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## Useful Contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EMERGENCIES (from internal university phone)</strong></td>
<td><strong>999</strong></td>
</tr>
<tr>
<td>Bowland Porters</td>
<td>01524 (5)92348</td>
</tr>
<tr>
<td>College Manager</td>
<td>01524 (5)94506</td>
</tr>
<tr>
<td>College Accommodation Manager</td>
<td>01524 (5)94498</td>
</tr>
<tr>
<td>Counselling and Mental Health Service</td>
<td>01524 (5)92690</td>
</tr>
<tr>
<td>Disabilities Service</td>
<td>01524 (5)92111</td>
</tr>
<tr>
<td>Health Centre</td>
<td>01524 (5)94130</td>
</tr>
<tr>
<td>International Student Advice</td>
<td>01525 (5)92525</td>
</tr>
<tr>
<td>Library Service Desk</td>
<td>01524 (5)92516</td>
</tr>
<tr>
<td>Lancaster University Students’ Union</td>
<td>01524 (5)93765</td>
</tr>
<tr>
<td>LUSU (Living)</td>
<td>01524 (5)92170</td>
</tr>
<tr>
<td>Nightline</td>
<td>01524 (5)94444</td>
</tr>
<tr>
<td>Pre-School Centre</td>
<td>01524 (5)94464</td>
</tr>
<tr>
<td>Security</td>
<td>01524 (5)94541</td>
</tr>
<tr>
<td>Student Based Services (The Base)</td>
<td>01525 (5)92525</td>
</tr>
<tr>
<td>Student Funding Helpline</td>
<td>01524 (5)92525</td>
</tr>
</tbody>
</table>
A Message from the Dean

The primary role of the Dean and Assistant Deans is to promote good communal behaviour within the college. We have a large number of people living closely together within the College community and it is important that all members of the college are respectful of the rights of others and behave in a considerate manner. The rules are there to promote a harmonious environment.

The Assistant Deans and I work on your behalf to ensure that each and every college member has a safe environment in which to live, work and play. We will investigate alleged breaches of College Rules or Student Discipline Regulations and this may result in disciplinary action. The full disciplinary procedure can be found in the Student Discipline Regulations.

We work closely with the Principal, College Manager, Accommodation Manager, Porters and the JCR. Should you experience a problem with any of your fellow residents or within any of the communal areas of the college then please do not hesitate to contact the Porters or any member of the deanery team. We can of course only investigate complaints made against named individuals but all complaints will be treated in the strictest confidence and as far as possible; your confidentiality will be assured.

I would like to take this opportunity to ask that you familiarise yourself with the College Rules in this booklet along with the rules in your Residents Handbook and the Student Discipline Regulations. If you are unsure of what is and is not acceptable behaviour then please contact a member of the deanery team at bowlanddeanery@lancaster.ac.uk

Val Bramhall
College Dean
Application of the College Rules, the Student Discipline Regulations and the Residents Handbook

The College is part of the University and College members must comply with all the University Student Discipline Regulations, with the Bowland College Rules, the Residents Handbook, and with the regulations of other Colleges when on their premises.

Unless otherwise stated, the Rules of the College apply to graduate students and to the occupants of married accommodation in the same manner as they apply to undergraduates.

The Rules of the College apply to persons visiting the College in the same manner as they apply to members of the College.

Members of the College are responsible for the conduct of their guests while the latter are on College premises.

In particular, the rules apply to those living in college accommodation. For serious or persistent breaches of the rules, expulsion from college accommodation forthwith or at the start of the following term may be imposed as a result of the appropriate disciplinary procedure.

The College is a community in which a large number of people live and work closely together. Consequently, all College members and others who use the College are required to respect the interests of their fellows and to observe the spirit as well as the wording of the following regulations.

A copy of these rules will be made available to all students registering as members of the College and will be available via the College Website.

IGNORANCE OF THE RULES, REGULATIONS, AND THE RESIDENTS HANDBOOK IS NOT AN ACCEPTABLE EXCUSE
1. **General Rules**

1.1 **College Membership**
All student members of the College, including non-residents, are required to pay a College Membership Fee online, either in advance or when they first register. This sum is non-refundable.

1.2 **Changing College**
Applications to change College must be made to the College Manager.

1.3 **Identification**
While on College premises, all persons are required to give both correct name and College/address to any Senior College Officer of any College, to the University Dean or his/her Deputy, any College Accommodation Manager and to any Porter or University Security Officer when so requested.

