



Accommodation



Westgate Hall of Residence Handbook



Everything you need to know
as a Westgate Halls resident
at Chichester College

Chichester
college

Welcome...

" We are pleased to offer you a room at Chichester College and have compiled information regarding the residency agreement within this handbook. This will hopefully help you with day-to-day residential life.

Please read it carefully as this forms part of the residency agreement you will sign before or upon arrival at Westgate Halls of Residence. We suggest you keep the handbook in a safe place so that you can refer to it throughout your stay at Westgate.

We pride ourselves on our friendly, supportive and secure accommodation service. Your Accommodation Advisors and Supervisors will play an important role in your time in the residence and they are the first people to turn to if you require and help or information.

The quality of life in our halls is dependent on the members who live in it. Please help us to continue our tradition of caring for our community by looking out for others in your flat / halls.

To assist in the smooth running of a community there must be some rules. You will read about these as you go through the handbook. May we particularly draw your attention to the code of conduct with which you must comply.

We look forward to welcoming you to our accommodation and wish you every success with your studies here at Chichester College."

The Accommodation Team
Chichester College



CONTENTS

Useful Westgate Information	2
Cleaning	4
Health and Safety	6
General Westgate Information	8
Electrical Items and Testing	9
Utilities	10
Personal Health and Wellbeing	12
What will I need to bring with me?	13
Requirements for Inspections	14
Code of Conduct	15
Handy Tips for Electrical Items	16
Safety and Security	17
Contact Details	Back

Useful Westgate Information

Absence from Residence / College

If you intend to be away for a period of more than 3 days, during term time, please let the Westgate Halls supervisors know, making sure to give details of where you may be contacted. This allows us to contact you if there is an emergency and it assists the staff to check the facilities in the event of an evacuation. Please note refunds cannot be given for periods of absence, unless there are exceptional circumstances.

Car Parking

There are no parking facilities solely for Westgate Halls, however there is a shared staff and student car park on campus. Please ask for further details.

Access to your room

You must allow access to your room by all authorised persons for room inspections. There is no exception to this rule. The College reserves the right to gain access to your room in line with your Residency Agreement, which you will sign before occupancy.

Pets

You are not allowed to keep animals of any description in your room.

Chaplaincy

The Chaplaincy team is at the College to support students and staff of all faiths or none.

Holiday Periods

The Halls are open through all the holiday periods.

Common Room

There is a common room located to the right of the Supervisors office, which houses a vending machine for snacks, lounge area, TV, DVD player and Xbox games console.

Gym Membership

Students living at Westgate Halls can enjoy full membership to the gym and fitness classes on the main College campus at no extra cost.

Fees

If you have any queries about the payment of your accommodation fees, please speak to our Finance department or your Accommodation coordinator. If you experience financial difficulties, it is advisable to let Accommodation or Finance know immediately.

Incidents

Accidents and incidents must be reported to the Supervisor / Security on duty immediately.

Internet Connection

All College residences provide access to the internet. The College outsources to an external internet company, Glide. Upon arrival, log onto your computer and follow the instructions on screen. Please note it is important to select the “free” option unless you want to upgrade at your own expense. Any difficulties registering or you experience any outage, please contact Glide directly. Wi-Fi is throughout the halls.

Download Speeds

Connection method	Maximum Speed	Average Speed
Wired	950mbps	100mbps
Wireless	145mbps	25mbps

Minimum guaranteed speeds are dependent upon the capabilities of the device

Keys

Key cards are issued for your room upon arrival. They need to be returned to the Supervisor or Security when you leave, following your inventory check out. If you lose or damage a key the replacement cost is £10. Keep your room and flat doors locked at all times for your security. Keys should not be passed onto third parties.

Lockouts

If you lock yourself out of your accommodation, you will need to go to the Supervisor's office during office hours so they can identify you by checking your records before letting you in.

Please Note: DO make extra effort to remember your key.

Cleaning

Your Room

Residents are responsible for keeping their bedroom and en-suite shower room clean and tidy. Room and shower room inspections will be carried out every term. You will be informed if the room/shower room fails and will be given time to improve it ready for re-inspection. If the room/shower room still fails, a charge for the clean will be incurred and you will be invoiced.

Kitchen

You will have access to a kitchen for the preparation of your meals. A cupboard key is available if required from the Westgate office. Kitchens are wiped down daily (except weekends) however, it is the student's responsibility to ensure the work surfaces are kept clear and cutlery to be cleaned and put away, in order for this to be done.

Please note: Washing of cutlery, crockery and other cooking items remains the student's responsibility.

