

HOUSING SERVICES

# Sussex Homes residents handbook 2017-2018

US

UNIVERSITY  
OF SUSSEX



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## Welcome

Leaving home to live at university is an exciting experience, and Sussex provides the opportunity to take those first steps of independent living in a supportive and friendly environment.

Congratulations on securing your place at Sussex. The Housing Services staff have been welcoming students to their new homes for many years and we aim to give you a high level of support to help you to settle in easily and make friends quickly. We are committed to providing you with housing that enables you to make the most of your time at Sussex. We realise that where you live can have an impact on how effectively you can study.

We want your stay to be as enjoyable and problem-free as possible, so all the key information relating to living in our accommodation is set out in this handbook. Please note that this handbook forms part of your tenancy agreement, therefore it is important that you carefully read it through before signing your online tenancy agreement.

We have a wide choice of housing that helps us to meet most of the needs of our students. If you have been allocated a room you are not happy with, try not to worry about it too much at first. Most students settle into their accommodation quickly, even if it isn't quite what they wanted, and find they are happy after all. But, if you are one of the unlucky few who really can't settle, we operate an online swap list at the start of the term and will do our best to assist you with this.

Housing Services is located on the second floor of Bramber House and is the first point of contact regarding housing matters. You are welcome to pop in and chat with the team about any housing issue you may have. Bear in mind that the office is extremely busy during September and it may be difficult to get through at times. However, please persevere and we will do our best to resolve any issue you might raise.

We look forward to welcoming you and hope you make the most of your time with us.

**DEAN SPEARS**  
HEAD OF HOUSING SERVICES

## Housing Services

Sussex Homes properties are maintained by Housing Services using trusted sub-contractors. Residential buildings are maintained by Sussex Estates and Facilities (SEF).

Housing Services is responsible for the allocation and charging of all university-managed accommodation, both on and off campus.

Housing Services produces information about the residences, carries out the allocation of accommodation and administers the tenancy agreements, as well as providing information about accommodation available in the local private rented sector.

The Residential Advisor (RA) network is made up of returning students living in the residences who act as a first point of support for new students (see pages 8-9 for more information on this scheme). The Head of Campus and Residential Support is responsible for student welfare, disciplinary matters and also manages the RA scheme. He and his deputies are based in the 24-hour Service Centre in York House.

Housing Services is located on the second floor of Bramber House. You can speak to a member of the Housing Services team on 01273 678220 (8220 from an internal extension) or email [housing@sussex.ac.uk](mailto:housing@sussex.ac.uk)



## Living off campus

The residences form an integral part of the University of Sussex. We have just over 5,200 study bedrooms on and off campus, all of which are self catering and over a third of which have ensuite facilities. How you feel about your accommodation is very important to us. Student tenants are typically young adults, but you will find that some students are here with their families while others have retired and are returning to education.

This handbook has been designed as a useful guide for your stay here in one of our Sussex Homes properties. Sussex Homes properties are owned by a private Landlord who lets the property to the University. We in turn let the property to our students. The Landlord is responsible for the fabric of the building and the University for its management. Sussex Homes properties are managed by the University of Sussex Housing Services.

We expect our residents living in the community to behave well, and to be considerate of neighbours at all times. More information about living in the community is provided on our webpages: [www.sussex.ac.uk/study/accommodation/off-campus/privately-rented/community](http://www.sussex.ac.uk/study/accommodation/off-campus/privately-rented/community)

### SUSSEX HOMES

The Sussex Homes accommodation comprises of 450 bed spaces across 100 properties throughout Brighton. These are a mix of three, four, five and six bedroom houses.

### THE SUSSEX HOMES TEAM

The Housing Officers (Sussex Homes) are based in Housing Services, Bramber House. They answer calls and emails between 10am-4pm Monday-Friday or if you would like to visit and speak to a Housing Officer in person, Housing Services Reception is open Monday to Friday, 10am-4pm.

The Housing Officers (Sussex Homes) are responsible for the cleaning and general maintenance of your house. Please email, telephone or visit them about any problems you might have.

Outside office hours please contact York House 24/7 Reception if there is an emergency which cannot wait until normal office hours to be attended to (ie water leak). If there is a fire, first evacuate to a place of safety and then dial 999 for Fire Brigade immediately before advising York House.

Useful telephone numbers and email addresses:

24-hour Security Office	01273 678234 (24 hours)
Housing Officers (Sussex Homes)	01273 678220 <a href="mailto:housing@sussex.ac.uk">housing@sussex.ac.uk</a>
Housing Services	<a href="mailto:housing@sussex.ac.uk">housing@sussex.ac.uk</a>

### WHAT'S YOUR ADDRESS?

To make sure you receive your mail and packages please be sure to use the correct address and postcode. This can be found on your accommodation offer letter.



## What do we provide?

When you arrive you will find a house inventory. You will need to check through the inventory, sign it with your housemates and return it to the Housing Officers (Sussex Homes). When you move out, you will be charged for anything that is missing or damaged. Please leave the room as you found it and remove all personal possessions.

### WHAT SHOULD YOU FIND IN YOUR ROOM?

- Bed and mattress
- Wardrobe
- Desk and desk chair
- Bookshelves
- Curtains
- Desk lamp
- Bin
- Secure door lock
- Bedside cabinet

### WHAT SHOULD YOU FIND IN THE KITCHEN?

- Oven and hob
- Fridge freezer
- Washing machine
- Kettle
- Toaster
- Microwave (in properties over 4 bed-spaces)
- Iron and ironing board
- Vacuum
- Dining table and chairs

General instructions on how to use the equipment are contained later in this handbook. Each residence will also be provided with a folder with specific information about your house.

### CATERING PACKS

Should you require cooking utensils and crockery, you can buy a self-catering pack from the Kings Road Porter or York House 24 hour reception for £38. This contains the following items: tea towel, cereal bowl, mug, glass, large plate, saucepan and lid, frying pan, spatula, knife, fork, teaspoon, dessert spoon, wooden spoon, can opener and sharp knife.

### BEDDING

The University provides a mattress protector that must be used. These are new for every resident and help protect the mattress. You will need to provide and launder your own duvet, sheets, pillows and pillow cases.

### BEDDING PACKS

A bedding pack, which can also be purchased from the Kings Road Porter or York House 24 hour reception for £36, contains a flat sheet, duvet and duvet cover, pillow and cover. They are yours to take with you at the end of the year.

## Rent

Information on when and how to pay your rent is provided in your accommodation offer letter. You can pay in full or in three instalments payable on specified dates in October, January and April (for 9-month tenancies). Students with 11- or 12-month tenancies will have an extra instalment payable in the summer. Students who move into their accommodation later in the year, and whose tenancies are for three months or less, will, in most cases, be expected to pay the full amount in advance. Whichever method you use, arrangements must have been made by the time you move into your accommodation. (Overseas students should note that it can take some time to set up a UK bank account and paying by credit card is usually a more viable option).

You can set up a debit card or credit card payment plan online via Sussex Direct from 1 September. If you have any problems contact the University's Student Accounts team 0800 849 4979 to give them your payment details, or email [studentaccounts@sussex.ac.uk](mailto:studentaccounts@sussex.ac.uk) giving your name

and registration number. (Students at the Brighton and Sussex Medical School should call 01273 873799.)

If you start to fall behind on your agreed payments, please contact Student Accounts at an early stage to let them know you are having problems. Students who get seriously behind with their rent are at risk of being evicted from their accommodation.

Your rent includes:

- all utility costs
- internet connection
- bedroom contents insurance
- fortnightly cleaning of communal areas
- 24-hour porters service in defined areas
- residential welfare support
- gardening
- dedicated Housing Officers (Sussex Homes).



# Residential Student Support Team

## RESIDENTIAL ADVISORS

Residential Advisors are returning undergraduate and postgraduate students from the UK and overseas who are placed in the University residences (predominantly in undergraduate areas). Their initial function is to provide useful information to you to settle into your accommodation.

During your first few days in residence, the RAs will introduce you to the rules of communal living, which may involve discussions about kitchen cleanliness, quiet hours or keeping the peace with your neighbours. Any problems concerning the above should in the first instance be referred to your RA.

## PEER MEDIATION

Our Residential Advisors are trained in peer mediation skills and will do their best to help you address any issues that may arise in your flat. When addressing conflict in your residence we will endeavour to hold kitchen meetings

(peer mediations) either formally or informally to help you find mutually beneficial ways to live communally. Peer mediation is not appropriate in all circumstances and decisions will be made as to its efficacy by the Campus & Residential Support (CRS) Management Team who may decide to utilise another form of conflict resolution which may include but will not be limited to arbitration, disciplinary referral or sanctions. Peer mediation has proved to be a valuable tool to help Residential Advisors assist students in adjusting and compromising in what can be a challenging living arrangement when cohabiting in a communal environment with a diverse community. If you or any of your flatmates need to arrange a peer mediation or report any issues that arise in your flat please contact your Residential Advisor or go to the CRS homepage for further information: [www.sussex.ac.uk/campus-support](http://www.sussex.ac.uk/campus-support)

Please remember that the residence is the Residential Advisors' home as well, so be respectful and contact them at appropriate hours of the day.



## RESIDENTIAL COMMUNITY COORDINATORS

Each residence will have a designated Residential Community Coordinator (RCC) who will coordinate RA responsibilities in that area. RCCs are based at York House Reception from 10am - 10pm Monday to Friday to provide welfare support to residents. The RCCs also provide out of hours crisis support as outlined below.

## CAMPUS & RESIDENTIAL SUPPORT MANAGEMENT

The Campus & Residential Support Team are located in York House. Christopher Tucker, Head of Campus & Residential Support, leads the team and works with partners, including the Head of Housing Services and student services colleagues to provide a continuum of support from across the University, including counselling services, Student Life Centre, International Support and to signpost to other services, including housing, student accounts, and Sussex Estates and Facilities.

The Head of Campus & Residential Support is supported by two Residential Support Managers, Miriam Sharma and Michelle Yembra and the Campus & Residential Support Assistant, Ellie Simpkin.

The Residential Support Managers manage the day-to-day running of the scheme and can be contacted for additional welfare support if needed.

Each manager has a different area of responsibility within the residences but any member of the Campus & Residential Support team will do their best to assist you with any support needs you encounter.

Ellie Simpkin is the Campus & Residential Support Assistant and she is the person responsible for the administration of the Residences Schedule a disciplinary procedure.

Contact Campus & Residential Support at [campus-support@sussex.ac.uk](mailto:campus-support@sussex.ac.uk)

## OUT OF HOURS SUPPORT

The Residential Community Coordinators along with the Campus & Residential Support Management Team offer crisis support 24/7 for students living in University-managed accommodation, contactable via Security on 01273 87 (3333). Students living in the private sector can seek welfare support at the Student Life Centre during office hours, for out of hours support private sector students can contact JAM, a callback service, on 02089 383873 and will receive a call from one of the Residential Community Coordinators within one hour.



# Housekeeping

## HOUSEKEEPING



### CLEANING

Each student is responsible for the cleaning of their study bedroom and keeping the communal areas tidy. However, to keep all the flats and houses to a reasonable standard, we will clean communal areas fortnightly with the exception of Christmas and Easter. You will need to make sure that the surfaces are cleared before the housekeepers arrive.

Please follow these guidelines:

- on cleaning day please ensure kitchens/ bathrooms are left in satisfactory and clear condition with all rubbish removed or charges could ensue.
- do your own washing up and clean the cookers after use
- vacuum dry spillages/mop up liquid spillages on the floor
- empty the rubbish from your bedroom, kitchen and bathroom bins regularly
- Rubbish and Recycling must be removed regularly. Two warning letters will be sent before charging for rubbish removal. In the case of Health and Safety or pest concern one email only will be sent before rubbish is removed and charged.
- place food waste in the kitchen bin and do not dispose of it using the sink or drains
- clean showers, sinks, baths and toilets after use including plugholes and WC pan
- keep bedrooms clean and tidy and vacuum once a week
- do not fix posters or post it notes to windows
- do not use Sellotape, nails or drawing pins on the walls of your room, and use white tack with caution, and completely remove it at the end of your tenancy, taking care not to damage the walls.

A service level agreement is available in each flat/ house to let you know what is expected from you and what you should expect from the cleaning service.

Every room is inspected each term. You will be advised by email if the room, flat or house is not satisfactory. You may be charged for extra cleaning during or after your tenancy if the room is not left in a satisfactory condition.

If the property or room is left in an unsatisfactory state, for example in which the cleaning contractors are unable to do their job owing to build-up of washing up, tenant mess or tenants blocking bathrooms for the duration of their visit, this will be logged and Housing Services advised. The Housing Officers will send all tenants a warning notice that if they do not complete their own communal cleaning within two days they will be charged for a full deep clean of the property to prevent further deterioration. Housing Services will then arrange to visit the property to check the communal cleaning has been completed by tenants to an acceptable standard and advise tenants of their findings.