1.4 **Deanery Meetings**
Deanery meetings must be attended on the date and time mentioned. If, without good cause and prior notice, you fail to attend, a fine of £50 will be levied in line with Student Disciplinary Regulations.

1.5 **Obstruction of Officers and Employees of the University**
The obstruction or hindering of officers or employees of the University or its Colleges whilst they are carrying out their duties will be considered an offence. Such obstruction includes the use of abusive language or behaviour. Furthermore, College Residents are required to emerge from their accommodation block when this is requested by any University Officer listed in Rule 1.3.

1.6 **Violence**
Actual or threatened violence by any student or other College resident will be viewed as a serious offence and may lead to criminal proceedings along with any penalties imposed by the College and/or the University.

1.7 **Theft**
Theft or attempted theft by any student or other College resident will be viewed as a serious offence and may lead to criminal proceedings along with any penalties imposed by the College and/or the University.

1.8 **Wilful Misuse of Property**
The wilful misuse of University, college or personal property belonging to others may lead to criminal proceedings along with any penalties imposed by the college and/or University.
1.9 Harassment
Unacceptable behaviour towards students, staff or members of the public, including verbal or written abuse in any media; bullying of any kind, harassment as defined under the Equalities Act or sexual misconduct (see the Bullying, Harassment and Sexual Misconduct Policy) will be considered a breach of these regulations.

1.10 Smoking
Smoking and Vaping is prohibited in all internal areas of the University and its College. Smokers and Vapers are requested not to smoke or vape outside a building adjacent to the entrance or adjacent to the windows of rooms in which people work (see the Smoke-Free Workplace and Public Place Policy).

1.11 Illegal Drugs
The possession, use or supply of controlled substances is not tolerated. By the very nature of this activity being illegal, criminal prosecution will be the likely outcome of the contravention of this rule.

1.12 Animals
No animals, except assistance dogs, may be kept in or brought into any part of the College buildings.

1.13 Roofs and Covered Way Roofs
Access by unauthorised persons to the roofs of the College, is forbidden. Flat residents are, however, granted access to the roof immediately adjacent to their flat. For safety and to reduce damage, covered-way roofs are strictly out of bounds.

1.14 Non-members and non-residents of Bowland
Non-residents and non-members, who are not sanctioned guests of a College resident, are required to leave College premises at midnight, excepting pre-arranged functions in the JCR. At the discretion of a College Porter or any Senior College Officer, any non-member or non-resident who disturbs or causes a nuisance to residents may be required to leave immediately.

1.15 College Bar
Drinks bought in the College Bar may be taken only to the JCR or Bowland Quad. Glasses may be borrowed from the bar only with the permission of the Bar Manager or his/her deputy and must subsequently be returned to the Bar. Alcoholic drinks purchased elsewhere, e.g. supermarkets, may not be brought onto the licensed premises.

1.16 Pictures and Posters
Pictures and posters may be affixed to plastered or painted walls or to the woodwork of the College using "White tac" only. Sellotape or similar products, are not allowed
on any surface. Self-adhesive stickers may not be applied to the College fabric under any circumstances. Persons infringing this rule will be liable for the payment of any consequent removal and re-decoration costs.

1.17 Copyright & IT

1.17.1 You must not copy or share any material, data or programs that do not belong to you (e.g. copyrighted films or music files, software that is not licensed to you, information that you are not authorised to share, etc.)

1.17.2 You should never use your University IT account for illegal, abusive or threatening purposes such as the creating of indecent material, aggressive messaging, or ridiculing of others.
2. Disturbance and Vandalism

2.1 Anti-Social Behaviour

2.1.1 Noise in college accommodation areas should always be kept to a reasonable level.

2.1.2 Unreasonable noise must be terminated or reduced when this is requested by a College Porter or Senior College Officer.

2.1.3 All loud noise must cease between 11.00 p.m. and 8.00 a.m. on Sunday to Thursday, and between midnight and 8.00 a.m. on Friday and Saturday.

2.1.4 At all times during the “Exam Period”, designated by the University, noise must be kept to a minimum.

2.1.5 During the times specified in Rule 2.1.3, or at any time during the Exam Period, noisy gatherings must disperse immediately when requested by a College Porter, Security Officer or Senior College Officer. Those persons, who do not disperse or who re-gather, subsequent to an instruction to disperse, will be held in breach of this rule.

2.1.6 Sports, ballgames or any other activity likely to cause damage, annoyance or disturbance is not permitted within the College or its precincts.

2.1.7 Anti-social behaviour may lead to disciplinary action including exclusion from college accommodation.

2.1.8 Any student who persistently causes disturbance to others by the use of noisy equipment of any kind (e.g. musical instruments, electronic apparatus, etc.) may be required to remove the noise source.

