Practice, which aims to ensure that students enjoy good quality accommodation.

All of our accommodation must comply with the regulations set by the Universities UK (UUK) Code of Practice for the Management of Student Housing. The Code ensures that residents benefit from adherence to clear policies and procedures relating to health and safety, maintenance, environmental policy, contractual responsibilities, support services, antisocial behaviour and complaints.

The Code indicates the main principles which should be observed and the essential requirements which must be met for formal accreditation.

For more details please see thesac.org.uk/the-code

COVID-19 Variations

The Covid-19 pandemic has impacted all of our lives and presented great challenges to the University and how we safely operate our campus and accommodation services.

We have continued to follow the UK Government advice throughout and adapted our procedures and offering accordingly.

For this reason some of the guidance and information we present here may change through the year, and some of it may have already changed by the time you read this handbook.

It is important that the courtesy and responsibility we have always expected of our residents is extended to reflect the current public health situation.
Contact Us

Lancaster University’s accommodation team have won the ‘Best Customer Service’ award in the National Student Housing Awards as well as an outstanding achievement award from the University itself.

The accommodation has taken the ‘Best University Halls’ title seven times since 2010 and is regularly winner or runner-up in most categories of the nationwide poll.

Our Accommodation Managers are responsible for the day-to-day management of the accommodation and are easy to find, being locally based in the colleges.

They can help you before you arrive and throughout your time here with any aspects of the accommodation or life within it.

Feel free to call in and see them, or get in touch using the contact details listed here.

Bowland College
Rebecca McCance
T: 01524 594498
E: bowlaccommodation@lancaster.ac.uk
Porters: 01524 592348

Cartmel College
Andrea Townsend
T: 01524 592455
E: cartmelaccommodation@lancaster.ac.uk
Porters: 01524 592304

County College
Jacqui Brian
Michelle Wood
T: 01524 594699
E: countyaccommodation@lancaster.ac.uk
Porters: 01524 592560

Furness College
Andrew Gibson
T: 01524 594288
E: furnessaccommodation@lancaster.ac.uk
Porters: 01524 593714

Fylde College
Vacancy
T: 01524 592683
E: fyldeaccommodation@lancaster.ac.uk
Porters: 01524 593401

Graduate College & Flats
Joy Payne
Mags Gardner
Oksana Kotter
T: 01524 593342
E: graduateaccommodation@lancaster.ac.uk
Porters: 01524 593194

Grizedale College
Tracy Hargreaves
T: 01524 592610
E: grizedaleaccommodation@lancaster.ac.uk
Porters: 01524 592629

Lonsdale College
Louise Lawless
T: 01524 594970
E: lonsdaleaccommodation@lancaster.ac.uk
Porters: 01524 592250

Pendle College
Luke Gacesa
Chantelle Clark
T: 01524 594502
E: pendlecollege@lancaster.ac.uk
Porters: 01524 592630

Chancellor’s Wharf
Jan France
T: 01524 594470
E: cwaccommodation@lancaster.ac.uk
Porters: 01524 594470

Chancellor’s Wharf is our halls of residence in Lancaster city centre.

Lancaster University Homes
Lorayne Ferguson
Sarah Milne
Tania Hughes
Leanne Benson
T: 01524 593554
E: homes@lancaster.ac.uk

LUH is our private sector approval scheme.

General Enquiries
Sarah Milne
Tania Hughes
Leanne Benson
T: 01524 594910
E: accommodation@lancaster.ac.uk

If you aren’t a resident or member of a college yet you can speak to our team for assistance.
Our Specification

Our accommodation is fully furnished but you will need to bring your own bedding, towels, cutlery, crockery, saucepans and toiletries. Toilet rolls are not provided in ensuite rooms, though there will be one there when you arrive.

A good quality bar adapter may be used with care, but please don’t use a cube adapter, and make sure any electrical items are safe and compatible with the voltage system in the UK.