We expect our staff to treat you with respect and be treated with respect in return. Should you have any complaints regarding our cleaning contractors, these should be made to the Housing Officers (Sussex Homes).

Occasionally, we may need to change the day your flat or house is cleaned due to sickness, staff training or Bank Holidays. Sometimes we may need to reduce the level of cleaning temporarily (ie at Christmas and Easter) However we will try to keep interruptions to a minimum. Please ensure that cleaners can access bathroom and kitchen areas when they visit as this can obstruct full cleaning if occupied.

Should you feel that any complaint has not been handled satisfactorily, please follow the Housing Services complaints procedure:

[www.sussex.ac.uk/study/accommodation/apply/policies/housing-complaints](http://www.sussex.ac.uk/study/accommodation/apply/policies/housing-complaints)

### FOOD SAFETY

For many of you this will be the first time you have lived away from home. Follow these simple guidelines to make sure the food you prepare for yourself and other people is safe to eat:

- wash your hands before preparing or consuming food
- ensure cuts and open wounds are covered before touching food
- keep all high-risk foods refrigerated eg meat, poultry, fish and dairy products
- keep raw and cooked food separate in the fridge
- wash utensils and chopping boards in between preparing raw and cooked food
- keep hot food covered and do not leave food out, it attracts pests
- ensure hot food is thoroughly cooked
- adhere to 'use by' and 'best before' dates
- use disposable dish cloths to prevent bacteria from building up and spreading, and
- finally, if you are in any doubt about the safety of the food you are about to eat, throw it out.

### ENERGY EFFICIENCY

Your landlord aims to provide the best energy-saving products for your houses based on budget and durability. All our domestic goods are rated A (except for tumble dryers).

Included in your rent is an allowance that covers the average cost of providing utility services based on the previous year's expenditure for that residence.

Help the University keep its carbon emissions and energy costs to a minimum by being sensible and following good practice with your energy usage.

### WATER EFFICIENCY

Use water efficiently by following these simple tips:

- use the minimum amount of water required when you boil water in saucepans and kettles
- do not leave the tap running while you brush your teeth, shave or wash your hands, as this can waste up to five litres of water per minute
- a four-minute shower uses about a third of the water of a bath. But power showers can use more water than a bath in less than five minutes
- toiletries, contraceptives and sanitary products should be put in a waste bin, not flushed down the toilet
- dripping taps can waste up to four litres of water a day. Please let us know so that we can replace worn tap washers, and
- some of our residences have a dual flush toilet which can save up to 68% more water than standard toilets. There are two buttons, the bigger ones uses more water than the small one. Please use as required. To ensure the bowl is emptied, press down the button for five seconds

Water in houses in Brighton and Hove is metered. If the University receives an extraordinarily high bill because of a fault or problem that could have been reasonably expected to be reported immediately then the cost will be passed on to the students that live in the house. For example: if a tap cannot be turned off it should be reported immediately.



## HOUSEKEEPING

### LIGHTING

In some areas hallway lighting is controlled by a timed switch. This time period can be adjusted if you feel that the lights stay on too long, or switch off too quickly. We will supply low-energy bulbs where possible, including some desk lamps. Bulbs for vanity units can also be requested from your Housing Officers.

### RECYCLING

We encourage you to reduce your consumption and recycle items where possible. For Sussex Homes properties recycling is carried out using the black boxes provided and details of the collection days can be found on [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk)

Place all recycling neatly in each bin and do not leave any lying around. If non-recyclable items are mixed in the recycling bins, all the contents may need to be disposed of in a landfill. The bins are operated in partnership with City Clean who collect tin, plastic, glass and paper fortnightly.

Recycling for mobile phones, ink cartridges and batteries is available in Kings Road and York House 24-hour reception.

### WASTE

You are responsible for removing rubbish from your room and communal areas and putting it out for collection. Most houses have wheelie bins which are emptied by the council from the front of the house once a week, but some houses in the city centre have large communal bins a short walk away or at the end of the street. Please check which type of bin you have and make sure that you dispose of your rubbish safely and securely using binbags inside the bin and put out all rubbish and recycling on the correct date (enter postcode onto website below to check collection date for your street). If

you leave bags of waste by the bin or leave the bin lid open, local wildlife will tear the bags open and leave rubbish lying everywhere. Please note the household will be re-charged if the University has to pay a contractor to tidy area and remove rubbish as a result. Visit [www.brighton-hove.gov.uk/cityclean](http://www.brighton-hove.gov.uk/cityclean) to check your street bin day details.

### GARDEN, BASEMENT AND YARD AREAS

Please make sure that you keep all garden, basement and yard areas clear of rubbish as any charges incurred by the University if they need to pay a contractor to remove rubbish will be re-charged to tenants. These areas are maintained monthly from April to October to keep the grass and weeds to a reasonable level, with irregular garden tidy visits over the autumn/winter. If you have a garden, please be respectful of the neighbours whilst enjoying the outdoor space.

### PEST CONTROL

Wildlife may occasionally enter the buildings e.g. flies, spiders, ants, silver fish, lady birds. Most insects are harmless but can be a nuisance. Mice and rats can also be attracted if you leave rubbish/food lying around. If you discover wildlife in your residence please report it to the Porters at Kings Road Reception. SEF will arrange a visit from a pest control specialist who will determine the treatment required. You will be notified of any treatment schedule. If you think you may have bed bugs, report it asap to the Porters who have an information sheet about how to proceed.





# General information

## INTERNET

There is a wireless internet connection provided in all Sussex Homes houses. The username and password will be provided on your residence notice-board. If the password needs to be changed you will be notified by email. For those without a computer, a 24-hour computer room is available in York House.

## TELEPHONES – OFF CAMPUS

You may choose to connect to a telephone in your own room, if you wish, but you will need to pay for the installation cost, the line rental plus the cost of calls. Most students now use mobile phones.

## TELEVISIONS

We do not provide a TV licence for Sussex Homes houses. If you wish to have a TV for your communal area you will need to buy a TV licence. If you wish to have a TV for your room you will need to buy a separate TV licence.

## INSURANCE

Basic contents insurance is included within the rent. Should you have any enquires about what is and is not included, then you should contact Endsleigh insurance on 0870 241 6104. If anything is removed from your room without your permission, please contact Security who will contact the Police, if necessary. We would also ask that you inform the Housing Officers (Sussex Homes), so that they are aware of the incident. Any claims for lost items should be made to Endsleigh. Please always ensure that your room is secure when you leave as failure to do so could result in a claim being rejected. Email [property.claims@endsleigh.co.uk](mailto:property.claims@endsleigh.co.uk)

## EMAIL

We will contact you by email wherever possible. Please make sure you check your University of Sussex email account daily.

## HOME DELIVERIES

All the main supermarkets will deliver to the residences. However, the drivers will expect you to meet them at the main entrance to unload the shopping. Information on local supermarkets can be obtained from Kings Road reception or online.

All crates must be returned to the driver on the day of delivery as we will charge for removal later on.

## STORAGE

The University is unable to offer any storage provision and will not look after belongings for students outside of the tenancy dates and will not look after items sent by post from students who have not yet arrived. You can get details of local storage companies from Housing Services or the 24-hour reception point in York House.

## COUNCIL TAX

To qualify for Council Tax Exemption, visit [www.sussex.ac.uk/ssro/counciltax](http://www.sussex.ac.uk/ssro/counciltax) and fill out form for exemption letter (full-time students only).

## PETS

It is not permitted to bring pets into Sussex Homes housing. Please make arrangements for pets to remain with your family or find suitable alternative homes for your pets during your time at university.

## CONTACTING YOU

We will normally contact you through your Sussex email account. Please make sure you check your University email account daily so you don't miss any important information. We also put general messages up on the current year's Sussex Homes Facebook page, so please join this group. However you still need to report any problems to [housing@sussex.ac.uk](mailto:housing@sussex.ac.uk) and not through Facebook.

## MOVING OUT

### SWAPPING ROOMS

Swapping rooms without telling Housing Services is a serious breach of your tenancy agreement (section 1.2). Any students found to have done so may be fined and further action may be taken.

Your tenancy agreement is for your room only and you should never swap rooms with another student without informing Housing Services, which will

then ensure that the Housing Officers (Sussex Homes) are aware. If you are unhappy with your room allocation, you can go to Housing Services to put your name on the online swap list to help you find someone to swap with. Once you have agreed to swap rooms with someone, go back to Housing Services together to complete the paperwork. A charge of £26 each will go onto your student account to cover the administration involved.

## SUB-LETTING

Please note all rooms (including those with double beds) are designated 'single occupancy' and it is not permitted to share the accommodation, sub-let it or transfer occupancy to any person. Unauthorised occupation of the accommodation will be treated by the University as a breach of the tenancy agreement and may incur a fine of £250 as noted in our terms and conditions: [www.sussex.ac.uk/study/accommodation/apply/policies](http://www.sussex.ac.uk/study/accommodation/apply/policies)



## GENERAL INFORMATION



### MOVING OUT BEFORE THE END OF YOUR TENANCY

You have signed a tenancy agreement with the University for a fixed period of time. If you want to leave University accommodation before the end of this period please note, as per the terms and conditions of your tenancy agreement:

1. If you are leaving your room because you are moving to other accommodation outside the University, you will continue to be liable for rent until another suitable tenant (who is not already in University-managed accommodation and meets the agreement of Housing Services) is found for your room.
2. If you are leaving your room because you are permanently or temporarily withdrawing (intermitting) from the University, in most cases your rent liability will end when the room is re-let or at the end of the 4 week notice period, whichever comes first.
3. In all cases, you will be charged £55 to cover the cost of cleaning and re-letting your room. This also applies if your tenancy is terminated under notice.

If you want to terminate your tenancy you should:

1. Go to Housing Services to complete a termination form, giving at least 4 weeks' notice before the date you plan to move out.
2. Ensure that you inform your contacts of your change of address as any mail received after you move out will be returned to sender.
3. Arrange mail redirection through Post Office.

### LOOKING FOR ACCOMMODATION FOR NEXT YEAR

The majority of residents will be expected to find their own accommodation for their second and subsequent years. The only exceptions will be those who are accepted onto the Residential Advisor scheme and students who need to stay living on campus for medical reasons. Continuing students who wish to make an application to live in University managed housing due to Reasonable Adjustment will be able to apply following a recommendation by the Student Support Unit (SSU) in conjunction with Housing Services team. Please know that availability is limited and applications must be received by the SSU within timescales published in Spring 2017. Please note that availability is limited.

Housing Services can help students looking to rent in the private sector in the following ways:

- our online database, **[www.sussexstudentpad.co.uk](http://www.sussexstudentpad.co.uk)**, lists properties registered with local landlords. More information can be found at **[www.sussex.ac.uk/study/accommodation/off-campus/privately-rented](http://www.sussex.ac.uk/study/accommodation/off-campus/privately-rented)**
- together with Sussex Students' Union we run housing talks and events throughout the academic year. These events help students secure private rented accommodation and help students understand their housing rights. We are keen to promote harmonious living in the communities that surround the University.
- providing a list of local letting agents and information of where else you can look
- checking over tenancy agreements for you and giving you advice about what you are signing
- providing references to your prospective landlord or letting agent.

### END OF TENANCY

At the end of your tenancy you will have to move out. There are no exceptions as the properties are used by other students and guests during the summer. We ask that you remove all your belongings, rubbish and recycling from your room and communal areas, ensure your window has been closed, your lights turned off and your study/bedroom door locked. Please note that a charge will be made for any rubbish/recycling that is left. We cannot guarantee that any items left behind will be stored.

You are responsible for your own keys so please ensure that your keys are tagged with their property ID and room number and returned to Housing Services on or before your last day of contract (York House reception out of office hours). Do NOT leave your keys in your room or house or rely on your housemates to return them. You will be charged for any late or unreturned keys or damages not noted on your inventory. You will also be charged for unidentifiable keys if we do not know which house and room they belong to owing to missing tags or envelopes, or for keys which have been lost in the post. We do not advise giving keys to friends/

housemates to return on your behalf as you will be liable for any charges if they fail to return the keys or decide to use your room for an illegitimate purpose after you leave or damage is caused. We also do not recommend sending keys through the post, but if you have been unable to return them in person to either Housing Services or York House reception, you should inform Housing Services and send the keys ASAP by recorded delivery in a padded envelope to prevent spillages in the post to Housing Services, ensuring keys are correctly labelled. Should you wish to appeal any charges then please write to Housing Services at [housing@sussex.ac.uk](mailto:housing@sussex.ac.uk)

### ACCOMMODATION AVAILABLE OVER THE SUMMER

If you need to stay over the summer until early September (or even for a shorter amount of time), then apply for a room with Housing Services in spring 2018. There is a variety of accommodation available for letting for different budgets and requirements. Housing Services will announce details closer to the time. Please note accommodation can be limited so apply early.