2.1.9 Those students who persistently cause disturbance to others or who regularly break College rules may be declared to be ineligible for a further period of residence.

2.2 Damage

2.2.1 Members of the University are liable for the full cost of damage caused by them to any College property.

2.2.2 Any person who intentionally or recklessly damages College property is guilty of an offence and, in addition to liability under rule 2.2.1, will be subject to a fine or other disciplinary action.
2.2.3 Students and other College residents may be held jointly responsible for damage to their communal areas or to equipment in these areas.
3. Safety

3.1 Fire

3.1.1 In the event of the fire alarm sounding, all persons within the building must leave immediately and congregate in the agreed fire assembly point.

3.1.2 Fire alarms, hose reels, extinguishers, fire blankets and fire signs are provided to ensure safety within the College. It is the responsibility of all College members to ensure that such equipment remains in good working order. The discovery of defective firefighting or warning equipment must be reported immediately to the porter or to the College Accommodation Manager.

3.1.3 It is a serious offence to tamper with or misuse any firefighting or fire warning equipment.

3.1.4 Anyone who witnesses or is aware of the misuse or vandalism of fire prevention equipment must report it as soon as possible to the porter. Failure to do so will itself constitute an offence.

3.1.5 It is a legal requirement that designated fire doors are not wedged open and that their self-closing mechanisms are not tampered with in any way. In particular, in respect of any kitchen or staircase fire door, if those responsible for any breach of this rule cannot be identified, the official users of that accommodation area will each be liable to a fine.

3.1.6 Due to potential danger from fire, all students, whilst using the cooker, toaster, microwaves or any electrical device within the kitchen, must remain in attendance at all times.

3.2 Heating, Lighting and Flame Burners

3.2.1 Electric fires, electric fan heaters, gas, oil or paraffin heaters must not be used on College premises.

3.2.2 Candles, Incense Sticks, Oil Burners, barbecues or other similar naked flame burners must not be used on College premises or its precincts.

3.3 Electrical Equipment

3.3.1 It is an offence to tamper with any electrical installation in the College.

3.3.2 Any person using electrical equipment of any kind on College premises
must ensure that it is in a safe condition and is used in a safe manner.

3.3.3 Electrical items for the use of cooking (including kettles) are not permitted to be utilised anywhere other than the kitchen in any accommodation.

3.4 Dangerous Behaviour
3.4.1 In view of the extreme danger involved, no one should intentionally throw, suspend or drop objects from windows or balconies.

3.4.2 Those who climb onto window ledges or who sit dangerously on balcony perimeters will also be held in breach of this rule.

3.5 Dangerous Obstructions and Litter
3.5.1 It is an offence to leave in public places materials such as glass and other sharp objects likely to cause injury to others.

3.5.2 The placing of objects on outside windowsills or balconies is prohibited due to the safety hazard this presents.

3.5.3 Any article or articles left obstructing corridors, stairwells and communal areas may be removed without notice and disposed of. Persistent breach of this rule may result in disciplinary action.

3.6 Offensive Weapons
3.6.1 Offensive weapons and their replicas are not permitted in the College or its precincts.

3.7 Fireworks
3.7.1 Fireworks must not be let off in the College or its precincts.

3.8 Security Devices
3.8.1 It is an offence to disable any security features in the college, including (but not limited to) door and window locks.
Disciplinary Procedure

Where a College Dean, or Assistant Dean acting on their behalf, identifies that a student may have breached the College Rules, the Residents Rules or the Student Discipline Regulations, the following procedure will occur.

Where the breach is uncontested, i.e. the student readily admits it to a University officer or staff member, a record will be agreed by both parties and reported to the College Dean. The College Dean may either, at their discretion, ask an Assistant Dean to hold an informal College Disciplinary Meeting with the student, or write to the student to confirm the breach and any associated penalty. This will be normally provided within five working days. Should the student disagree with the penalty they must inform the College Dean within five working days of receipt.

Where the student does not agree the alleged breach or the subsequent penalty, where an investigation is required, or where a more substantial penalty is being considered, the student will be required to meet formally with the College Dean.

Investigations, if required, normally will be conducted by an Assistant Dean following University guidelines.

The College Dean, having taken account of the student’s academic schedule, will inform the student in writing of the date and time of the meeting. Students will be given at least 48 hours’ notice of any meeting. The written summons will include details of the alleged breach, including key evidence and supporting documents to be considered, and refer to these regulations, the student guidance notes and detail the nature of the hearing and the possible outcomes. Additional materials considered non-key need not be provided in the first instance, but will be available to the student on request.