Bedrooms

All study bedrooms are furnished with carpet and curtains or blinds. They contain a bed, desk and chair, shelving, wardrobe and waste bin. Most rooms have some storage space under the bed and above the wardrobe.

Many of our single beds are now longer than average, at 2100mm. Make sure any fitted sheets you buy are big enough.

All students are advised to use a mattress protector, as any stains would require the mattress to be replaced (which would be recharged to the occupant).

Kitchens

All communal kitchens contain fridges and freezers, but storage space is relatively limited so plan your shopping accordingly. There’s a cooker, microwave, kettle, iron and ironing board provided, and most kitchens have a toaster.

We also provide you with a vacuum cleaner, plus a dustpan, brush, mop and bucket.

Posters & pictures

We want you to be able to personalise your accommodation and have provided notice boards for you to fix things to. Please avoid sticking anything to walls, ceilings, windows or in corridors, and use white tac or pins as appropriate. Remember, you will be charged for making good any marks and damage to paintwork or furnishings.

Arriving & Moving In

Each College has a dedicated team of staff and you can approach any of them for help or advice. Your Accommodation Manager would normally be your first port of call for any queries and during term time the Porters are on duty 24 hours a day and can be contacted via the Porters’ Lodge in your college.

You will normally be able to collect the keys to your room after 10.00am on the stated arrival day for your college. This will be printed on your Agreement Summary, which you can view via the application portal.

Once you’re in we’ll invite you by email to complete an online inventory for your room and any communal areas that you have access to. Let us know about anything that’s missing or damaged so that we can fix anything that needs fixing and protect your deposit from any deductions when you leave. If you don’t complete the relevant inventories we will assume that there is no damage or wear and tear.

Deposits

A £200 deposit must be paid before you move in to cover any loss or damage to the accommodation during your stay. We will normally refund this within one month of the end of your contract. See section 8 of the Terms & Conditions for more.

Keys

If you have a key identification tag you should remove it on arrival and re-attach it only when you leave. This will stop anyone who finds your keys from entering your room/flat.

For security reasons you are not permitted to have copies of your keys made. If you lose them the Porter will let you in but you must contact your Accommodation Manager within two days to arrange for a new set to be cut.

There is a charge for this, and for lost/damaged key fobs, which is considerably higher if we consider it necessary to replace your lock as well.

See section 12.6, 14.2, 15.1 and 15.2 of the Terms and Conditions for more.

Emergencies

The Porters deal with any problems as they arise. If you have an urgent problem at night or during the weekend, are taken ill, or involved in an accident, contact your Porter.

If the Porter is unavailable you should contact Security on 01524 594541.

If an emergency repair is required (and if you can’t access a computer), let your Porter know.
Security & Facilities
If you require assistance with any of the appliances in your accommodation you can ask the Porter for help, or find manuals on the Facilities website at lancaster.ac.uk/facilities/services/appliance-manuals.

Mail
All mail is delivered to the Porters’ Lodge in your college. The Porter will hold any registered mail and parcels, and you can collect them on production of some photo ID. Please use your full name as it is registered with the University rather than any aliases, and your full term time address once you get here.

Remember to check your mailbox and separate pigeon hole regularly as any uncollected mail is returned after ten days.

If you receive anything suspicious in appearance you should report it to the Porter, who will treat it as a security issue and deal with it accordingly.

Please don’t arrange for any food shopping to be delivered to the Porters’ Lodge, either from supermarkets or online retailers.

During vacations and other days when there is no portering cover, mail must be addressed to, and collected from the Security Reception (except Graduate College and Chancellor’s Wharf).

Please check what arrangements are in place for vacations with your college.

Insurance
Your accommodation fee includes insurance of your belongings up to £10,000, computers up to £2,500 and bicycles up to £400. See cover4insurance.com/lancaster-university to view the full policy details, extend cover, or to make a claim. See section 21 of the Terms and Conditions for more.

Laundry Facilities
Washing machines and dryers are not permitted in the accommodation (except in some campus flats), but there are seven 24-hour launderettes across campus and one at Chancellors Wharf. See section 17.9 of the Terms and Conditions for more.