# Transport information



## GENERAL

The University has a Travel Plan (available on the University transport website [www.sussex.ac.uk/sef/services/transport](http://www.sussex.ac.uk/sef/services/transport)) that encourages students to use sustainable methods of transport (public transport and bicycles), instead of private vehicles. A free on-line journey planner is available:

[www.journeyon.co.uk](http://www.journeyon.co.uk)

Public transport information can be obtained from the noticeboard at the west entrance to Bramber House (adjacent to the road), the 24-hour reception at York House, National Rail Enquiries (08457 484950 or [www.nationalrail.co.uk](http://www.nationalrail.co.uk)), 1 Stop Travel (01273 886200), or the University website at [www.sussex.ac.uk/efm/transport](http://www.sussex.ac.uk/efm/transport)

## PARKING

Students living in University managed accommodation will not be eligible for a permit to park a vehicle on the campus or in University managed car parks. The only exceptions will be students with a disability and those in family accommodation. Enforcement Officers have the power to issue Penalty Charge Notices (PCNs) to those who do not comply.

## TRAINS

Falmer station is connected to the campus by a pedestrian underpass, and trains from Falmer run to and from Brighton and Lewes (travel time approximately 5-10 minutes). These trains usually run four times an hour for most of Monday to Saturday and twice an hour on Sunday. Connections for trains to London and Gatwick can be made at Brighton or Lewes. Please note that the last train in either direction is usually before midnight.

There are a range of different discount schemes available to students, including the Unizone season ticket, which allows students unlimited travel between Brighton and Falmer. You can purchase a seven-day, one-month or three-month pass from any Southern railway ticket office or 1 Stop Travel shop, on presentation of a valid NUS card.

Other concessionary passes include the Young Persons Railcard, Disabled Persons Railcard and Family Card. Further information can be obtained from the ticket offices at Falmer and Brighton Stations, by visiting [www.southernrailway.com](http://www.southernrailway.com) or [www.southernrailway.com/tickets-and-fares/ticket-types/16](http://www.southernrailway.com/tickets-and-fares/ticket-types/16). Alternatively you can call National Rail Enquiries 08457 484950.

Rail operator Southern has recently introduced new trains on the East/West Sussex and London mainline routes that have a dedicated area for wheelchair users as well as a fully accessible toilet. Train information systems are both visual and audible. For mobility-impaired passengers there is all-over, step-free access at Falmer Station. 0800 138 1016 for further information (minicom/textphone: 0800 138 1018).

## BUSES

The number 25 bus travels to and around campus every few minutes from the centre of Brighton & Hove. It also goes on to the University of Brighton's Falmer campus after visiting the Sussex campus and so is useful for students studying at the Brighton and Sussex Medical School. The number 23 bus travels between the campus and the Royal Sussex County Hospital, ending at Brighton Marina. This runs 20-30 minutes Monday to Saturday, but does not operate on a Sunday. The N25 night bus operates every 30 minutes between the campus and Portslade Station, stopping at city centre stops in between. It also links to the cross-city night bus N7. This means that there is a 24-hour bus service to most of the city. The 28 and 29 service stops on the main road outside the University, and travels between the city centre and Uckfield, via Lewes.

There are three special ticket deals for students. These Saver tickets give unlimited travel on all Brighton & Hove bus services except night buses N29, N69, N98 and N99. Saver ticket holders can travel on night buses N7 and N25 free of charge.

Student Weekly Tickets, three-month Saver Tickets and annual passes can be obtained upon presentation of a valid NUS card and two passport-sized photographs from 1 Stop Travel offices, which are located at the Old Steine in Brighton and at Brighton Railway Station. Weekly Saver tickets can also be purchased from the Post Office on campus and from Student Union Shops on campus. For further information, please visit [www.buses.co.uk](http://www.buses.co.uk)

At present, most buses on the 25 route have access for wheelchair users at stops with raised kerbs. Further information can be obtained by contacting Brighton & Hove Buses on 01273 886200 or [info@buses.co.uk](mailto:info@buses.co.uk)

## CYCLING

There is a cycle lane between the centre of Brighton & Hove and the edge of Lewes and the University is located halfway along this cycle route. There are more cycle lanes within Brighton & Hove connecting with the route to the University. Bicycles can be taken on Southern trains free of charge, but not at peak times.

Further information on safe cycling, local cycle routes and student discounts on bicycle purchase can be obtained from the transport section of the University website at [www.sussex.ac.uk/sef](http://www.sussex.ac.uk/sef)

## ROAD SAFETY

University students have been involved in road accidents in the past so please act on the following advice:

- do not drink and drive
- if on foot, beware of speeding cars
- if on a bicycle or motorcycle, wear a protective helmet at all times and, if cycling, use cycle lanes where available
- always look left, right and left again before you cross the road. In Britain we drive on the left side of the road.

# Maintenance



## REPAIRS RESPONSE TIMES

PRIORITY	CLASSIFICATION	EXAMPLES	TIME TO REPAIR
<b>One</b> Emergency repairs	Danger to the health or safety of residents	Major flood, gas escape, complete power failure, broken windows etc	Within 24 hours of report of defect
<b>Two</b> Urgent repairs	Repairs that affect material comfort or convenience of residents	Failure of heating, hot water, partial power failure etc	Within three working days of report of defect
<b>Three</b> Non-urgent repairs	Day-to-day repairs	Broken light fitting, broken shelf/drawer, dripping tap etc	Within 14 days of report of defect

## REPAIRS

Please report any repairs to the Housing Officers (Sussex Homes) during the week and out of hours emergencies to York House 24-hour Reception (27020). We will endeavour to help you and will record the repair on our online maintenance system. This repair is logged and you will receive a confirmation email. We are updating our computerised system to include all repairs that are reported to us. Therefore you may not always receive a confirmation email for everything you inform us about.

Repairs are prioritised as above. If you report a repair to us we will assume that you have given the University permission to enter your room to repair it.

For planned maintenance, we will give you 48 hours notice via email or memo. All contractors/employees will carry ID cards at all times and they will be happy to show their ID if requested. If they do not have any ID and you are concerned, refuse entry and contact the Porter straightaway.

Any requests for redecoration, while the room is not in a state of disrepair, will be considered with reference to our refurbishment programme.

If we are not able to repair a fault satisfactorily, alternatives will be offered, whether that's access to other facilities or the option of moving to another room.

## REPORTING REPAIRS AND MAINTENANCE ISSUES

- You *must* report all repair or maintenance request to the Housing Officers (Sussex Homes) as soon as possible no matter how minor the issue may be. If the issue is in the communal area do not assume a flat mate will report it as repairs can slip through the net when assumptions are made. Report it yourself and do not wait for others.
- Please report repairs as early in the day as possible as we may need time to arrange for contractors or engineers to attend as they are independent from the University and have their own priority levels and work commitments to take into consideration i.e. if you notice there is no hot water in the morning you should not leave it till the afternoon or evening to report it. Contractors charge double and even triple rates if called out, out of office hours.

- You should report all repair requests via the webform for repairs. Out of office hours, emergency repair requests should be made to York House 24-hour Reception.
- It is essential that you report any repairs in writing so that we can assess and prioritise the repairs and so that an order of works can be scheduled by the handyman. It is also essential that we keep all records of repairs for auditing purposes.
- It is essential that you report any repairs in writing so that we can assess and prioritise the repairs and so that an order of works can be scheduled by the maintenance contractor. It is also essential that we keep all records of repairs for auditing purposes. Therefore do not report repairs verbally to the maintenance contractor when he is in your house (unless genuinely urgent) as he already has a schedule of repairs to work to. You should carry out the correct procedure by filling out the repair request webform detailed below.
- Non emergency maintenance issues should be reported through the repair request form on our webpage: [www.sussex.ac.uk/internal/housing/students/repairrequest](http://www.sussex.ac.uk/internal/housing/students/repairrequest) Reporting issues via the online form is the best way to ensure there is a record of your request and that it is attended to. Please do not request repairs via the Sussex Homes Facebook group as it is not intended for this purpose and your request could easily be overlooked.

The priority determines the urgency that a repair is attended to:

### PRIORITY ONE – EMERGENCY REPAIRS

Any repairs which are required in order to avoid a danger to health or safety of the residents or serious damage to the building or residents' belongings e.g. flood, gas escape, electric shock etc. *Aim to attend within 24 hours of report of defect*

### PRIORITY TWO – URGENT REPAIRS

Any repair to defects which materially affect the comfort or convenience of the residents eg failure of heating or hot water supply, partial power failure, etc. *Aim to attend within 5 working days of report of defect*

### PRIORITY THREE – NON-URGENT DAY TO DAY REPAIRS

Any reactive repairs not falling into the above categories, eg broken light fitting, broken shelf, dripping tap, etc. *Aim to attend within 28 days of report of defect*

### COMPENSATION POLICY

Every effort will be made to carry out repairs in a timely fashion with the least amount of disruption to you. There are many factors that influence the time it takes to do this: there could be parts on order, contractors sent to a more urgent job, or intermittent faults that keep recurring or an outside job may be dependent on the weather. Housing Services may also have to liaise with the property owner in the case of major repairs.

[www.sussex.ac.uk/study/accommodation/apply/policies/housing-complaints](http://www.sussex.ac.uk/study/accommodation/apply/policies/housing-complaints)



Should you feel that you have been inconvenienced or suffered a sustained loss of services than please refer to our compensation policy: [www.sussex.ac.uk/study/accommodation/apply/policies](http://www.sussex.ac.uk/study/accommodation/apply/policies)

As a landlord, the University is allowed a reasonable time in which to attend to repairs, as stated above. In more serious cases, where a maintenance problem culminates in the actual withdrawal of major facilities or services (eg loss of hot water, etc), residents may be eligible for a partial rent rebate if the problem persists for longer than the stated period and no reasonable alternative provision can be made. If you feel this applies to you, please contact Housing Services in writing detailing your problem with the address in the header.

### CONDENSATION

Condensation can be a problem if there is no adequate ventilation or natural light in bedrooms, bathrooms and kitchens. Sustained condensation will leave the plasterboard around windows or in the coldest part of the room damp, which could lead to black mould forming. This can be removed by using a suitable chemical. Air needs room to circulate so leave a small gap between furniture and the walls and do not push clothes or other items right up against the walls. Also bear in mind that drying clothes on radiators will put additional moisture in the air and will lead to condensation. Use outside clothesline wherever possible or a drying rack inside. Heating needs to be used regularly in cold weather. If it is too cold to open your windows, wipe them daily to prevent condensation build-up turning to mould. Also bear in mind that drying clothes on radiators will put additional moisture in the air and will lead to condensation. Some rooms will have air vents above the windows which should be in the open position as often as possible.

### TOILETS

All toiletries, contraceptives and sanitary products must be disposed of hygienically in a bin and not flushed down the toilet. Only toilet paper in small quantities should be flushed down a toilet. Contact the Housing Officers (Sussex Homes) immediately if you think your toilet may be blocked. Carefully bleach each WC bowl overnight once a week or each time you go away to aid cleaning.

### BATHS, SHOWERS, SINKS AND WASH HAND BASINS

Please do not allow food residue, fat or oil to go down the sinks as this may congeal and prevent the waste water leaving your house, blocking the drains. Please ensure plugholes for baths, showers and wash hand basins are kept free of hair and other blockages as these can also cause blocked drains.

### PAY AS YOU GO METERS

When credit runs low, take card or key to nearest convenience store displaying a PayPoint Sign. Put a minimum of £10 on the card and put back in the meter. It will take a minute or two to register the new credit. Bring your receipt to Housing Services and we will arrange reimbursement to your Sussex account. If the boiler has cut out as a result of credit being allowed to run out you may be re-charged for a gas engineer's visit to re-set it.

## Health and safety

### HEALTH SERVICES

There is a medical practice located next to Lancaster House offering GP services. You will also find a dentist and pharmacy nearby.

### STD AND HIV/AIDS CLINIC

The nearest clinic is located in the Royal Sussex County Hospital, Outpatients Department, at the Claude Nicole Centre, Eastern Road, Brighton. Opening times vary and appointments can be made by calling the clinic on 01273 664721.