Please ensure that all items remain in the kitchen. It is advisable to keep personal items in your room. It is a joint responsibility of all users to wash-up items immediately after use. All surfaces must be clear of crockery, food and utensils. Supervisors carry out weekly inspections and you will be issued with a notice to advise what areas may need improvement. This includes all appliances (including ovens, hobs, fridges and freezers).

Please avoid using the kitchens to prepare food late at night, unless necessary on religious grounds.

Communal Areas

Communal areas are your joint responsibility and must be kept clean and tidy at all times to enable clear access for staff, maintenance and emergency services, but also to ensure good health and hygiene for all tenants.

Posters in Your Room

Please confine any posters or similar displays to the pin board area provided. They should not be fixed to other areas of walls, ceilings or doors as this can cause damage to the fabric of the room and create a fire hazard. A charge will apply if walls or surfaces are damaged due to inappropriate display.

Damage to Your Rooms and Communal Areas

Should there be any damages to your room, you will be charged for repairs, unless someone else admits responsibility and is willing to pay. It is in your interest to prevent other residents or visitors from causing any damage.

Accounts for any damage must be paid to the Accommodation office within 30 days of invoice, otherwise you risk your Residential Agreement being terminated.

Television

You need to ensure you purchase a TV licence to watch or record TV, this costs £169.50. This includes using any device that allows you to watch live TV broadcast. TV licensing will contact all students to ask them if they have a license. Failure to comply could result in legal proceedings or a £1000 fine being taken against you by the TV licensing Company.

Emergency Action in the Event of a Security Incident or Maintenance Request

If you notice a breach of security or maintenance, report it to the Duty Supervisor or security **IMMEDIATELY**.

Health and Safety

In the interest of your own and other students' safety you are not allowed to burn candles or store any flammable liquids such as kerosene, light fuel, petrol, BBQ lighting fluid, methylated spirit, paraffin etc. in any residences, (this is not an exhaustive list and refers to any substance with flammable properties). For this reason we insist that aerosol products are kept to a minimum and away from heat sources.

Please note that offensive weapons / objects that can endanger a person's health and safety will not be permitted on site. If found we reserve the right to advise the police who will then decide if further action will be taken depending on the item. This could also affect your resident's agreement.

HELIUM AND GAS CANISTERS ARE PROHIBITED

Fire Evacuation

In the case of a fire alarm:

- Immediately leave the building
- Assemble at area 2, adjacent to the all-weather pitch
- Only re-enter the building when the emergency services or a member of authorised staff give permission

**FAILURE TO FOLLOW THE ABOVE PROCEDURE
MAY RESULT IN DISCIPLINARY ACTION**

Personal Safety

For your own personal safety students are advised:

- To avoid walking alone after dark, particularly in poorly lit areas
- To close / lock all ground floor windows and doors
- To avoid letting unknown / uninvited people into your hall / room
- Keep valuables stored in your room and ensure they are out of sight if you are located in a ground floor room
- Not to tamper with fire safety equipment

Waste

Students should dispose of waste appropriately, please see "Recycling". Please do not leave sharp objects, broken glass, electrical items or bodily waste in the bins.

Safety Equipment

The taking down, removal or de facing of any safety signage or equipment from within the College or bringing such equipment from outside, onto Chichester College property is a criminal offence and will be viewed as a serious breach of conduct.

Security

Security is the responsibility of every resident and you should be particularly alert to the securing of your own room and halls. External doors must be locked at all times and you should not let people you don't know enter the building. Ground floor windows should not be left unsecured. Keys should not be given to any non-residents under any circumstances. Staff will not let any other person in your room without your permission.

Insurance

A block policy has been arranged for all resident students. It is a condition of residence that you subscribe to this policy. The cost is included in your accommodation charge.

Please note: If your bedroom door is unlocked, even if you are in the bathroom or kitchen, and something is taken, any claim will be invalid. You must activate the above insurance by following the publications given to you upon arrival. You can upgrade the policy to cover high risk / expensive items such as laptops and mobile phones are an extra charge which is paid direct to the insurance company.

Smoking

Smoking is forbidden in the Halls of Residence, (this includes e-cigarettes and vaping). If you wish to smoke, please do so outside in the designated smoking areas. Please dispose of any cigarette butts in the appropriate manner. Smoking of illegal substances is banned and will be treated as serious misconduct. Students are responsible for ensuring their guests do not smoke in halls. Students who allow their visitors to do this may themselves be subject to disciplinary action. The College's full smoking policy is available upon request.

Covering a smoke detector is treated as serious misconduct

General Westgate Information

Parties

For safety reasons parties cannot be held in Halls of Residence. In the event of you wanting to have a party, you should approach the student union office to hire facilities. All celebratory paraphernalia are prohibited in all fire escape routes. This includes fairy lights, Christmas trees and decorations.