Heating & Hot Water
Our accommodation is heated from 6.00am-11.00pm in most areas, though not normally in the summer months when the ambient temperature is higher. See section 17.4 and 17.5 of the Terms and Conditions for more.

Snow & Ice
The University has a snow and ice clearance policy, and this can be viewed on the Facilities website at lancaster.ac.uk/facilities/services/grounds.

Drones
To protect your privacy, flying of drones on the main campus is prohibited.

Connectivity
Our accommodation offers wired and wireless connection to the internet and IT network, including to access the Student Portal, Moodle, Office 365 for your University email and Microsoft Office, other software, file storage, and to send work to printers.

Connect your devices securely to the eduroam wi-fi service on campus by following the instructions at lancaster.ac.uk/iss/connect-eduroam. If you have a wi-fi signal problem in your room please report it at lancaster.ac.uk/iss/wifi-problem.

You can access the high speed wired ResNet service by using a cable to connect the network socket on your computer to the network point on the wall, then open your web browser and follow the on-screen guidance. If you have a problem with ResNet please report it at lancaster.ac.uk/iss/resnet-problem.

You cannot connect a wireless access point, hub, switch or router to the network in your room unless the University has granted you permission as an exceptional case.

Television, TV licences and online content
If you watch TV - including online – you’ll need to buy a licence. Without one you could be prosecuted and fined.

See information at tvlicensing.co.uk/students

Please note that TV reception in some areas of the campus is variable.

You must not download, stream or view any copyrighted material that hasn’t been paid for by you or the service you’re using.

That includes via peer-to-peer file sharing services which use your device to redistribute material, breaching UK copyright legislation and the University’s Computer User Agreement (CUA).

The University is alerted to such activity and pursues it as a disciplinary offence.

Mobile Phones
Mobile reception varies by network across campus and cannot be guaranteed; however, there is a good wi-fi service across campus.

If you have any problems with your mobile phone signal please report it to your service provider.

Support
You can find information, request services and report problems in the online IT Help Centre at lancaster.ac.uk/helpcentre.

And there’s more about IT help at lancaster.ac.uk/iss/help.
**Cleaning**

A cleaning service is provided to the accommodation on weekdays.*

Your cleaner will assist you in cleaning any shared areas such as corridors, shower rooms and toilets. They will also clean the kitchen floor and wipe surfaces, providing they have been left clear of dishes and food. Please refer to the notice in your kitchen and sections 13.1, 13.2, 17, 22 and 23 of the Terms and Conditions for further information.

*NB Studios, Family Flats and most Townhouses are not serviced. There is no provision on University closure days, and the service may be reduced in the event of unexpected staff absence.

Cleaning Supervisors visit kitchens regularly to check that the cleaners are working to a satisfactory standard and to check the general state of your kitchen.

If your kitchen is repeatedly found in an unsatisfactory condition, your Accommodation Manager will issue a warning and give you some time to rectify the situation.

If the situation doesn’t improve you will be charged for remedial action/specialist cleaning and may also be subject to discipline from the Dean of your College.

If you have an ensuite room, you will need to keep your own shower and WC clean. We will inspect your room from time to time. If it is not in a good condition, you will be advised of any action that you need to take, you may incur a charge and/or your deposit may not be returned in full.

**Your kitchen**

You, along with the others sharing your kitchen, are jointly responsible for cleaning cookers, microwaves and worktops after use; cleaning and putting away crockery, cutlery and pans after use; arranging with the other residents in the flat for ovens, fridges and freezers to be cleaned and defrosted regularly (at least once per term) and removing any items placed in rubbish and recycling bins.

We actively encourage students to recycle as much as possible and have provided facilities to do this in most bin stores. See the notice board in your kitchen for further information.