### MENINGITIS

The symptoms of meningococcal meningitis and septicaemia are not always easy to spot at first because they are very similar to flu. The illness may take one or two days to develop, but it can develop very quickly and sometimes the patient can be seriously ill within a few hours. The symptoms are as follows, but they may not all appear at the same time:

- being sick
- high temperature
- violent or severe headache
- stiff neck
- a dislike of bright lights
- drowsiness and lack of energy
- painful joints
- fits, and
- a rash – tiny spots or bruising under the skin, which do not turn white when they are pressed.

Should you have some or all of the above symptoms, go to the Health Centre immediately. If the centre is closed, contact Security on ext 3333 or see the

Night Porter at York House 24-hour Reception. Depending on the severity of your symptoms, we will contact an ambulance or arrange for a taxi to take you to the local hospital.

### MUMPS

Mumps is a viral infection spread by droplets and saliva through coughing and sneezing. It is less infectious than some diseases, such as rubella and chickenpox, as it requires close contact with an infected person. However, it can cause viral meningitis, permanent deafness and occasionally inflammation of the pancreas and ovaries or testicles.

Again, if you have any health concerns, contact the Health Centre, out-of-hours Security or the Night Porter at York House 24-hour Reception. We will arrange a taxi for you to go to hospital and back, just to be sure.

### SECURITY

University Security is located on the ground floor of York House (part of the 24-hour Reception). All Security staff are qualified first aiders and can respond quickly to emergencies. If requested they can provide escort facilities after dark for lone students.

### PROCEDURE FOR LOST KEYS

If you are locked out during office hours please contact the Housing Officers (Sussex Homes) in Housing Services at Bramber House. Outside of office hours you can contact York House 24-hour Reception. Arrangements will then be made to get keys to you. Please note if you are not able to collect your keys in person, a £25 callout charge may be levied. Keys will not be provided unless you can prove your identity. Keys which are provided for lockouts

must be returned within 24hrs or you will be charged for replacement

If you have lost your keys, you must report them as lost to the Housing Officers (Sussex Homes). You will be supplied with a new key and charged £50 for each replacement front door or room key.

If your keys have been stolen, you must report this to the police and get a crime reference number. You will then be issued with a replacement key by Housing Services at no charge.

### PERSONAL SAFETY AND SECURITY OF POSSESSIONS

Please be mindful of your own personal safety, both on and off campus.

Therefore, please:

- use window locks, restrictors, door chains, and peepholes where fitted. Report any fault with the above security measures to the Housing Officers (Sussex Homes) as soon as possible
- if your residence is fitted with an intercom and door entry system, please use this and do not allow access to people who are not known to you
- keep front doors locked at all times
- lock your bedroom door and close your window when leaving your room
- close your curtains at night
- mark all items of value (eg laptop computers, iPods, etc) with a unique identifier using a security pen. You can also register them on a number of security websites to enable tracking if stolen.
- exercise caution and keep to footpaths where possible, especially after dark
- if you have a car, keep it locked and check that all windows are closed. Lock any items of value in the boot where they cannot be seen

- if you have a bicycle, please make sure that it is secured in a bicycle rack
- report any incidents, should they occur, and
- do not walk on the railway line at Falmer Station as lines are live 24/7 and carry 750 volts of electricity.

Please call the emergency service on 999 if you need any assistance or notice anything suspicious.

- ensure your friends know where you are on a night out and plan how you are going to get home safely (ie book a taxi home) beforehand. Keep your wits about you and enough loose change in your pocket or purse to get home with will help you stay safe.
- don't be distracted while walking, cycling or crossing the road. Your life is more important than your smartphone! So unplug yourself and open your eyes and ears while out and about. Being aware of your surroundings and looking around you will help you avoid muggers as well as road traffic accidents.

### NUISANCE TELEPHONE CALLS

Nuisance calls can be both frightening and offensive to those who receive them. If you receive nuisance telephone calls and you consider that they are serious enough to warrant further action, you should contact British Telecom on 0800 661 441 and you will be given appropriate advice. In extreme cases, it may be appropriate to contact the police, as malicious calls are classed as a criminal offence and callers can be prosecuted. You should also contact the Housing Officers (Sussex Homes) for Sussex Homes who will also be able to advise you.

British Telecom advice for dealing with malicious calls is:

- remain calm: try not to encourage the caller with an emotional response. Remember, it's your phone and you are in control
- do not enter into a conversation. Simply put the handset down next to the phone and ignore it for a few minutes before replacing it gently
- if the caller continues to phone you, don't say anything when you pick up the handset – a genuine caller will speak first
- if the caller doesn't say anything, don't try to get them to speak – just replace the handset gently if no one speaks
- never give out any details about yourself unless you are absolutely sure you know and trust the caller.

### ACCIDENTS

In the event of a serious accident you should call the emergency services on 999 which is free from any phone. Please contact the Housing Officers (Sussex Homes) at your next convenience so that an incident/accident form can be completed, which a Health and Safety Advisor will investigate and follow up if necessary.

### BANNED EQUIPMENT

The University Safety Committee has banned the use of 3-way adaptors, portable radiant electric fires, gas and liquid fuel heaters, chip pans, candles, incense, shisha pipes and joss sticks in the residences, as all these items have caused fires in the past. It is also against policy to store or keep combustible materials such as petrol, paraffin etc in residences – if found they will be removed.

### ELECTRICAL SAFETY

To ensure the safety of personal electrical items such as computers, hi-fi, hairdryers, toasters we will arrange for them to be electrically tested. If you have electrical items please ensure they are tested before you bring them onto campus. We will make you aware of any items that fail its test and arrange for its safe disposal. We will remove from site any items we believe to be unsafe.

Please follow these simple guidelines:

- ensure that all plugs are wired correctly, (ie with the plastic casing of the wire held firmly by the cord grip). Also ensure that all wires and cables are in good condition
- adaptors should not have a trailing lead and should not be overloaded
- 3-way adaptors are banned from the residences. Any 3-way adaptor found will be removed and the student will be supplied with a 4-gang adaptor instead, for which a charge will be levied
- No two-pin or other non-UK plugs to be plugged into the sockets
- you should not modify or interfere with electrical equipment.

UK voltage is 230 with an AC of 50Hz, most universal adapters work for laptops, iPhones, iPads etc. An adaptor can be purchased from the Students Union Shop in Falmer House. Most US appliances run on 120 volts and alternate a 60Hz i.e. hairdryers, shavers and hair straighteners and will not work with a regular adaptor so you will need a mini transformer as well. If you find you trip the electric circuits when using any equipment, please inform the porter so that the trip switch can be reset and do not use the appliance again unless you have the correct adaptor or transformer.



## FIRE SAFETY

It is important to know what to do in the event of fire. Notices explaining what to do in the event of fire are prominently displayed in the hallway of your house. Fire exits and escape routes (ie landings and corridors in the residences) must be kept clear at all times.

### WHAT TO DO IF YOU DISCOVER A FIRE

1. Call 999 to contact the Fire Brigade.
2. If you are trained to use a fire extinguisher and/or can tackle the fire without personal risk, then do so. Always remember to leave yourself a clear escape route should the fire get out of control.
3. If someone's clothing catches fire, get them to lie down as quickly as possible to prevent them breathing in the heat and smoke. Roll them over in blankets, coats or a fire blanket from the kitchen to smother the flames.
4. If you cannot extinguish the fire, ensure the door of the room where the fire is has been closed. This will contain the fire and prevent the smoke entering the halls, corridors or stairways, which other people may be using to escape.
5. Leave the building and move to your nearest assembly point. Notify the Security team of the reasons for the activation if known and await further instruction.

### WHAT TO DO IF YOU HEAR AN ALARM

1. Leave the building, if possible, closing all doors and windows behind you, and go to the building control point. Please note whether your housemates and/or guests have vacated the building. If anyone is missing, report this to the Fire Brigade when they arrive. Under no circumstances should you re-enter the building until the alarm has stopped sounding and it is

safe to do so. Do not stop to collect personal belongings.

2. Telephone 999 and advise them of your location and cause of the fire if known.
3. If you cannot leave your room because the corridor is full of smoke, the safest thing to do is to go back into your room, shut the door and place a wet towel or blanket at the base of the door. Next, go to the window and try to attract attention. Do not break the glass.
4. If you are not on the ground floor, do not get out of the window or jump. Generally, you will be in more danger from your fall than from the fire.
5. If your room becomes smoky, the air will be cleanest and coolest near the floor, so lie there until help arrives and then let them know where you are.

Remember never put yourself or others at risk – if in doubt always evacuate.

In each house there are automatically-activating fire detectors fitted. These are:

- heat detectors, activated solely by a dangerous rise in temperature, sited where there is likely to be smoke, steam or dust, eg kitchens, near bathrooms, or in workshops, and
- smoke detectors, which are much more sensitive, are sited in 'clean' areas such as bedrooms and corridors.

By far the most common reason for a fire alarm sounding is when fumes, steam or smoke from cooking activate a smoke detector. Anyone activating a detector through carelessness will not only be highly unpopular with the other residents, who will have to evacuate the building, but may also unnecessarily call out the Fire Brigade.

Therefore, in conjunction with the Fire Brigade, we would ask that you do following:

- keep kitchen doors closed when cooking. Kitchen fire doors must not be wedged open.
- use extractor fans, if available, when cooking
- if your cooking does create a lot of steam or smoke, avoid opening the kitchen door until it has dispersed
- if you burn your food, do not take it out of the kitchen whilst it is still smoking
- do not leave cooking unsupervised
- If you have a bath or shower, avoid opening the bathroom door until the steam has dissipated
- do not use aerosol sprays or anything that will create dust near a detector, and
- under no circumstances should a detector be tampered with or covered.\*

\* Students who have been found to have tampered with or covered the smoke detectors are liable for a fine of up to £250.

Should a fire alarm panel need re-setting following an alarm activation, you know the cause and it is not an emergency, please read the instructions next to the alarm panel.

## FIRE DOORS

Kitchen doors in houses are fire doors and must not be propped open at any time. Propping the kitchen door open whilst cooking will activate the smoke detector in the hallway. Some houses also have other fire doors which should not be wedged open either. These will be heavy doors with closers on.

## WINDOWS

Most windows are restricted for your safety, any room found to have the window restrictors tampered with in any way will result in disciplinary action being taken against the occupant. You will be charged for

any damage to windows due to the restrictors being forced.

Students living on the ground floor are reminded to keep their windows shut when not in their room.

## GAS

There are gas appliances in Kings Road, and many of the off campus houses and Sussex Homes. Each residence has a carbon monoxide detector - these are tested regularly. Should a detector go off, open all windows and contact the Porter or Security straight away. They will then check the detector and make sure it is a valid alarm. A contractor will be contacted and will test the boiler. Carbon monoxide is essentially unburnt gas which should be vented outside, but if it is allowed to build up in the room for a period of time it can be very dangerous. If you have concerns about the safety of a gas appliance, you should contact the Housing Officers (Sussex Homes)."

### CAN YOU SMELL GAS OR DO YOU THINK THERE'S A GAS LEAK?

The first thing to do is to make sure that you stay safe, so please:

- don't smoke
- don't light matches or cigarette lighters
- don't turn light switches or anything electrical on or off
- put out any naked flames such as candles
- open all the doors and windows
- turn off your gas supply at the meter (and leave it switched off until you're sure it's safe to turn it back on again)
- notify the Security Team immediately on 3333 or 01273 678234.

# Occupancy rules



## GUIDELINES FOR BEHAVIOUR

With so many people, many of whom are young adults all living in the same place, it is very important to set boundaries on what is acceptable behaviour; and to have procedures in place for dealing with those who do not respect their neighbours or University property.

All students are subject to the University's regulations. Breaches of your tenancy agreement could lead to internal disciplinary action. Further details can be found at [www.sussex.ac.uk/governance/1-3-3.html](http://www.sussex.ac.uk/governance/1-3-3.html)

You have signed a legally binding document detailing what is expected of you. The following are reminders of what was included:

- you are not permitted to do anything which 'may endanger the health and safety of other tenants or employees of the University', for example, tampering with the smoke detectors
- fire extinguishers and alarms should only be operated in genuine emergency situations
- the use of candles, incense sticks, shisha pipe, chip pans, 3 way electric adaptors, and trailing cables is not allowed and staff may remove such items if they are considered to present a safety risk. Items will be returned to their owner at the end of the tenancy
- fire escape routes (ie all corridors and landings) must be kept free of obstructions at all times
- you are not permitted to do anything that 'is, or may be, a nuisance or annoyance (especially by making a noise) to any other resident or any neighbours'; we therefore ask that you comply with the following guidelines:
  - no excessive noise to be audible outside your room after midnight Sunday to Thursday night.

- no excessive noise to be audible outside your room after 1am Friday and Saturday nights, (midnight in the off-campus properties), and
- consideration must be shown at all times, especially near family flats. Please note that these times are guidelines and you should not make excessive noise or nuisance at any time.