The College Dean will formally meet with the student, detail the case and invite the student to comment. They will then discuss the case.

The College Dean will determine an appropriate outcome and communicate this to the student either at the time or afterwards, for example where additional information is required. Students will normally be formally notified of the outcome in writing within five working days.

The College Dean can impose the following penalties:

- a formal warning which will be taken into account in any subsequent procedure;
- a fine of up to a maximum of £300 (which may be suspended in whole or in part). Fines can be doubled for repeat offences (up to the maximum);
- a requirement to pay for any damages or cleaning charges incurred;
• a ban from a communal area, including, as appropriate, the College bar;
• in collaboration with Security, as required, confiscation of equipment or items causing unreasonable disturbance to others or damage to property;
• a requirement to submit a written apology to those affected by the breach;
• a referral to the University Dean for a higher stage of disciplinary action;
• a referral to the Accommodation Office where the breach involves elements of the licence agreement;
• any combination of the above.

The student may appeal against the outcome by submitting a written request for an appeal with all relevant details to the Strategic Planning and Governance Division within five working days of the date of issue of the written confirmation.

The Strategic Planning and Governance Division will make a prima facie decision on the appeal. The grounds for appeal will be:

• there is evidence that could not reasonably have been made previously available; or
• there is evidence of a material procedural irregularity; or
• there is evidence that the judgement did not follow the principle of natural justice.

The Strategic Planning and Governance Division will normally inform the student of its determination within five working days.

College Complaints Procedure

The College wants you to enjoy your time at Lancaster University and especially within Bowland College. However, there will be times when things go wrong and should this happen we hope that you give us the opportunity to put them right. To do this we must know about them and therefore encourage you to report any problems to us. This is done initially by ringing the Porter on 01524 592348; if the Porter is unavailable, you may ring Security on 01524 594541. You may also call into the College Office to register any complaints or queries.

If your comment takes the form of a formal complaint about something in the college, you should submit this in writing to the College Principal from whom you will receive a written reply. If you wish to remain anonymous, you should direct your complaint through an officer of your JCR. It will be easier to proceed with the complaint if you specify the details of the complaint giving names, dates, times etc. that will assist the Principal to deal more quickly with the matter.

The University has a full Student Complaints Procedure. Information on this procedure can be found on the University website at https://www.lancaster.ac.uk/strategic-planning-and-governance/student-complaints/.
The College Porters

The College Porters are an integral part of college life and have a number of duties ranging from sorting out the mail and receiving information about defects and faults on College premises, to being on hand to deal with and record any incidents relating to disciplinary problems or disturbances within the College accommodation. The Porters Lodge telephone number is 01524 592348.

There are four porters working shifts in Bowland College, Brian Dixon, Suzanne Wareing, Rob Farquharson, and Peter Ward. Normally there is continuous coverage at all times during term, but as the porters have many duties they are not always available at once. See the Lodge door for a note on where to find the duty porter if they are not in. In an emergency, telephone Security on 01524 5 94541, who will be able to contact the porter at once by radio.

The Portering Team

Brian Dixon   Suzanne Wareing   Rob Farquharson   Peter Ward
Security and Postal System

Security

Do not leave any valuables lying about. Always be sure to lock your room door when you go out, even if for only a few minutes. Thefts from accommodation and from teaching areas do occur.

Collection of post

All students, whether resident or not, should check the mailbox (in the College Foyer) regularly, as internal mail from departments and registry is sent to them through this system. A key for the appropriate boxes can be obtained from the Porter.

External mail is often received for off campus students and the porter will allow access to the appropriate mailboxes on production of identification (e.g. University card). Mail is placed in the mailbox of the first letter of your family name e.g. Smith would be placed under ‘S’.

Please put other peoples’ mail back in the correct mailbox after looking through for your own. Any mail received for you will be placed in the mailboxes. It will not be delivered to you, so you must check for your own mail regularly.

Valuables in the post

Important and valuable items of mail should be sent to you by recorded delivery. They will be kept in the porters’ lodge for you to collect personally. The porters will also keep all parcels plus anything obviously precious and all items clearly marked by the sender ‘Keep in the Porter’s Lodge’. If any items are retained in the lodge for you, your name will be entered on the mail lists (displayed outside the Porters Office). The list should be checked regularly whether you reside on or off campus. You then hand the list with your name on to the porter (with your University card as identification) and the porter will then hand you the item(s).