Rubbish should be placed in the proper bins and not left on the floor of the bin stores. For the safety of yourselves and our staff, please wrap any sharp or broken objects such as broken glass in newspaper before putting them in the rubbish bins. When you leave your room at the end of your contract, you are jointly responsible for removal of all rubbish and for leaving your flat clean and tidy.

Please don’t overfill the rubbish and recycling bins and empty them regularly to avoid them becoming heavy or the bags splitting.

**Maintenance**

You can report any broken or faulty items through the year via Helpdesk on the Facilities website or ‘Fix a Fault’ in the iLancaster mobile app.

Alternatively you can report repairs directly to your Accommodation Manager or Porter, or by calling the Facilities Helpdesk on 01524 593333. Please be as detailed as possible to help us effectively address it.

See section 13 of the Terms and Conditions for more.

Emergency repairs such as floods or loss of power can be reported directly to the Porter or Security. These are the only repairs that can be dealt with outside of normal office hours.

In reporting a repair you are consenting to personnel entering your room or flat to assess or carry out the repair. You can ask for proof of identification from any tradesperson and if you wish you can ask for notice to be given of when the repair will be attended to.

**Planned Maintenance**

There are certain planned and routine maintenance tasks in residential areas which the University is obliged to carry out by law, such as checking fire doors and alarms and water supply and temperature.

We will normally give advance notification of work via your University email account and endeavour to keep disruption to a minimum.

**Vandalism & Damage**

If you are found to be responsible for any damage - accidental or deliberate - which exceeds reasonable wear and tear, you will be liable to pay for the costs and labour involved in making good the damage. We will also recover the costs of any emergency call-out resulting from carelessness.

A comprehensive list of indicative damage charges is available online at [lancaster.ac.uk/accommodation](http://lancaster.ac.uk/accommodation).
Accommodation Fees

Accommodation fees are payable termly in advance, online by credit/debit card via the University website. Full details can be found on your Agreement Summary and in sections 7 and 29-32 of the Terms and Conditions.

Late payment of accommodation fees without a valid reason agreed by your Accommodation Manager in advance will incur penalty charges as set out in the Terms & Conditions. Furthermore we are unable to offer accommodation to returning students in debt, and private lettings agents do ask our references to state whether the fees have been paid on time and in full.

If you are a sponsored student, please tell your sponsor that we cannot offer a monthly payment option.

Release from your contract

You are bound by your contract to pay the accommodation fees for the entire duration of the contract, even if you vacate your room for a period or leave before the end of the agreement.

However, release from your contract may be possible if you withdraw or intercalate (take a year out) or if you are able to find a suitable replacement that is acceptable to the University, is a registered student, and is not already living in the accommodation.

We will give you no less than 4 weeks’ notice to vacate the accommodation (normally from the date we receive official notification of your withdrawal), or in other cases from the date the contract release is agreed. You will be liable to pay the accommodation fees for the notice period.

Returning your keys does not mean the Agreement has ended.

Please see section 7.2, 7.3, 27 & 28 of the Terms and Conditions for more.

Due dates

If you choose to pay in a single instalment you should pay by the first due date: Friday 2 October 2020.

You are normally expected to pay termly, and the deadlines are:

Friday 2 October 2020.
Friday 8 January 2021 and Friday 16 April 2021.

If you have a 50 week contract the final payment is due by Friday 9 July 2021.

Fire & Safety

The most significant hazard for students living in residences is fire; you should familiarise yourself with the Fire Action notice in your room when you arrive, and check the escape routes out of the building (including those that you would not normally use). You will not be able to use any lifts in the event of an emergency.

If you discover a fire, activate the fire alarm immediately by breaking the glass cover on the red call point located at the exit, and leave the building. Give the Porter the details and make your way to the assembly point. Our security staff will inform the Fire Service and manage the incident.

If you hear the Fire Alarm you must leave the building immediately, following the fire exit signs and making your way to the assembly point. You mustn’t re-enter the building until you are told to do so.

We test the alarms weekly at a time locally advertised. On these occasions you do not have to evacuate the building but at any other time you should assume that there is a genuine fire.