In general we ask that our tenants:

- respect others and their basic rights
- respect the property of individuals, groups and that of the University
- observe all duly established housing and University policies, procedures, regulations and standards, as well as UK laws and local bylaws
- refrain from activities that interfere with the regular operation of the residence
- present identification upon the request of an authorised University of Sussex official (eg Security, Porters, Residence Managers), and
- ensure that guests behave in a manner consistent and in accordance with the University's housing policies.

## ILLEGAL DRUGS

Do not keep, use or supply illegal drugs in our residences. You are reminded that possession of illegal drugs is a criminal offence and that possession with intent to supply is a serious offence. If we come across any drugs, we will inform Security and the appropriate action will then be taken.

## ILLEGAL DRUGS POLICY

1. The University takes all reasonable measures within its powers to discourage the use of illegal drugs among residents and guests. Students are reminded that possession of illegal drugs is a criminal offence and that possession with intent to supply is a more serious offence. It is an offence to knowingly permit illegal drugs to be used on one's premises; both staff and the University are legally bound to inform police if they become aware of illegal drugs being used on University property.
2. It is policy not to tolerate the use or possession of illegal drugs on University premises, including owned and leased housing off campus. Students found to be using, dealing or in possession of any illegal drug, including cannabis, will normally be required to leave their accommodation with four weeks' notice and will not be granted references or permitted to live in University-managed accommodation for the remainder of their time at University. Such students may also undergo disciplinary action by the University that could result in them being fined and/or excluded from University.
3. The University reserves the right to enter the common areas of the residence to carry out testing for illegal substances. The University will also inform the police of any student suspected of dealing, using or possessing illegal substances.
4. Students are reminded that the possession of cannabis is still a criminal offence.
5. Pending current legislation all current 'legal highs', at the time of writing, may fall under the category of illegal substances and will be adjudicated within the terms set out previously.

## ALCOHOL AND ANTI-SOCIAL BEHAVIOUR POLICY

1. The University recognises that moderate use of alcohol plays an enjoyable role in the social lives of many students. Abuse of alcohol by a minority can, however, be both damaging both to those students themselves and to those who live and work alongside them.
2. All incidents of anti-social behaviour will be investigated fully and students who are found to have behaved in an anti-social manner may be subject to the internal disciplinary procedures which may result in a fine, the issue of a notice to quit the accommodation, and/or exclusion from the University. Serious breaches of behaviour, including criminal behaviour, will be referred to the local police.
3. While it is recognised that major offences are often committed while under the influence of alcohol, students should be aware that the University does not regard drunkenness as reducing the gravity of such offences.

## VANDALISM

Should we need to make repairs due to vandalism, we will charge the resident responsible. Where we do not know who the culprit is and all reasonable investigations fail, the charges will be divided between the residents.

## THREATENING OR VIOLENT BEHAVIOUR

We do not tolerate any threatening or violent behaviour to another resident or member of our staff. Should you have concerns, please contact your RA or, if it is more serious, Security or the Night Porter. We encourage all students to report severe instances of threatening or violent behaviour to the police directly (via 24 hour security if on campus).

Examples of threatening or violent behaviour include:

- intimidation such as shouting or swearing
- threatening behaviour in the form of verbal, gestures and obstruction etc
- threatening letters, text messages or emails
- possession of any weapon, regardless of the lack of any overt threat to use it
- being incapable while under the influence of drink or drugs
- any unwanted physical contact
- personal insults
- racial harassment
- sexual harassment
- harassment on the grounds of disability, and
- bullying.

## NOISE

Because our residences are mainly occupied by young people living away from home for the first time, noise can be a problem. All tenancy agreements state that tenants must not do anything in the room or building which 'is, or may be, a nuisance or annoyance (especially by making a noise) to any other resident or any neighbours'. The University aims to take a robust approach towards students who persistently annoy their neighbours by making an unreasonable amount of noise, and will proceed with disciplinary action, which could result in a fine being levied, and possible eviction. For persistent offenders we may also call in Brighton & Hove Council's Environmental Health officers who have the power to impose hefty charges and confiscate equipment. If you are having problems with noisy neighbours, see page 31 for how to take action.

## SMOKING

You are not permitted to smoke cigarettes or electronic cigarettes inside residences. We ask that when smoking outside you follow the legal guidelines and remain at least two metres away from doors and open windows.

## ACCESS TO ROOFS

For safety reasons roofs are not to be accessed under any circumstances. Any person climbing onto a roof or accessing a roof through a window will be reported to Housing Services.

## SOCIAL MEDIA – PUBLIC ORDER

Please note that any gathering organised in the residence will be the direct responsibility of the hosts or tenants living in the accommodation. We discourage any type of gathering arranged via social media as these events can quickly escalate in scale and size. Any residents found to have organised such a gathering will be sent through the University discipline process for public order violations and charged for any damage, clean up and associated costs attributed to the event.

## GUIDELINES FOR HARMONIOUS LIVING

Honesty, consideration, mutual respect, discussion, compromise and understanding are key in learning to live with your housemates:

- talk to your housemates
- set ground rules
- discuss personal habits, sleeping schedules, musical tastes, needs, wants and expectations
- seek help if a difficulty does arise between housemates. Contact the Residential Advisor or the Residential Student Support Manager. They

will help to facilitate communication and attempt to bring about a resolution

- try to be accepting and understanding of alternative lifestyles
- plan in advance for overnight guests, and be considerate
- keep accurate records of all bills that you share
- replace or return something broken or borrowed
- make an effort to keep your living space clean, comfortable and pleasant. The more liveable your space is, the happier and more productive you will be
- remember: you are all equally responsible for communal cleaning.
- don't pretend that everything is fine if it's not
- don't play practical jokes. The intent may be misunderstood
- don't think problems are going to go away by themselves. Address noise complaints from the beginning, do not wait until the problem is unbearable, and
- don't leave notes taped in the kitchen or in any other conspicuous location. When an issue arises, be honest. Communication is the best way of arriving at a solution.

Where appropriate, the Housing Services team is able to offer a peer mediation service for students who seek assistance in resolving conflict or arbitration in cases where University policy has been broken (conducted by the Residential Student Support Manager). Please contact your RA in the first instance.

Your Residential Adviser can also arrange rotas to cover some household chores.

## BICYCLES

Bicycles are not allowed inside the residences for health and safety reasons. You are advised to use a sturdy chain and lock for security. Please note Bicycles are left at your own risk.

## HEALTH AND SAFETY AND MAINTENANCE INSPECTIONS

We inspect all communal areas and bedrooms once a term. Following these inspections the porter or handyman may visit without notification to carry out repairs on defects noted during the inspections. You are not required to be present for the visits, but should you have any issues that you wish to bring to our attention, just leave a note on the dining table or noticeboard, or email your building manager. All bedrooms and kitchens will be inspected and residents may be issued with a notice if it is felt that standards of cleanliness are poor.

## LANDLORD VISITS

Property owners are entitled to visit their properties to check problems or meet contractors, surveyors or agents as long as they give a minimum of 24 hours written notice via Housing Services which we will pass on to tenants. that standards of cleanliness are poor.

## GUESTS

You are allowed to have guests overnight in your room on an intermittent basis. This should be for no more than three nights in any one week.

Please note: all guests must sign the guest register available at reception. Guests can stay a maximum of three consecutive nights. You are responsible at all times for the conduct of your guests.



# Problems and complaints

## QUICK GUIDE

We hope you will not have problems or cause to complain while living in the houses but, if you do, see below for a quick guide of who to see in the first instance. If your problem is not resolved and you wish to make a complaint, please go to Housing Services and complete a complaint form or email [housing@sussex.ac.uk](mailto:housing@sussex.ac.uk). In all cases, you should receive a written acknowledgement of your complaint within five working days and an indication of what action (if any) is to be taken.

Very occasionally, you may feel that we have been unable to deal with your complaint adequately and you may wish to use the University's formal complaint procedure ([www.sussex.ac.uk/governance/complaints](http://www.sussex.ac.uk/governance/complaints)).

Your complaint would then be forwarded to the Head of Student Support who would investigate the matter independently. In order for your complaint to be properly investigated it is essential that you are specific about the cause and nature of your complaint. You should present full details, including your name and term-time address, and include all relevant documentation. You should detail what attempts you have already made to resolve the complaint, and state what remedy you are seeking.

## CODE OF PRACTICE FOR THE MANAGEMENT OF STUDENT HOUSING

The University has signed up to the Universities UK Code of Practice for the Management of Student Housing and will ensure that management practices and procedures comply with this code. The full Code is available to read online at [www.thesac.org.uk](http://www.thesac.org.uk)



PROBLEM	WHO TO CONTACT
Emergency (break in, fire, serious illness, etc)	Housing Officers (Sussex Homes) 01273 678220 Security (York House) 01273 678234 Emergency Services 999 Please note, security do not visit off-campus properties, in case of emergency always contact the emergency services directly.
Noise (from tenants)	Speak to tenant directly if you can – if that doesn't work, speak to your RA.
Noise (from University)	Housing Officers (Sussex Homes)
Harassment	Contact the Residential Student Support Team (York House), 01273 877463
Rent	Student Accounts (Sussex House) 0800 849 4979
Appeals against charges	Housing Officers (Sussex Homes)
Repairs	Porter or Building Manager
Antisocial or illegal behaviour (eg drugs)	Housing Officers (Sussex Homes) and report to Security in York House if after office hours
Allocation, transfer or termination of tenancy	Housing Services in Bramber House
Off campus internet	Housing Officers (Sussex Homes)

## Charges



In the past, it has unfortunately been necessary to charge some residents for damage or missing items, which cannot be classified as 'fair wear and tear'. Please note that the original condition of your room, which varies from area to area, will be taken into account and you will *not* be charged for any inherited defects which you note on your room inventory.

For information, the current charges are shown below:

Dirty bedroom	£100
Dirty communal area	£25 per tenant or minimum of £50*
Other cleaning	at discretion of Housing Officers (Sussex Homes)
Replacement locks	£50 towards the cost
Replacement keys	£50 for front door key £20 for mailbox or wardrobe key £50 for bedroom key
Carpet burns	£50 per small burn £60 for larger burns (ie curling tongs) £100 for large burns caused by irons etc, the cost of replacing ruined carpets**
Carpet cleaning	cost of cleaning
Damaged furniture/equipment	cost of repair or cost of replacement**
Bedding/sundry equipment***	100 per cent of current replacement cost
Decorations	at discretion of Housing Officers (Sussex Homes)
Removing rubbish	at discretion of Housing Officers (Sussex Homes)
Setting off fire alarms	£250 (for malicious calls only), plus any charges levied by the Fire Brigade
Using fire extinguishers unnecessarily	Cost of replacement or refilling
Covering smoke detectors	University disciplinary action which could lead to a fine of up to £250

\* If, after two warnings, a kitchen is still dirty, students will be charged the full cost of contract cleaners.

\*\* Costs take account of the depreciation in value of a particular item before being damaged.

\*\*\* Sundry equipment includes such items as: desk lights, lampshades, waste bins, doormat, fire blankets, kettles and kitchen equipment, irons, ironing boards, shower curtains and mats, etc.

# How to use the equipment provided

**IRON**

1. Plug the iron into a socket where you can conveniently place an ironing board next to it without obstructions or over stretching the cord.
2. When you are ready to start ironing, switch the plug on at the wall and select the temperature setting on the iron depending on the label instructions in your clothes.
3. Flatten the clothes onto the ironing board and use a smooth to and fro action to iron the item without pressing hard.
4. After completing the task, switch off and unplug the iron from the wall and leave to cool down in an upright position before winding the cord or storing.

**USEFUL TIPS**

- Check the labels on each item of clothing you are ironing and adjust the settings on the iron according to the type of fabric.
- Never place a hot iron face down on any surface other than the ironing board or you will be charged for the damage caused.

**HEALTH AND SAFETY - IMPORTANT**

- Do not use if any part of the appliance is damaged. Check that the casing and plug is intact, that there is nothing burnt onto the sole plate and that the cord is not frayed.
- Always fill the water for steam into the iron before you plug it in.
- Do not test the iron with your fingers and do not point the iron at yourself or anybody whilst using the steam function.

**ENERGY EFFICIENCY**

- Gather and prepare all the clothes you need to iron first before starting the task.
- Do not use iron on wet clothes as this will waste energy, only use on dry or nearly dry items.