Visitors / Guests

Residential students are responsible for non-resident guests and should ensure their safety. Visitors must behave in a manner acceptable to the hall community and abide by the terms and conditions of the students (who they are visiting) residents agreement.

**All guests must leave halls of residence by:
10.00pm Sunday to Thursday and 11.00pm Friday and Saturday.**

Friends, family or other guests are **not permitted** to stay overnight in the halls of residence. Anyone found to have unauthorised guests overnight will be in breach of their contract.

Any visitor may be asked to leave the College premises by an authorised member of the Accommodation office staff, security or supervisor for any breach of College or Westgate rules or unsociable behaviour.

Student Rep Meetings

Each term your Halls Coordinator will hold a Q&A meeting with halls reps. We will provide refreshments and have an open discussion to get ideas, feedback and residents can voice their opinions. If you wish to become a Rep, please let your Westgate Coordinator know.

Surveys and Feedback

Your feedback is very important to us. You will be asked to complete both an arrival and exit survey to give us your thoughts and suggestions regarding your stay in the Halls of Residence.

Homesickness

Many students suffer from homesickness at some point when away from home. For some this passes quickly when they make new friends and “find their feet” on the course. For others it may take longer. The College staff are here to support you through this time and there are a number of services that are available throughout your time at the College. There is a health care assistant available to Westgate residents should they need it as well as a college nurse onsite.

Electrical Items and Testing

Residents are responsible for ensuring that any equipment they bring to the College is electrically safe and suitable for UK electrical systems. Electrical equipment must not overload the College's electrical supply. Individual electrical items shall not be rated above 1kw.

One CE approved fused multi adaptor (rated at 10 amp with a maximum four ways) for use with low wattage equipment only, such as PC and printer is permitted in each room. All plugs and adaptor must comply with BS1363.

Non UK equipment and associated Non UK to UK adaptors may not be used unless they have been inspected and approved by the college.

The College will undertake an electrical test for all appliances. This is undertaken in September by an external company Calbarrie, however any students arriving later or throughout the year, items will be tested individually but a certified tester. Notice will be given in writing.

Electrical items belonging to students which are placing an excessive load on the electrical system, or which, in our view are unsafe or unfit for use will be removed and stored until the end of the year. Power supplied is 240v and 3 pin plugs must be utilised.

Items that should NOT be brought into the College include:

- Cubed adaptors (more than one)
- Items requiring a continental electrical adaptor in order to work
- Electrical room heaters (unless supplied by college)
- Deep fat fryers (not recommended, but may be used & kept in kitchens **only**)

Staffing

There will be a College Supervisor on site Monday – Sunday between 8.00am and 9:45pm and a security member overnight.

Reporting the Need for Repairs

Repair requests should be reported to the supervisor on duty. If they are unable to resolve the issue, the college's estates team will be contacted and a timescale will be advised. Once the problem has been assessed a card will be left in your room to update you on the repair. If you are unsatisfied with any part of the repair process, please speak to one of the Westgate team.

Meals for Full-Board Students

Residential students staying on a full board basis are provided with a student card that will have funds allocated to enable you to purchase meals or snacks from Coasters or the shop. You will be issued with a student card when you enrol. Prior to enrolment you will receive a temporary food card, which you will be required to provide to purchase food.

From then on your meal card is proof of payment and NO meals will be given without its presentation at the till point. Any lost or damaged cards will cost £3.00 to replace. Replacement cards will be issued by Student Records located within the Student Centre.

If you have any specific dietary requirements, suggestions or problems regarding your meals or service, please speak with the Catering Manager who is located in Coasters or the Accommodation Office.

Utilities

Laundry **The laundry is on-site at Westgate Halls**

Machines and tumble dryers are supplied for students to wash and dry clothing and bedding. Students are responsible for laundering all items and personal hygiene.

DO NOT LEAVE laundry in machines or in bags on the floor as the supervisor reserves the right to remove these.

The machines have a cashless App that can be downloaded on arrival and can be topped-up online using credit/debit card or via PayPal.

You are able to log onto the laundry website to see when a machine is available and have the option to be notified when your washing is done.

Mail (Post and Parcels)

Mail is collected from main campus by the duty supervisor on a daily basis, Monday to Friday and can be retrieved by the addressee from the Westgate office.