Fire Extinguishers

Fire extinguishers are provided to assist with fire suppression in the very early stages of a fire. Students are not expected to fight a fire - this will be the task of trained personnel, such as the Security and Portering team.

If you find that any extinguishers are damaged or have been tampered with, then you must report this to the Porter who will arrange to deal with the matter.

Abuse of firefighting and fire prevention equipment is a criminal act and will lead to severe disciplinary action and large fines, not to mention compromising your safety and that of other residents.

False Alarms

Accidental false alarms can cause great inconvenience, particularly if they occur in the middle of the night. More seriously they can delay the Fire Service from attending a genuine emergency elsewhere.

Even if you know you have caused the activation and believe there is no danger you must still evacuate the building, every time.

Breaking the glass of the fire alarm call point when there is no fire is malicious; anybody identified as having done so will be fined £300 and may be excluded from the accommodation.

It’s also a criminal act liable to criminal prosecution.

Please see sections 12.1-12.4 and 13.7 of the Terms and Conditions for more.

Personal Emergency Evacuation Plans (PEEPs)

In the event that the fire alarm sounds, are you able to move with ease to the staircase (with help if necessary) and then negotiate the stairs reasonably easily without help?

If you feel you cannot confidently answer ‘yes’ to these two questions, please contact your Accommodation Manager to discuss whether a PEEP should be written for you. Remember, you won’t be able to use the lifts during an evacuation.
Fire Precautions

Our accommodation has an enhanced level of fire detection for your safety, including heat and smoke detectors as well as fire doors with self-closing mechanisms.

Smoke detectors are very sensitive and may be easily activated by aerosols such as deodorants and hair sprays, and the use of hair dryers or straighteners. Please be careful not to use these directly under the detectors. Keep the shower door shut whilst showering and afterwards in order to prevent steam entering your room or the corridor.

When cooking, you should use the ventilation at maximum level to prevent fumes from activating the fire alarms. Never wedge the kitchen door open or leave your cooking unattended and keep your grill pan clean: a build-up of grease or fat creates smoke. Lining the pan with foil that you can easily discard when dirty makes an easier job of keeping it clean.

Our fire doors can hold back fire and smoke for at least 30 minutes and prevent a fire from spreading, so under no circumstances should the mechanism be disconnected or tampered with. Not only is this a criminal offence but it may put the lives of other residents at risk. You must not store any items on corridors or stairways in University buildings, including bicycles, boxes, laundry and sports kit. This legal requirement ensures that escape routes remain clear.

Electrical Safety

Please see sections 12.1, 12.3, 13.7 and 13.8 of the Terms and Conditions.

Faulty equipment can cause electric shocks and often fires, so you shouldn’t use any electrical equipment that is cracked, shows burn marks, has a worn cable, exposed copper wire, is faulty in operation or smells odd when in use. You are responsible for the Portable Appliance Testing (PAT) of any non-rechargeable electric equipment you bring with you.

If this has been bought inside the UK you must arrange to have it tested annually after the first year. Anything brought in from outside the UK must be tested and your Accommodation Manager can supply you with a replacement electric cable for the equipment.

For rechargeable equipment such as mobile phones and tablets, UK chargers are readily available and are preferred to the use of adaptors.

The use of irons and any kind of cooking equipment is not permitted in bedrooms (except studio accommodation). Refrigerators and freezers may not be kept in study bedrooms. If you need one for medical purposes, speak to your Accommodation Manager to obtain permission.

If an item that is deemed to be dangerous is discovered in the accommodation, it will be removed by the Accommodation Manager, Porter or Technician, who will then contact you about it.

Items which must not be brought in to the accommodation

Please see sections 11.1 and 12.3 of the Terms and Conditions.

The following items must not be brought into residences: Additional heaters, halogen lamps, chip pans or deep fat fryers, oil, petrol, paraffin or bottled gas appliances (including oil lamps), candles or incense sticks, shisha pipes, plug-in air fresheners, aromatherapy oil burners and fondue sets. These can cause serious fires.