**KETTLE**

1. Switch the plug off at the socket and remove the kettle from the base or unplug the power cord from the kettle and open the lid to fill the kettle to the desired amount using cold water, close the lid back completely.
2. Plug the power cord back into the kettle or place the kettle back onto the base and switch the plug back on at the wall socket and then switch the kettle on.
3. The kettle should automatically stop once water is boiled provided the lid was closed correctly.
4. Once the water has stopped bubbling, remove the kettle from the base or the power cord and pour the hot water carefully through the spout.

**USEFUL TIPS**

- Clean and rinse out the inside of the kettle and the filter regularly to remove the lime scale.
- Do not use the kettle for any purpose other than to boil clean water for beverages or cooking.

**HEALTH AND SAFETY - IMPORTANT**

- Do not put your hand in the steam as this is very hot.
- Always make sure the lid is shut tight before switching the kettle on or whilst pouring hot water.
- Do not over fill the kettle above the maximum level.
- Do not under fill below the minimum level.
- Do not immerse the whole kettle in water or get the electrical parts wet.

**ENERGY EFFICIENCY**

- Only boil the correct amount of water you need for the purpose (no less than the minimum or more than the maximum allowed).
- If the kettle is clogged with lime scale it will take longer to boil and use up more energy.



**MICROWAVE OVEN**

1. Read instructions on your food packaging or the microwave manual if you have it.
2. Place your food in the microwave on a microwavable dish or plate even if you keep it in the original microwavable packaging.
3. You can use one of the following containers to cook with:
  - oven glass
  - ceramic
  - pottery
  - heat resistant plastic
  - glass
  - microwave bags
  - boil in the bags
  - small casserole dish (used with a lid or kitchen paper).

Do not use the following:  
Metal containers or anything with a metal trim, i.e. roasting tins, saucepans, foil containers as this will cause the microwave to blow up.
4. Select the correct level and time setting and press start.

**USEFUL TIPS**

- Always clean the microwave interior after every use.
- Always use microwavable plates or containers.
- Microwave cooking and thawing can take minutes rather than hours
- Cover the food, as small items may dry out.
- It is important to remember that food continues to cook for a short time after you have removed it from the microwave. It is therefore recommended that food is allowed to sit for 1-2 minutes before serving in order to ensure that the cooking process is complete, this is called the "standing time".

- If you do not have the cooking instructions you need to determine whether you are reheating food or cooking an item from raw. Reheating takes less time than cooking from raw and you need to estimate the weight of the food as to how long you need to cook it for. If you are not sure if the item is hot enough or cooked, test carefully using a knife and fork into the centre of the food to see if steam comes or look at the colour and texture of the meat. Do not eat anything that is not fully heated or cooked, stir the food if possible and continue to cook.

**HEALTH AND SAFETY - IMPORTANT**

- Don't put metal objects or tin foil in the microwave as this will cause it to short circuit or blow up.
- Do not switch the microwave on with nothing inside it. It is recommended that you place a small cup of water inside the microwave in case it is accidentally switched on.
- The amount of food impacts on the time it takes to cook, if you are cooking large amounts make sure that it is hot throughout before consuming.
- Use microwavable lids instead of cling film as this can bubble and cause steam burns.

**ENERGY EFFICIENCY**

- In comparison to a conventional oven, microwave cooking uses up less energy and there are also less pots to wash up.





### TOASTER

1. Ensure the plug is switched on at the wall socket and place the bread into the toaster and select the setting you require using the dial. The higher the number on the dial the longer the bread will be toasted and the darker it will be.
2. Push down the lever to begin toasting. Use the cancel button to stop toasting at any time (i.e. do not try to force the lever back up).
3. Once the bread has popped up remove it safety by pushing the eject lever upwards to elevate the bread more, do not put your fingers or any other utensil inside the toaster.

### USEFUL TIPS

- Clean the removable crumb tray regularly to prevent build-up of crumbs that may burn and set off fire alarms.
- You can toast other products such as bagels, pitta bread and tea cakes but you must make sure that the items are cut to size if they are too big to fit the slots, otherwise they will get stuck and burn.

### HEALTH AND SAFETY - IMPORTANT

- Never place any metal objects into the toaster to remove any food items that have got lodged inside, this can potentially cause electric shock. To remove an item stuck in the toaster, unplug it from the wall and use a utensil that does not conduct electricity (i.e. plastic) to pull it out gently or shake the toaster gently upside down.
- Always refer to cooking guidelines and do not overcook anything as this can lead to smoke detectors being triggered or fires, never leave any cooking unattended.

### ENERGY EFFICIENCY

- Using an electric toaster to toast bread is more energy efficient than using the grill in your oven as this takes a long time to heat up.

### VACUUM CLEANER

1. Unwind the whole length of the power cord and plug it into a conveniently located socket and clear the area you will be vacuuming.
2. Make sure all hose attachments and the brush head are secure and there is a bag in the machine before you switch it on at the wall socket and at the machine.
3. Vacuum using a smooth to and fro action, DO NOT press down onto the floor and do not run over the power cable with the appliance or the brush head.
4. Once finished, switch off at the machine and wall socket and unplug machine. Wind the cord in or around the machine making there are no kinks or knots.

### USEFUL TIP

- If the vacuum stops working efficiently, let the porter know as the bag may need replacing (in off campus properties you need to replace the bag yourself).

### HEALTH AND SAFETY - IMPORTANT

- Do not attempt to vacuum liquids as this can cause the machine to blow or cause an electric shock. If you have vacuumed liquid you must report it to the porter straight away and do not let anyone else use the machine.
- Do not attempt to vacuum sharp debris or large debris as this can cause the machine to block up or malfunction.
- Make sure you unwind the whole length of cable before vacuuming or it will overheat and cause the machine to trip out a fuse.

### ENERGY EFFICIENCY

- Make sure the bag is not full otherwise the machine will be less efficient and will take longer to vacuum the debris and overheat the machine.

### FRIDGE AND FREEZER

1. Store your food according to whether it requires chilling or freezing. Always close the door fully after each use.
2. Adjust the temperature dial according to the level of coldness you require. The dial usually needs to be turned up fully (coldest) in the height of summer.
3. Store vegetables and undressed salads in the drawers provided as these will keep fresher in these.
4. Always discard old or rotting food and clean the shelves regularly.

### USEFUL TIPS

- The fridge/freezer will only remain cold when switched on at the plug.
- Always clean inside your fridge to keep it hygienic – Christmas and Easter vacations can be good times to defrost and clean the fridge/freezer.
- Keep a 2 inch space at the back of the fridge or freezer to allow the air to circulate otherwise the food will not remain cold.
- Don't allow ice build up in the freezer as this may cause the trays or drawers to break.

### HEALTH AND SAFETY - IMPORTANT

- Do not overload the fridge as this will prevent enough cold air to circulate which causes condensation to build up leading to leaks and also "warm" spots, which will not keep your food fresh.
- Discard any food that has gone off, pass their sell by date or if there is unusual mould forming as they can cause food poisoning.
- Do not contaminate raw meats with cooked food or vegetables, it is better to place raw meats on the lower shelves so that blood or liquids do not drip onto food below.

### ENERGY EFFICIENCY

- If the fridge or freezer is near empty, you can save energy by inserting some empty cardboard boxes to take up the space where normally the cold air will need to fill.

- Try to avoid opening and closing the door to stop warm air getting in and do not put warm food into the fridge, wait until it has totally cooled down first otherwise this will use up more energy.
- To save energy you can defrost frozen food in the fridge compartment earlier so that the cold air can be used to cool the fridge.

### COOKER (OVEN/HOB/GRILL)

The majority of cookers are electric but there are some gas cookers in some of the off campus properties.

### ELECTRIC COOKERS

1. Select the correct cooking pan or pot and place it on the ring best suited for the size.
2. Switch on the socket at the wall and switch the ring on by turning the corresponding control knob to the desired setting, normally ranging from 1-6, 1 being the lowest and 6 being the highest temperature.
3. After cooking always remember to turn the knobs off and switch off the appliance at the wall socket.

### GAS COOKERS

1. Select the correct cooking pan or pot and place it on the gas ring best suited for the size.
2. Press in and turn the control knob to its maximum setting and hold down whilst lighting the gas. You can either use the self ignition on the cooker by pressing it until you here the clicks or you can use a hand held igniter or a match. Continual to press the control knob down and click the ignitor until the gas lights. Then hold the control knob down for a few seconds till the flame is steady and stays on.
3. After the flame is lit you can adjust the flame size up or down depending on the temperature you require. After cooking has finished turn the knob off fully and leave off

USEFUL TIPS

- Always clean the oven and the hob after every use (whilst cooker is cold and is switched off).
- Do not try grilling or roasting anything without a baking tray or tin.
- Do not return a pot or pan back to the hob if it is empty as the electric ring may still be hot and burn the remaining food.

HEALTH AND SAFETY – IMPORTANT

- Always turn the cooker off once you have finished cooking, switch off electric cookers at the wall socket as well.
- Do not use chip pans on the hobs as they represent a high fire risk.
- For Gas cookers, always turn the controls off as soon as there is no flame as gas will still be emitted, and always make sure there is nothing obstructing the oven flame or that the flame guard has not fallen into the flame.
- If you can smell gas, you must turn all the control knobs off, open all windows in the immediate area for ventilation and make sure you and your housemates evacuate the property immediately.
- If there is a gas leak, you must open all windows in the immediate area for ventilation and make sure you and your housemates evacuate the property immediately. Call Southern Gas Networks on 0800 111 999 or notify the Housing Officers (Sussex Homes) or Security Office 01273 678234 straight away.

ENERGY EFFICIENCY

- Only use the correct ring for the pan size, putting a small pan on a large ring will waste energy.
- Use a lid to cover your pans to speed up the cooking process. About a minute or two before your food is ready you can switch off the electric ring as the element will retain a lot of heat.
- Boiling water in a kettle uses a third of the energy used if you were boiling the same amount of water on the electric hob so it is more energy efficient to transfer boiled water into a saucepan for cooking.

COOKER HOOD AND EXTRACTOR FANS

Not all residences have extractor fans for removing cooking fumes, some off campus residences have them and models vary.

COOKER HOODS

1. Ensure that the switch labelled **Cooker Hood** is switched **On** at the wall socket. The light on the top of the switch will turn on.
2. Pull out the cooker hood door using the handle. There should be switches inside on the control panel with the different settings, one maybe for the light and the others are for the fan which may have a choice of varying speeds.
3. Select your speed and keep switched on for the duration of your cooking.
4. Switch it off and close the door after each use.

CEILING EXTRACTOR FANS

1. Ensure that the main switch labelled **Extractor Fan** is switched **On** at the wall socket. The light on the top of the switch will turn on.
2. Pull the cord once for the slower speed and pull again for the faster speed.
3. Keep the fan on for the duration of the cooking and then switch off by pulling the cord again.

USEFUL TIP

- To prevent oil and fumes evaporating into the air use a lid or oil splatter guard over your pan.

HEALTH AND SAFETY – IMPORTANT

- Beware of dripping oil from the unit, this means that the filter is full and needs renewing so notify Housing Services.

ENERGY EFFICIENCY

- Extractor fans are used to eliminate food odours and extract oil particles from the air. If your cooking has no oil or odours you do not need to use the extractor and it will be more energy efficient to open a window to let steam out.

ELECTRIC COOLING FAN

1. Plug the fan into a socket where you can conveniently place it on the floor or on a table without over stretching the cord or causing a trip hazard. Leave a clear space all around it.
2. Point the fan towards the centre of the room and move anything that is obstructing the front.
3. Switch the plug on at the wall and turn the fan onto the desired fan speed. Some fans may oscillate too, if you choose this setting, move anything out of the way from the direction of flow.

USEFUL TIPS

- Close the blinds or curtains to keep your room cool during the day.
- Open windows and doors to let air ventilate the room.

HEALTH AND SAFETY – IMPORTANT

- DO NOT cover the fan or place any objects in front of it whilst in use.
- Do not use the fan if the safety guard is loose or off, if so, return it to the porter.
- Do not hold the fan but place it on a clear flat stable surface.

ENERGY EFFICIENCY

- Switch off the fan when it is not required or you are not in the room for any length of time, fans are only good for cooling the immediate area, they are not like air conditioning which maintains the room temperature.

DEHUMIDIFIER

Sometimes you may be issued with a dehumidifier to extract moisture from your room. This could be following a leak or if your room is damp. The Housing Services handyman will carry out the initial set up but you will need to help manage the use of it by emptying the water from time to time.

1. Plug the dehumidifier into a socket where you can conveniently place it on the floor without over stretching the cord or causing a trip hazard.

An extension cord will be provided if necessary. Leave a clear space all around it. Since the dehumidifier draws air through the machine to remove moisture, it must be located in an area that will not hinder airflow.

