



**Working Together**

# **Accommodation Code of Conduct – A to Z**

**August 2011**



## Code of Conduct – A to Z

**The safety and well being of every Resident living in Borders College managed student accommodation is the primary focus of this Code of Conduct.**

**The Code of Conduct applies to all Residents to ensure every Resident has the opportunity to live in a harmonious and enjoyable environment.**

**Residents are expected to treat the student accommodation with the same respect that you would treat your own home and keep it clean, tidy and in good condition.**

### Alcohol

It is the aim of Borders College to promote an encouraging environment for our Residents where study, achievement and excellence are a priority.

We aim to:

- Provide an environment where Residents do not feel pressured to drink alcohol.
- Encourage a responsible drinking attitude.
- Minimise alcohol related harm amongst Residents.
- Ensure that if any Resident develops alcohol related problems to deal with such problems on an individual basis.
- **Heavy drinking of alcohol will NOT be tolerated.**  
Residents are NOT encouraged to return to Borders College managed student accommodation in a heavily intoxicated state. Residents are responsible for their own safety and well being if they are under the influence of alcohol.
- Residents are encouraged to discuss alcohol related problems with Welfare staff.
- Intoxication is NOT regarded as exonerating Residents who misbehave within the residencies.  
Residents are viewed as responsible for their actions at ALL times.
- Residents who appear intoxicated should NOT be supplied with further alcohol by other Residents.

- Residents who abuse alcohol and fail to abide by these guidelines will be subject to a verbal warning, written warning or possible eviction in a manner that is proportionate to the severity of the abuse as per The Code of Conduct.
- Empty drink containers must be disposed of properly (*please don't fill kitchen bins with alcohol containers, take them out to external bins*)
- *Home brew kits are not permitted.*

## **Bicycles**

- Bicycles kept in flats/ bedrooms must be stored safely and must not block hallways, walkways or impede safe exit in the case of an emergency. You will be liable for any damage done to walls, paint work, fixtures or fittings as a result of bicycle storage.
- Secure bicycle storage is available within the residencies building and arrangements for access to this should be arranged through the Student Advice Centre.

## **Breaches of the Code of Conduct**

If the guidelines listed in this Code of Conduct are breached there are three levels of consequence to reflect the seriousness of the breach.

Level One	Meeting with Head of Student Services
Level Two	Written Warning
Level Three	Possible Immediate Eviction

## **Breaking the Contract of Residency**

- Residents who vacate prior to the end date of their Contract of Residency will remain responsible for the rent payments up until the original end date, or until another Resident who is deemed suitable by Management is found as a replacement.

## **Cleaning and Hygiene Requirements**

- Residents are required to maintain their bedroom in a clean and hygienic state.
- It is the responsibility of ALL Residents to keep common areas clean and tidy.  
It is the responsibility of ALL Residents to leave the bathroom area including the toilet in a clean and hygienic state after every use.
- All rubbish must be placed in the bins provided.
- Rubbish from flats and bedrooms must be placed in the outside bins located at the front of the building. External bin collections are on a Wednesday each week.
- Residents are expected to observe standards of personal hygiene which are acceptable within the community.

## **Contract of Residency**

All Residents sign an Offer of Accommodation and Residence Contract which regulates the occupancy of their respective residence. There is also an Inventory Checklist which we ask each Resident to complete.

- Make sure you read the Contract (including the Code of Conduct and Inventory Checklist) carefully so that you are aware of your rights and responsibilities.
- The term of your stay is a minimum of 42 weeks and you agree to occupy the residence for the full academic year.
- Students with full offer of place at Borders College only are accepted.
- Borders College managed student accommodation share the building with students studying at Heriot-Watt University.

## **Damage**

- Damage includes stains left on carpet, walls, furniture and fittings as well as any marks or damage to the walls/doors of your room (that is more than reasonable wear and tear).
- Whilst you are in residence you will be charged for any damage caused.

## **Deposit**

- £250 reservation fee **MUST** be paid before or upon signing of the Offer of Accommodation and Residence Contract
- Your reservation fee is refundable at the end of the Contract provided there are no outstanding accounts and there is no extra room cleaning, maintenance or repairs required.
- Whilst you are in residence you will be charged separately for any damage caused.
- Reservation fees will be returned in the form of a cheque at the end of your residency providing you have met all the requirements of your contract.

## Drugs

Any illegal drug use detected at Borders College managed student accommodation, including the car park and grounds, WILL be reported to Police.

This includes:

- The use of illegal drugs
- The selling of illegal drugs
- Storing or growing illegal drugs on premises

Borders College has a **ZERO TOLERANCE** in regard to illegal drugs.

## Electrical Safety Requirements

- Electrical appliances brought by students into Borders College managed accommodation must comply with all electrical regulations and be in a good and safe condition. Safety checks can be arranged by contacting a member of the Student Support Services within the Advice Centre.
- All double adaptors are a potential fire risk. Piggybacking double adaptors is extremely dangerous and is not allowed. Extension cables are safer but must have a cut off switch.
- All electrical appliances should be switched off at the mains when not in use.