If there is a parcel or recorded delivery for you to collect (same times as above) your name will be on the white board in the office. You will need to show ID to collect this and sign to confirm you have received the parcel. Collections are available from 3pm onwards

Recycling

The College are committed to helping the environment and need your help to reduce our carbon footprint. You can support the College's Environment Policy by:

- Switching off lights and appliances when you are finished
- Switch off laptops / PC's or put into sleep mode when not in use
- Report dripping taps
- Recycle as much as possible, where possible (Recycling bags provided in all kitchens)

Environmental Policy

The College is fully committed to reducing the impact it has on the environment. This means that we try to be careful about the way we use valuable resources, encouraging recycling and keeping waste to a minimum. Both campuses have recycling centres and we also provide recycling facilities in all halls of residence to enable students to recycle paper, cans, glass, cardboard and packaging.

We are continuously trying to improve our environmental performance and if you have any suggestions or comments that could help us, please contact the Accommodation Office.

Operating Supplied Equipment

When you arrive at halls, your duty supervisor will give you brief instructions on how to use the kitchen appliances if needed. If at any stage during your stay you are unsure of how something works, please speak to your supervisor / Coordinator who will be happy to help.

Personal Health and Wellbeing

Wellbeing

If you or a friend's mental or emotional state deteriorates quickly it is important to get help straightaway:

- Speak to the college nurse or accommodation health care assistant
- Make an emergency appointment with your Doctor
- Go to the accident and emergency department at:
St Richards Hospital, Chichester - Tel: 01243 788122
- If you feel someone is in immediate danger to themselves or others, call for an ambulance and/or the police on **999**

Accommodation health Care Assistant

There is a health care assistant available to all Westgate residents each weekday during term time. They are available for help and support with minor illnesses and they can also provide information and leaflets on a wide range of health related issues.

The staff at the halls are also available at all times to help if you are not well.

You can call NHS Direct on 111 when you need medical help fast, but it is not a 999 ambulance emergency. Alternatively visit: www.nhsdirect.nhs.uk

Note: Calls to 111 or 999 are totally free from a landline or a mobile phone

Doctors

We strongly advise all students to register with the local GP surgery, Parklands. We will provide you with a confirmation of study letter to enable you to do this if you are staying over 6 months.

College Counsellors

The College has a team of experience counsellors who are available during term time for all students to access.

What will I need to bring with me?

Bedroom

- Bed linen is included, it will be placed in your room ready for your arrival.

What you will need:

- Towels
- Toilet rolls
- Cleaning materials: multi-surface, toilet, cutlery, cloths and sponges

Kitchen

- Basic cutlery
- Cooking utensils (including pans, which can be purchased at local supermarkets)

Provided in the Kitchen

- A microwave
- Oven / hob
- Refrigerator / freezer
- Kettle

Starter Packs available to purchase

Basic

- Plates
- Bowl
- Mug
- Glass
- Washing up liquid
- Cutlery
- Tea Towel
- Sponge

Premium

- Plates
- Bowl
- Mug
- Glass
- Cutlery
- Tea Towel
- Sponge
- Washing up liquid
- Saucepans x 2
- Chopping board x 1
- Utensils
- Frying pan
- Oven tray
- Bath towel

Prices can be found in your welcome pack

To place an order please email: accommodation@chichester.ac.uk

PLEASE NOTE: Westgate has 3 floors and no lifts, please consider this when packing your suitcase

Requirements for Inspections

Inspections

The inspections for rooms are completed once per term. Communal areas are inspected every week and this includes the kitchens.

Products

- Students must provide their own cleaning products
- Always read the instructions before use and take note of the safety advice provided. Always follow advice on storage and best instructions of use
- **NEVER MIX PRODUCTS**

Safety

- You supply your own safety equipment when using cleaning products
- Always read the bottle before using and always follow the instructions for recommended safety equipment (i.e. how to use, what to use it on and what to do in case of an emergency)
- Chichester College will not suggest any particular cleaning products

Toilets

- Read instructions and choose correct product / equipment
- Scrub the pan, U bend, up the sides and under the rim
- Wipe the underside of the seat and the top of the seat
- Wipe the outside of the toilet, the lid, cistern and handle
- When finished wipe dry to remove product from seat and flush

Showers / baths / ceramics / tiles

- Read instructions and choose correct product / equipment
- Scrub all ceramics, pipes, tiles, mirrors and grout
- Wash down shower screens and curtains
- Rinse all cleaning product off and wipe down
- Dry all tiles and mirrors and clear any smears

Full guidelines for the inspection process are on your kitchen notice board

Chrome

- Read instructions and choose correct product / equipment
- Clean right under the tap head
- Scrub around the taps and chrome until all scale is removed
- Rinse with water to take off suds
- Wipe and dry with a tissue and buff with a dry cloth until shiny