2. Point the dehumidifier towards the centre of the room and move anything that is obstructing it out of the way, allow at least 8 inches of space from other objects. Do not place the front of the dehumidifier next to a wall, furniture or any appliance.
3. Switch the plug on at the wall and turn select the correct settings on the appliance. The lower the humidity setting, the more moisture is removed from the air. If the sensor detects higher humidity in the air than the setting requires, the dehumidifier will turn on. Once the room humidity dips below the setting level, the machine will turn off.
4. In addition, some dehumidifiers have a continuous option. When you choose the continuous option, the dehumidifier will run constantly.
5. As moisture is removed from the air it collects in the water tank located in the front of the machine. Once the water level is at a certain level, the dehumidifier will stop running. To empty the water tank, switch the machine off, slide the tank out from the front of the unit and pour the contents in a sink. Slide the empty water tank back into the dehumidifier and switch back on to resume normal operation.

USEFUL TIPS

- The Housing Officers (Sussex Homes) or handyman will return to your room periodically to check on progress and remove the dehumidifier when the drying process is complete.
- Close all windows and doors whilst the dehumidifier is in use to stop moisture being drawn from other areas.
- If your room has a sink/en suite facilities, make sure the sink is plugged and doors are closed.

HEALTH AND SAFETY – IMPORTANT

- Do not cover the dehumidifier or place any objects on it whilst in use.
- Do not keep the dehumidifier on whilst you are asleep as this will dry your nose and throat you may feel unwell in the morning.

ENERGY EFFICIENCY

- During the drying process do not leave glasses of water, open bottles or vase in the room as the water will be drawn from these, wasting energy..

DESK LAMP

1. Plug the lamp into a socket where you can conveniently place it on the desk or table without over stretching the cord or causing a hazard. Leave a clear space all around it.
2. Move the flexible arm and point the lamp towards the item you wish to illuminate moving anything that is obstructing the light out of the way.
3. Switch the plug on at the wall and switch the lamp on either at the base of the lamp or on the flex.

USEFUL TIP

- Energy saving bulbs may take a bit longer to reach its maximum brightness.

HEALTH AND SAFETY – IMPORTANT

- Do not cover the lamp with any material as this may catch fire.
- Do not use the lamp if anything is loose or the cord is frayed.
- Do not touch the lamp shade or bulb whilst it is on as this will be hot to the touch.

ENERGY EFFICIENCY

- Switch off the light when it is not required or you are not in the room for any length of time.
- Using energy bulbs will save energy. The lower the wattage the less energy it uses.



EXTENSION LEADS AND PLUGS

The University may provide you with an extension lead if for whatever reason they need install an temporary item of electrical equipment in your room or flat i.e. dehumidifier. We may also swap your existing 3 way adapter plug with a surge protector as these are banned as they are not safe. If this is the case we will confiscate the plug and provided you with a surge protector for a charge of £5.00.

N.B: These types of adapters shown opposite are banned from the residences and will be removed if seen on the inspections.



1. Plug the extension lead into a socket placing the unit conveniently on the floor without over stretching the cord or causing a trip hazard. Leave a clear space all around it.
2. Plug your electrical items into the unit (again without overstretching the cord or causing a trip hazard) and switch the plug on at the wall and then switch your equipment on as required. Some units have individual switches on the strip which means you can switch items on and off individually.

USEFUL TIP

- Some equipment like phone or laptop chargers still use up energy when left plugged in but not in use. You can tell if it's using energy as it will be warm/hot to the touch, the best thing to do is always unplug anything that is not in use.

HEALTH AND SAFETY – IMPORTANT

- Do not cover the unit with anything or spill water on it.
- Do not overload the unit by plugging other adaptors or extensions into it.
- Always switch the equipment off before unplugging anything.

ENERGY EFFICIENCY

- Always unplug or turn off any equipment which is not in use.

BOILER



Some University properties have separate boilers which do not run off the main district heating system. These boilers are stand alone and are used to provide either the central heating or the hot water or both.

They can either be a combination (“combi”) boiler which delivers hot water on demand or they can be a system boiler which uses a sealed hot water storage cylinder (usually located in an airing cupboard) which will have a control panel to set the heating or hot water on a timer.

If you do not have a set of written instructions and you wish to find out how to control the settings then please contact the Housing Officers (Sussex Homes) to advise you.

COMBI BOILERS

On the front of the boiler, behind a pull down flap, there is a switch that sets either:

1. The heating and hot water to be **On** – winter setting
2. The hot water only to come **On** – summer setting
3. The hot water or heating to be **Off** – do not use this setting.

Make sure you have the boiler at the correct setting. There is also a thermostatic control located next to the switch. This dial controls the temperature of the water coming out of your taps and the temperature of the water flowing around your radiators. Set this to a medium to high setting (about 70°C / 160°F) in the winter and turn it down to a medium setting ( 60°C / 140°F) in the summer when you do not have the heating on. Sometimes there can also be a timer incorporated into the controls to set the times the heating will come on and go off during the day.

SYSTEM BOILERS

Every boiler is slightly different depending on the make and model; some are similar to that of a combi boiler with the controls in the front panel. The only difference is that there is usual a separate timer and/or thermostat to control the temperature of the heating and the times that you wish the heating and hot water to come on and go off during the day.

HEALTH AND SAFETY – IMPORTANT

- If the boiler does not work for any reason, please notify the Housing Officers (Sussex Homes)
- do not attempt to disassemble the boiler unit.

ENERGY EFFICIENCY

- For the hot water the timers are set to **CONSTANT** as it is more energy efficient to keep the water at a constant temperature then to let the water go cold and keep reheating it if the water is in constant use.
- For the heating the timers are set to come on the same times as the district heating on campus to maintain energy efficiency.

If you have trouble understanding your central heating or hot water controls, check make of boiler and google instructions (if none in house). If you continue to have problems, please contact Housing Services.

ELECTRIC HEATERS (OUTER HOUSES)

Turn the switch on. Choose preferred setting. Do not cover the radiator whilst in use.

CENTRAL HEATING AND HOT WATER TIMER

The on and off times of the central heating and hot water timer is set and you should not attempt to adjust this yourselves. The hot water is set to **Constant** for constant hot water.

The heating is set to come on **Constant** as the room thermostat adjusts the temperatures at certain times of the day.



### ROOM THERMOSTATS

To reduce fuel consumption and your carbon footprint you should try to keep the room thermostat at 18°C to 20°C which is room temperature. Keep windows and doors closed to keep the warmth in. If you are too warm, turn the room thermostat down or off rather than open your windows and doors.

### RADIATOR THERMOSTATS

You can adjust the radiator thermostat up or down to heat your study bedroom to your preferred temperature. The thermostat will only operate while the central heating is timed on and the room thermostat reaches above its programmed temperature, not during the periods when the heating is off.

Turning down your radiator thermostat will not save fuel as the boiler will still be on but it just means that the heat is bypassing your room. To save energy you need to turn down the room thermostat.

### ELECTRIC SHOWER

1. Ensure that the main isolator switch is on or pull cord to turn mains on. Most of the electric showers are connected to an isolator switch which protects the electricity supplied to the appliance. This isolator (either a pull cord or a switch) needs to be switched on in order to operate the shower. Sometimes this same isolator is connected to the lighting or the electric fan in the bathroom so the isolator must be operated in conjunction with these.
2. Press the **Start/Stop** button on the shower unit and select desired temperature. The more indicators lit in the temperature display the higher the spray temperature will be. Most showers are fitted with a **User Protect** system to prevent scalding. If the water temperature is too hot the shower will switch to **Phased Shutdown**. If the shower senses that the temperature is rising too fast to prevent the spray from becoming very hot it will automatically shut off the water flow.

### TO RESET:

3. Turn the dial to cold.
4. Press **Start/Stop** and the **Low** button together, keep pressed until the shower stops. You can restart it.
5. Alternatively, pull the shower cord to **Off**, the water flow will cease immediately.



To avoid the shower shutting down, start on the **Low** setting and continue via **Medium** to **Hot**.

### SHOWER THAT IS INTEGRAL WITH THE CENTRAL HEATING SYSTEM

Some showers are built in to the central heating and boiler which means they are not operated by a constant electric supply, (ie when the hot water runs out you need to wait for about an hour before the water is heated again). These will not have an automatic shut off device but the temperature can be limited by way of a button on the control dial. The temperature of the shower is controlled by a dial which can be adjusted. The flow of water can also be adjusted. You need to wait a couple of minutes before the water reaches its constant temperature. Please ask the Housing Officers (Sussex Homes) for advice if you are unsure how to use it.

### USEFUL TIP

- On a mains fed shower it is sometimes tricky to get the optimum temperature you want. Always let the water run a while first to reach the right temperature before you get in the shower.

### HEALTH AND SAFETY - IMPORTANT

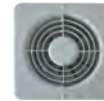
- To avoid the water being too hot always from an electric shower always turn the shower on whilst you are outside the shower until it reaches its optimum temperature before you enter.
- To avoid the water being too hot on a mains fed showers always turn the shower on whilst you are outside the shower turning the cold tap first and then gradually adding hot water until it reaches its optimum temperature before you enter.

### WASHING MACHINES

- Try not to get any of the shower unit housing wet as there are electrics inside.
- Always open a window or use the extractor fan during and after a shower to ventilate the area to prevent condensation which could lead to the growth of mould and mildew.



### SHOWER ROOM EXTRACTOR FAN



The extractor fan is usually connected to the light pull, you must leave the light on for about 30 minutes afterwards so that the moisture can be removed from the bathroom. Some extractor fans operate automatically when the air is humid so you may hear the fan running for a while after you have finished showering. This type does not require you to leave the light on.

### ENERGY EFFICIENCY

- It is more energy efficient to take showers rather than fill a bath tub full of hot water.
- Try to keep your showers short to save water and energy.

1. Place the correct load of clothes into the drum of the washing machine and close the door until there is a click. Check the maximum load limit for the machine and do not exceed this limit.
2. Place the correct amount of detergent into either the drawer or into a ball into the drum of the machine depending on the form of detergent (read the instructions on the package). Please note that some liquid tablets can be put directly into the drum of the machine and also you need to put the correct detergent type into the correct compartment of the drawer i.e. pre wash, washing powder, fabric softener etc.
3. Close the draw and door fully before selecting the correct settings for your clothes and press start.
4. When the washing has completed the cycle wait a future 3 minutes before opening the door. The door mechanism will only be released once the cycle has completely finished, do not force open the door.

### USEFUL TIPS

- Put small items i.e. socks, bras or stockings in a laundry net or pillow case before placing in the drum. This prevents items getting stuck in the mechanism.
- Separate colours and whites or synthetics and naturals according to wash programs.
- Shake each item of clothing to unravel them before placing them into the drum to make sure the clothes are washed evenly.

- Do not overload the machine as this will prevent the clothes from getting thoroughly clean and will cause the machine to break down.
- The temperature settings, types of material, spin speed and others options are displayed on the front of your machine. If you do not have the instructions and are not sure how to use the settings please ask Housing Services to show you how to use it.
- Do not force open the door of the machine, wait 3 minutes after the cycle has completed fully before trying to open it. If the door seems to be stuck or will not close, inform Housing Services.
- Please remove laundry from the washing machines once the cycle is complete so that other housemates can use the machines.

**HEALTH AND SAFETY - IMPORTANT**

- Remove any objects from pockets before washing as these may damage or break the machine and may also tear or damage clothing.

**ENERGY EFFICIENCY**

- All new machines purchased will either be A or AA rating, these are more energy efficient.
- Save up clothes to wash in one big load (that does not exceed the maximum) rather than small loads as this will save energy and water. If you have an "eco cycle" function, using this will save water and energy.
- If you are washing half a load use the half load or reduced time function.
- Spin dry the clothes at the highest speed possible for your garments so that energy can be saved from the drying process.
- Washing clothes at a lower temperature with specific detergents will save energy.

**TUMBLE DRYERS**



1. Always empty out the lint filter before and after every drying session. Drying times will vary depending on the size of your load, the types of material and how dry the items were when you put them in.
2. Place the correct load into the drum of the tumble dryer, check for maximum load limits on the machine and do not exceed this. (about half the load of a washing machine)
3. Select the correct time and temperature for your clothes and switch on. Cottons usually are on a higher temperature than synthetics.

DRYING CYCLE	TEMPERATURE
Whites and Colours (for natural fibers)	40°C
Permanent Press (for manmade fibers which has a cool period at the end of the cycle to reduce wrinkles)	40°C
Delicates (for delicates such as silk or wool)	15°C

4. After the time has elapsed wait a minute before opening the door. Repeat the drying process if clothes are not fully dry.