## Emergency

- Borders College staff reserve the right to enter all bedrooms in the case of an emergency.

## Ending Your Residency

- You are committed to pay rent until the end date on your Contract of Residency.
- If you want to remain in residency after the end of the Contract date then please discuss this with Management at least six weeks prior to the expiry of the Contract.

## Firearms

No firearms, weapons or explosives are permitted in Borders College managed student accommodation, which includes the grounds and car park.

## Fire Safety

The buildings are equipped with the following:

- Smoke Detectors
- Fire Hoses
- Fire Extinguishers
- Fire Blankets
- Fire Doors
- Fire Plan
- Exit Signs
- Emergency Lighting

<p><b>The Emergency Evacuation Area is the: Car park</b></p>
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## Fire Safety

**Prohibited at all times:**

- Candles, incense etc.
- Radiator (bar) heaters and fan heaters.
- Open flames (e.g. aromatherapy burners) or enclosed flames (e.g. lanterns).

Please ensure that

- Cooking and heating equipment is never be left unattended.
- Cooking in bedrooms is prohibited (e.g. toasters, sandwich makers, camping stoves, rice cookers, microwaves, electric grills, frying pans etc). These should be used in the kitchen area only.

Any person found to endanger the lives of other people (through tampering with fire safety equipment) will be referred to the authorities where criminal charges may apply.

## **Games**

- Ball games are not permitted in areas where there is a likelihood of the ball hitting buildings or causing damage to cars etc.
- Ball games must not be played inside any buildings.

## **Harassment and Discrimination**

Borders College managed student accommodation is a discrimination-free and harassment-free environment in accordance with Government legislation.

**Any form of harassment and/or discrimination will NOT be tolerated**

- Harassment based on a person's race, age, ethnicity, disability, marital status, pregnancy, physical or emotional condition, religious or political beliefs or sexual orientation is unlawful and will NOT be tolerated.
- Sexual harassment is unlawful, unwelcome and unacceptable.

## **Insurance**

Please note that personal belongings are the responsibility of the owner.

Borders College cannot insure property that belongs to another person.

Borders College advises that you should consider the benefits of private contents insurance.

- Make sure that your room and vehicle (if you have one) is locked at ALL times.
- Borders College does not provide insurance cover or assume any liability for any personal items or motor vehicles lost, damaged or stolen on or within Borders College managed student accommodation.

### **Keys**

You are responsible for the safe keeping and return of all keys issued to you. If you lose them at any time, report it to Student Services in the Advice Centre immediately.

- Residents must NOT obtain their own copies of keys (security reasons).
- Replacement of lost keys is at the expense of Residents.

### **Kitchen(s)**

- Residents are required to supply their own crockery, cutlery and pots and pans as required for their own cooking.
- Wash and dry your dishes and put them away after use.
- Dirty crockery, cutlery or other items that are left overnight present a health hazard.
- All kitchens must be left in a clean and tidy state.
- All spillages, including those affecting walls, must be cleaned up immediately.
- The oven, cooker and work tops should be cleaned after each use.
- Mark your food/drink items with your name.
- Theft of food or drink items will not be tolerated.

## **Late Payment of Rent**

- Rent must be paid ON OR BEFORE the allocated rent payment days.
- If rent is paid late then a late payment administration fee may apply.
- If rent is outstanding for four weeks or more, you may be evicted and debt collection action may be initiated.

## **Laundry**

- Washing machines, irons and ironing boards are supplied.
- Please promptly remove washing from machines after use so others can use the machines.
- Do not overfill washing machines or overfill the wash powder drawers as this may seriously damage the machine and its contents

## **Living in Harmony**

Within the Borders College managed student accommodation your living experience should be enjoyable; where you are able to sleep in peace, study undisturbed, and share clean and safe communal living areas.

- Most disagreements between Residents should be able to be sorted out amongst yourselves.
- College staff will only become involved when serious breaches are detected or complaints are received.

## **Mail**

Mail will be delivered directly to your flat by Royal Mail.

Your address for correspondence is: 'Your Name'  
'Your Flat No'  
**Rose Court**  
**Langlee**  
**GALASHIELS**  
**TD1 2LH**

## Maintenance

Please inform Student Services in the Student Advice Centre if you observe faults or if your room requires maintenance.

- Urgent maintenance will be attended to immediately.
- Other maintenance will be prioritised and worked on as soon as possible.

## Noise

Borders College managed student accommodation is situated in a residential area of Galashiels.

- Please be community minded and do not disturb your Resident and non-Resident neighbours.
- If noise is disturbing you, you have the right to ask for it to be lowered.
- Please also be respectful of others' requests to quieten down.

**People sleep, study and work at odd times, so please keep noise down at all times**

- **NOISE CURFEW: between 11pm and 7am is when it's particularly important to keep things quiet for Residents to sleep.**
- **AT EXAM STUDY TIME NOISE MUST BE KEPT TO A MINIMUM AT ALL TIMES.**  
Exam weeks are as follows:  
Second week in December and end of April through until mid-May.
- Noise should be confined to the inside of your bedroom at all times.