You will be asked to pay for any damage caused by their use and may also be fined under the disciplinary procedures.

PLEASE NOTE that additional soft furnishings are permitted only with the permission of your Accommodation Manager, and bicycles are not permitted inside the accommodation at any time.

Living With Others

Life on campus has many advantages and our college communities should be a comfortable home for everyone. Please be aware that different people have different tolerances. Being understanding of their needs will make everyone happier.

Noise must be kept to a reasonable level at all times and should be kept within the confines of your room between 11.00pm and 8.00am. Some colleges have designated quiet areas where there are tighter rules on noise. If you are disturbed by noise try to sort it out yourself if possible, but if it continues you should seek assistance from the Porter or contact Security.

Harrassment

If you feel you are the subject of harassment or any sort of intimidation you can discuss it informally in the first instance with a member of college staff, who will offer you advice about what to do next.

Moving rooms

A room may be changed only with the permission of your Accommodation Manager, and if to a different college full approval must be obtained from both.

We normally enjoy full occupancy during the early part of the year, making it difficult for us to handle room move requests. We do however find that even where students feel they would prefer to move to be with new friends or in a different college early on, they settle in fairly quickly and don’t pursue it.

The University reserves the right to move you to an alternative (equivalent) room at any time. See sections 14.4, 14.5 and 24-28 of the Terms and Conditions.

Please note that unauthorised room moves contravene our safety procedures, which depend on us knowing who lives where. If you are an international student you will also be in breach of your visa conditions if you change rooms without permission or let somebody else live in your room. Any changes of address must be recorded with the police.

Causes of Friction

Everything you do will affect the people you live with in some way. Small tensions can quickly become big problems, so look out for these common causes of conflict and try to avoid them.

- Playing music, games or talking too loudly (including by phone or Skype), especially after 11.00 pm - everyone has a right to expect to sleep without disturbance
- Having noisy friends over to your room
- Having friends constantly over to your kitchen/fl at without consulting fl atmates
- Clattering around in rooms, corridors or kitchens, and banging doors
- Leaving dirty dishes, food and rubbish lying around
- Playing ‘pranks’ on others such as hiding belongings or taking food

Be considerate towards others!

See section 10-16 and 22-29 of the Terms and Conditions for more.
Personal Safety

Our campus is very safe, and we have a dedicated and visible police presence that you can follow on Twitter for information and updates @LancasterUniPol. On Facebook they can be found as LancasterUniPolice.

Our campus has CCTV for your safety, and is patrolled by Security personnel at night. You shouldn’t take unnecessary risks though, and if you witness any incident (whether directed towards you or someone else), please report it to a Porter or another member of staff. Such reports are treated in confidence unless we are legally obliged to pass information on.

If you’re going out, tell someone when you’ll be back, especially if you’re away overnight. Keep to proper footpaths and well lit areas, avoid walking alone, and never leave drinks unattended in bars or clubs.

Emergency Calls

If you need medical advice you can call 111 in the UK, or visit 111.nhs.uk. If the operator thinks you need an ambulance they will call you one.

In the event of an emergency that requires the assistance of the police or the ambulance service you should dial 999.

Make sure that you also inform University Security by dialling 01524 594541, in order that the response can be met by a Security Officer and guided to your location.

First Aid

The University has in excess of 90 fully trained first aiders across campus. If you require first aid assistance you should contact your College Porter.

Banned Items

No firearms, imitation firearms, blades or weapons of any kind may be brought onto campus or into the accommodation.

Insurance

Crime on campus is relatively low, but it’s important that you keep your doors locked to keep it that way. Our insurance policy covers the theft of your belongings from your room, but only if it is locked. Never leave valuables on display and if you live on a lower floor be sure to close your window when you go out.

Please report any faults with locks or security measures you may find.

See sections 12.5 & 12.6 of the Terms and Conditions for more.