Code of Conduct

The quality of life in our residential community is dependent on the members who live in it. Please help us to continue our tradition of being a caring community by caring about and for others in your block / halls. Inevitably to assist in the smooth running of a community there must be some rules which we ask you to abide by. Full details of the halls code of conduct can be found within this Westgate handbook, but a brief summary of pertinent points are listed below:

- Members of Chichester College are expected to conduct themselves at all times in a manner supportive the College community
- Noise should be kept to a minimum. Loud music which interferes with the wellbeing of others will not be supported. Particular care should be taken at night, when students are trying to study or sleep. Excessive noise will not be tolerated. There should be no noise between 11pm – 8am
- Communal areas must be maintained in a fit state for their purpose. In particular kitchens and toilet facilities must be kept clean and tidy
- Study bedrooms/bathrooms must be kept in a fit and habitable condition
- Due attention should be given to the safety of other residents and oneself, particularly through the adherence to fire regulations. Security precautions must be followed and doors to halls must be kept locked at all times. Keys should not be given out to others

Note: Any serious breaches of this code and/or residential licence agreement students risk termination of their licence agreement and may, via Chichester College's disciplinary procedures, risk exclusion from the College.

Handy Tips for Electrical Items

Toasters

- Regularly empty crumbs to prevent build up
- **SMOKE FROM TOASTERS IS THE MOST COMMON CAUSE OF FALSE FIRE ALARMS AT CHICHESTER COLLEGE**
- **DO NOT** turn toasters on their side when toasting

Kettles

- Never turn a kettle on if empty
- Always make sure the lid is snapped down before turning on
- Never leave a kettle boiling unattended
- Rinse the kettle out before re-filling to avoid scale build up
- Only put water in kettles

Oven Hobs

- Always read the cooking instructions before you start
- Take care when removing items from the oven / hob
- Use utensils that are suitable for use with hot temperatures
- Let appliances cool, then clean with a damp cloth
- **DO NOT** place food on the oven shelves without a baking tray

Microwaves

- Always read the cooking instructions before you start
- Cover food when cooking to prevent spitting and spillage
- After use wipe the sides, roof and the plate with a cloth
- **DO NOT** turn on the microwave when empty
- **DO NOT** place metal objects or kitchen foil in the microwave

Fridge / Freezer

- Separate cooked meats from uncooked meats
- Regularly clean inside and out, clean spills immediately
- Defrost the freezer on a regular basis
- Use food in rotation according to date
- **NEVER** re-freeze food

Safety and Security

Chichester College is concerned about your safety and security. We have designed your hall and room with that in mind. Please follow these instructions to help you avoid any problems.

Safety

In your block, we have:

- Installed fire and smoke detectors
- Installed security alarm
- Created a safe escape route if a fire should happen
- Tested electrical installations and gas equipment

To ensure that these operate correctly:

- Do not tamper with alarms and firefighting systems
- When cooking make sure the extractor fan is on and windows open where possible to avoid alarms sounding

Security

In your room, we have:

- Fitted windows with secure handles
- Fitted good quality locks on internal and external doors

To ensure that these operate correctly:

- Make sure that the windows are closed when you leave the room, even if only for a short time
- An unlocked door is an invitation to a thief. Do not let anyone into your block that you don't know and always lock your room and block door when you leave, even if you are visiting someone in the building

FOR MORE INFORMATION CONTACT

Westgate Hall of Residence

Tel: **01243 812931** These contact numbers are available **24 HOURS A DAY**
Mob: **07795 257068** for use in **EMERGENCIES** or with **ANY MINOR ISSUES**

The Accommodation Team

Tel: **01243 812205**
Email: **accommodation@chichester.ac.uk**

Alternatively, visit them in the International & Accommodation office, near the College shop.

For relevant polices follow these links

<https://ccgonline.chichester.ac.uk/course/view.php?id=1067>

Chichester College

Tel: **01243 786321**
Web: **www.chichester.ac.uk**

Chichester College | Westgate Fields | Chichester
West Sussex | PO19 1SB | United Kingdom

Complaints

If you wish to make a complaint, please write to the Head of Accommodation. This complaint can be handed to a supervisor at Westgate or to the Accommodation office. Following an investigation, a full reply will be sent to the originator of the complaint. Written complaints to the Accommodation Team will receive a written reply within seven working days. If you are not satisfied with the response you can contact the National Code of Standards directly on any issues relating to Westgate Halls of Residence using the contacts below.

website: www.nationalcode.org/national-code-complaints-process
Or by contacting the Office of Independent Adjudicator:
www.oiahe.org.uk/students/