Excessive noise or unreasonable noise is defined as noise which is controllable or avoidable and which interferes with the ability of other Residents to study or sleep.

**EXCESSIVE NOISE AT ANY TIME WILL NOT BE TOLERATED AND MAY LEAD TO AN EVICTION FOR 'SERIOUSLY DISRUPTING OTHER RESIDENTS'.**

If excessive noise persists please inform Student Services by either attending the Advice Centre or call 01896 662518 / 08700 505152.

## **Parking**

- Parking is provided at the front of the building free of charge.
- In the car park, please drive slowly and with due care and attention.
- Please be respectful to our neighbours, that means... no wheelies, erratic driving, loud music, etc in the car park or when leaving the area.

## **Parties**

- Parties are NOT permitted in or around the Borders College managed student accommodation.
- *SMALL* social gatherings between residents are allowed if they are agreed to by your fellow Residents, the warden is informed and they do not contravene the acceptable noise levels.
- Be aware that you need to clean up after these events.

## **Pets**

Pets are not allowed in Borders College managed student accommodation.

## **Phone Numbers**

Student Support Services and Student Welfare Advisor  
Borders College  
Student Advice Centre  
Scottish Borders Campus  
Galashiels  
Tel: 01896 662518  
Email: [studentwelfare@borderscollege.ac.uk](mailto:studentwelfare@borderscollege.ac.uk)

Rose Court Warden – FOR OUT OF HOURS CONTACT ONLY  
Mr Hameed Abdrabbo, No 16 Rose Court  
Tel 07769 962 541

Rose Court Janitor

Mr Jimmy Stillie

Tel: 07823 326 255 (Mon, Wed & Fri morning 8.00am – 1.00pm)

## Rent

Rent is due from the start of the academic period; irrespective of when the student arrives (unless the student intends to arrive earlier then rent is due from the arrival date) and must be paid until the end of the Contract of Residency (minimum 42weeks).

- Upon signing of the Contract of Residency, one month rent is payable.
- Rent is then to be paid monthly on or before allocated rent payment days.

<b>Rent <u>MUST</u> be paid <u>ON OR BEFORE</u> the due date</b>
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## Room Inspections

Borders College reserves the right to conduct room inspections at any time with reasonable notice and at any time without notice if staff believe on reasonable grounds that a serious breach of Residence safety has occurred.

- Due to Health and Safety Regulations periodical room inspections will be conducted.
- Student Services will give at least 24 hours written notice before any general room inspection.

## Security

At Borders College we take residence security very seriously.

- Exterior doors are to be kept locked and must not be propped open.
- Always lock your flat/bedroom door when you leave.
- **NEVER loan your keys to anyone else.**
- Security cameras are in operation.

## Smoking

- **SMOKING IS NOT ALLOWED IN ANY PART OF THE COMMUNAL AREAS OF THE BUILDING.**
- Smoking is discouraged within the flats and each bedroom is fitted with a smoke detector.

## Subletting Rooms

Residents are NOT permitted to sublet their bedrooms under any circumstances.

## Televisions

- There is a communal TV Room situated in Flat 17. You must respect the fact that this is a shared facility and behave in an appropriate manner to ensure a harmonious and enjoyable environment is maintained for all.
- Residents may wish to bring their own television. It is the responsibility of the resident to ensure they have a valid TV Licence.
- Internal/portable TV ariels will be required within flats and individual bedrooms.

## Visitors/Guests

- The wellbeing and conduct of any of your visitors is your responsibility.
- Any damage caused by any of your visitors is your responsibility.
- Visitors should leave the premises before 11pm at night.
- Visitors should not attend the premises before 8am each morning.
- If the College receives a complaint about any visitor, then we reserve the right to ban that visitor from the premises.

## **Guests**

- Student Services staff must receive at least 24 hours notice before any visitor can stay overnight.
- If a visitor is going to stay overnight, then the resident must have obtained prior approval.
- A guest can stay only one night, per room, per week. Extended stays must be approved in advance.
- A maximum of one guest per room applies.
- A maximum number of guests staying within the complex on any one night will apply.

**Visitors/guests displaying antisocial or aggressive behaviour will NOT be tolerated.**

## **Walls and Carpet**

- DO NOT put holes in any walls. Please request a pin board.
- Damage must be paid for (if more than general wear and tear).
- ALL traces of blutack must be removed when vacating rooms.
- If you spill anything on the carpet, walls, fixtures or fittings, and you are unable to clean it yourself, please let Student Services know.

## **What to Bring**

- Bed Linen – Duvet/Duvet Cover, Fitted Sheet, Pillow/Pillowcase
- Crockery – Plate, Bowl, Mug, Glass, Cutlery
- Pots & Pans for cooking • Bar Fridge (optional) 150L size
- TV for your room (optional)
- Anything within reason to make your stay more comfortable (Refer to Code of Conduct for prohibited items)

**These Terms are correct at the time of printing.**

**Management reserves the right to update or amend this Code of Conduct as required.**

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