Health & Support

Going to University is a challenging and exciting experience. We provide accommodation for a diverse range of students from different backgrounds and expect residents to be tolerant and flexible to create a happy living environment and benefit our college communities.

Some people can find the transition harder than others. If you find things are overwhelming, please talk to someone – your Accommodation Manager or College Advisor Team will help in any way that they can, and there is a range of other help available from Student Services via the Base, located in Alexandra Square.

Talking might seem like the last thing you would want to do but you’d be surprised by how common some worries and negative feelings are.

We recommend that you register with a doctor as soon as possible after arriving in Lancaster. Many students choose to register with the campus medical practice, which you can contact by dialling 01524 387780. It’s open between 8.00am and 6.00pm, but you can also get help outside of these hours by dialling 111, or in case of emergency by ringing Security on 01524 594541.

If you have an accident in the college, you must complete an accident form, available from your Porter, within 48 hours.

If you are taken ill, let someone know as soon as possible so we can help. If you (or a guest) suffers from any infectious disease, notify the Porter immediately.

Smoking

Smoking in university buildings (including the accommodation) is against the law. If you smoke outside, you must not do it near to doors or windows, or such that you cause nuisance to others. The use of e-cigarettes is also banned.

Where rooms are inspected and found to smell of smoke charges to deodorise them will be imposed, along with any specialist cleaning and redecoration costs.

Please note that illegally interfering with fire precaution equipment to smoke is a disciplinary offence and may result in exclusion from University accommodation. See section 12.4 of the Terms and Conditions for more.

Drugs

The University will not condone the use of prohibited substances and considers its use to be a disciplinary offence. If you feel you are having problems with drugs or are worried about somebody else that is, don’t hesitate to seek advice from within our support network.

Meningitis

There is a national vaccination programme to offer inoculations for Meningitis C to all under 18s and students in their first year at University. If you were not vaccinated against Meningitis C at school, contact your GP as soon as possible.

This vaccine does not protect against Meningitis B so be aware of the symptoms. They can vary but are not unlike flu (or in some cases hangovers).

If you begin to suffer from some of the following symptoms, contact your doctor immediately:

- Severe headache; stiff neck and possibly other joints; dislike of bright lights; drowsiness/lack of coherence/lethargy; fever and/or vomiting; a rash (spots or bruising under the skin which do not turn white when pressed eg with a glass).
**Visitors and Overnight Guests**

You would normally be welcome to have visitors to your flat but unfortunately this isn’t possible at the moment due to the UK Government’s restrictions on households. We will communicate with you should this change. Please bear other residents in mind and follow this advice, which may be treated as a disciplinary offence if not followed.

Visitors coming from outside the University can book one of our campus Guest Rooms. To find out more visit [lancaster.ac.uk/sleep](http://lancaster.ac.uk/sleep).

**Under 18s**

Our accommodation is for the use of students over 18 years of age (with the exception of some students that are 17 on admission but shortly to become 18).

If you are having somebody under 18 to stay (for example a younger sibling) you must notify the Porter when signing them in. You may not have anyone under 16 to stay, except with the written permission of the Accommodation Manager.

**Single Gender Areas**

As with other areas visitors will not be permitted until advice on household groups and social distancing allows.

If you are living in single-gender accommodation you may not have visitors of the opposite sex to the flat, unless you have all consented as a group to allow it.

Please note that male University staff will still have access though to carry out inspections, cleaning and maintenance work, for example.

**Travel**

Lancaster University benefits from the highest campus to city bus frequency of any UK campus University, as well as excellent cycle paths between the campus, city and wider area.

During term-time, buses are the most popular method of transport for students, leaving campus every 5 minutes from the Underpass and heading in to the city centre. At evenings and weekends, there are six buses an hour, servicing multiple bus stops across campus.

You can get live timetabled information in the iLancaster app, while the Stagecoach website has all the details of the Unirider student bus pass, which saves you around 45% on a bus pass for the local area.

Visit [lancaster.ac.uk/bus-travel](http://lancaster.ac.uk/bus-travel) for more details.

**Cycling & Cycle Storage**

Cycling is very popular at Lancaster with a direct cycle route to the city and over 1200 dedicated cycle parking spaces on campus - and more to come. Most colleges have secure cycle stores with access fobs/key codes available from the Accommodation Manager.

A map showing all the places you can store bikes safely and securely, as well as some popular cycle routes can be found at [lancaster.ac.uk/cycling](http://lancaster.ac.uk/cycling).

**Car Parking**

With excellent local transport links the vast majority of residents find that they don’t need a car on campus, though the Student Parking Policy provides access to parking permits on South West Campus for students who satisfy the needs-based criteria. Visitor pay and display parking is also available with various payment methods available at the parking meters.

Please note that parking enforcement is in operation, and you can find more information at [lancaster.ac.uk/car-parking](http://lancaster.ac.uk/car-parking).

**Leaving The Accommodation**

When you leave the accommodation you will need to leave it clean and tidy - as you found it - in order to protect your deposit. Be sure to clean and vacuum your room (including ensuite bathroom if you have one), and leave any communal areas clean and tidy.

You will normally need to have moved out, locked your room and returned the keys to the Porters’ Lodge by 10.00am on the last day of your contract. See section 15 of the Terms and Conditions for more.

Once you have gone, your room and communal areas will be checked by our team of inspectors. Where they find damage or loss not disclosed on your inventory, or if extra cleaning is required or rubbish left in your room or in communal areas, deductions will be made before your deposit is refunded. Any missing keys, tags and fobs, or lock changes required, will also be charged back to you.

If you choose to leave early, you are still jointly responsible for any communal areas until the end of the contract.

**Storage**

Outside the period of your agreement, the University cannot provide storage space for your belongings. We recommend that you make appropriate arrangements for your belongings with a reputable storage company well in advance of the vacations. Any items left in rooms or shared areas after the contract has ended will be disposed of.

**Unwanted Items**

When you vacate the accommodation you will need to take all of your personal belongings with you, including those from the kitchen. Make sure that you take any rubbish and unwanted items to the relevant bin store or recycling point.
You may want to give anything reusable to the St John’s Hospice charity shop in Edward Roberts Court, or look out for Green Lancaster’s recycling collection points in your College.

**Vacation Periods**

Please see section 15 of the Terms and Conditions.

Some rooms are available for students who wish to stay on campus during the summer vacation. The regulations covering Vacation Accommodation are the same as those for your normal room.

You must pay for the booking before it commences and bring the receipt to collect the keys. The minimum term for each booking is seven nights.

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**Emergency Management**

The University has an Emergency Management Plan which covers a range of unforeseeable scenarios, from power outages and loss of mains water, to major fires and terrorist activity.

In the event of an unforeseen event or emergency affecting the accommodation and/or residents, we will, in the first instance, endeavour to provide information to you via email updates. If this is not possible for any reason – for example if the event happens out of hours, or in the event of a sudden loss of power – information will be posted on large notices in your Porters’ Lodge.

The big screen in Alexandra Square is powered independently and will be used to communicate announcements and updates in the event of a campus-wide power outage. The University web pages and Twitter feed are also useful sources of information.

Depending on the nature and scale of the situation, information may be further communicated on the ground by University staff. However, the College Porters will always have access to updated information.

**Evacuation procedures**

Should we require you to evacuate the accommodation, we will sound the fire alarm, and you should follow evacuation procedures as advertised in your own residence building.

If we require you to be moved to an alternative location, officers in attendance (such as Porters, Security, the Accommodation Manager or nominated representatives) will direct you from the advertised muster point.

**Following on**

Following the incident, and depending on the scale of it, our primary method of communication will remain (or if disrupted, revert to) email. Please do note these procedures and follow them should you need to during your stay.
Lancaster University Accommodation is approved by the UUK Code of Practice and the Lancaster University Homes scheme, both of which aim to ensure students enjoy good quality accommodation.

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