**USEFUL TIPS**

- Some dryers allow you to stop the program or to open the door mid cycle.
- Shake clothes loose before place in the dryer as they will dry easier than a rolled up item.
- Do not over load the machine as this will prevent the clothes from getting any hot air to circulate and water to condense.
- Hand washed garments should be wrung out thoroughly or drip dried before placing in the dryer.
- Please remove laundry from the dryers once the cycle is complete so that other housemates can use the machines.

**HEALTH AND SAFETY - IMPORTANT**

- Remove all objects from pockets.
- Metal buttons or rhinestones etc may become very hot during the drying process so be careful when removing the clothes from the dryer.
- Wait until the dryer stops before opening the door or placing hands and arms inside.
- Do not dry any shoes or trainers in the machine.

**ENERGY EFFICIENCY**

- Do not attempt to dry very wet or hand washed garments as this will use up a lot of energy.
- Hang clothes to dry on a washing line or rotary dryer, if you have them and the weather is good.
- If the clothes are nearly dry, air them on a clothes horse to dry rather than put them in for another drying cycle.

**PORTABLE HEATER**

1. For the portable heaters, plug the heater into a socket where you can conveniently place it on the floor or on a table without over stretching the cord or causing a trip hazard. Leave a clear space all around it.
2. Point the heater towards the centre of the room and move anything that is obstructing the front out of the way.
3. Switch the plug on at the wall and turn the heater onto the desired heat setting. Some heaters may oscillate too, if so, move anything out of the way from the direction of flow.

**USEFUL TIPS**

- Some portable heaters have a cool fan setting for the summer.

**HEALTH AND SAFETY - IMPORTANT**

- DO NOT cover the radiator/heater or place any objects in front of it whilst in use.
- Do not keep switch on for long periods of time during the night whilst sleeping as this will dry out the air and dehydrate you.

**ENERGY EFFICIENCY**

- Switch off heater when you are away for a long length of time or turn down low to keep an ambient room temperature.
- Keep windows and doors closed to contain the warmth.



## HOW TO USE THE EQUIPMENT PROVIDED

### CARBON MONOXIDE DETECTOR

A carbon monoxide detector will be installed anywhere where there is a gas appliance present. The models vary, some can last up to 5 years but all are checked every 3 months for operation.

1. To test the detector you press and hold down the test button until the unit starts to sound. The beeping should last a few seconds which means it is working fine. If it doesn't sound then notify the Housing Officers who will test and replace it as necessary.
2. If the detector starts to beep intermittently this means that the battery is running out, notify the porter who will change it for a new one.
3. If the carbon monoxide detector is sounding continuously you must open all windows in the immediate area for ventilation and make sure you and your housemates evacuate the property immediately. Call Southern Gas Networks on 0800 111 999 or notify the Housing Officers (Sussex Homes) or Security Office 01273 678234 straight away.



### UPLIGHTER LAMP

1. Plug the uplighter lamp into a socket where you can conveniently place it on the floor without over stretching the cord or causing a trip hazard. Leave a clear space all around it.
2. Switch the plug on at the wall and switch the lamp on either at the base of the uplighter or on the flex.

### USEFUL TIP

Energy saving bulbs may take a bit longer to reach maximum brightness.

### HEALTH AND SAFETY IMPORTANT

- Do not cover the lamp with any material or place touching the curtains as this may catch fire.
- Do not use the lamp if anything is loose or the cord is frayed.
- Do not touch the lamp shade or bulb whilst it is on as this will be hot to the touch.

### ENERGY EFFICIENCY

- Switch off the light when it is not required or you are not in the room for any length of time.
- Using energy bulbs will save energy. The lower the wattage the less energy it uses.



## Useful telephone numbers

<b>Housing Services</b>	01273 678220 (open Mon-Fri 10am-4pm)
<b>91 Lewes Road</b>	01273 690405 (open Mon-Fri 10am-4pm)
<b>Health Centre</b>	Appointments 01273 249049 24-hour emergency line 01273 687728
<b>Counselling Services</b>	01273 678156
<b>Students' Union</b>	Reception 01273 678555 Welfare services 01273 877038

### HELPLINES

<b>Alcoholics Anonymous</b>	0845 769755	<b>AIDS and Sexual Health Helpline</b>	0800 137437
<b>National Drugs Helpline</b>	0800 776500	<b>Police</b>	0845 6070 999
<b>Royal Sussex County Hospital</b>	01273 696955	<b>Samaritans</b>	01273 772277
<b>Victim Support</b>	01273 234009		

### IN ALL EMERGENCIES

In an emergency please call 999 directly and provide information about the emergency and the location (eg room number and building).

ON CAMPUS	INTERNAL	EXTERNAL
Emergency	3333	01273 873333
Emergency Stanmer Court only	25999	10273 678938
Non-emergency	8234	01273 678234
If the above numbers do not answer immediately	999	999

THERE ARE EMERGENCY TELEPHONES LOCATED AROUND THE CAMPUS (IDENTIFIABLE BY A FLASHING BLUE LIGHT), WHICH CAN BE USED AT ALL TIMES TO SUMMON ASSISTANCE.

### OUT-OF-HOURS NON-EMERGENCY INCIDENTS

(EG SERIOUS REPAIRS SUCH AS FLOODING, POWER FAILURE, EXCESSIVE NOISE, LOCK-OUTS, ETC)

There is always a Duty Porter and Security Officers available at the 24-hour Reception and Security Office in York House.

Duty Porter (on campus)	01273 678323 (24 hours)
Security Office	01273 678234 (24 hours)





NORTH

0 50m 100m

### Main buildings

49	Accelerator Building	Health Centre	6
41	Asin Sekki	Institute of Development Studies (IDS)	19
22	Arts A	John Clifford West	35
18	Arts B	John Maynard Smith	47
17	Arts C	Jubilee Building	45
28	Aurindel	Jubilee Lecture Theatre	15a
60	Asa Briggs (A1 and A2) Lecture Theatres	The Keep	20
21	Ashtown House	Library	20
56	Aterborough Centre	Mantel	32
31	Boiler House	Meeting House	53
13	Bramber House	Pevensey I	52
45	BSMS Research	Pevensey II	50
46	BSMS Teaching	Pevensey III	26
24	Chichester I	Richmond	29
25	Chichester II	Stawcross	23
27	Chichester III	Silverstone	16
51	Chichester Lecture Theatre	Sport Centre	57
58	Childcare Centre	Sussex Health Outcomes Research and Education in Cancer (SHORE-C)	37
39	Clinical Imaging Sciences Centre (CISCO)	Sussex House	54
12	Essex House	Sussex Innovation Centre	44
55	Falmer House	Sussex Centre for Language Studies	22
36	Falmer Sports Complex	Thermo-Fluid Mechanics	43
43	Freeman Building	Research Centre (TFMRC)	40
33	Friston	Research Centre	38
30	Fulton	Traford Centre	38
48	Genome Centre	Visitors' car park	VP
34	Hastings		

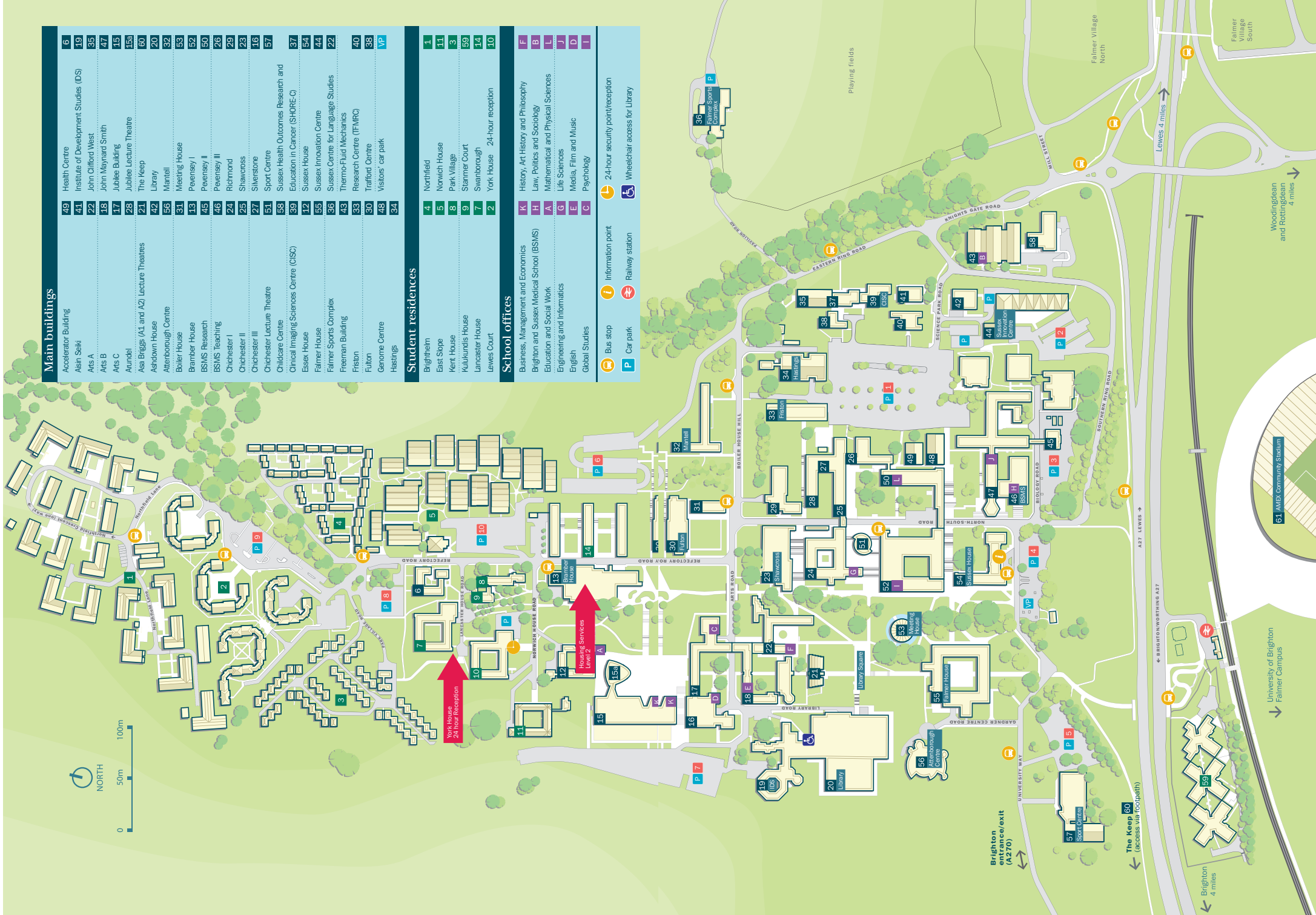
### Student residences

4	Brightfield	1	Norfield
5	East Slope	11	Norwich House
8	Kent House	3	Park Village
9	Kukundris House	59	Stanner Court
7	Lancaster House	14	Svenborough
2	Lewes Court	10	York House 24-hour reception

### School offices

K	Business, Management and Economics	F	History, Art History and Philosophy
H	Brighton and Sussex Medical School (BSMS) Education and Social Work	B	Law, Politics and Sociology
L	Engineering and Informatics	L	Mathematical and Physical Sciences
A	English	G	Life Sciences
E	Global Studies	E	Media, Film and Music
C		C	Psychology

- Bus stop
- Information point
- 24-hour security point/reception
- Car park
- Railway station
- Wheelchair access for Library



York House 24-hour Reception

Museum Services Level 15a

Brighton entrance/exit (A270)

The Keep 60 (access via footpath)

Brighton 4 miles

University of Brighton Falmer Campus

61 AMEC Community Stadium

Woodingdean and Rottingdean 4 miles

Lewes 4 miles

Falmer Village North

Falmer Village South

Brighton 4 miles

BRIGHTONWORTHING A27

SOUTHERN RING ROAD

BIGGLEY ROAD

NORTH SLOUR

FAIRMER HOUSE

UNIVERSITY WAY

GARNER CENTRE ROAD

LIBRARY ROAD

ARLES ROAD

BOILER HOUSE HILL

REFLECTORY ROAD

LANCASTER HOUSE ROAD

ROHWICK HOUSE ROAD

BOILER HOUSE ROAD

LANCASTER HOUSE ROAD

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All photographs by Stuart Robinson.



# Fitness, sport and wellbeing

Two sites on campus  
Great value memberships  
Sports Scholarships  
Drop-in social sports  
Therapy room

HOUSING SERVICES TEAM  
UNIVERSITY OF SUSSEX  
BRAMBER HOUSE, FALMER, BRIGHTON BN1 9QU  
+44 (0)1273 678220  
[housing@sussex.ac.uk](mailto:housing@sussex.ac.uk)  
[sussex.ac.uk/accommodation](http://sussex.ac.uk/accommodation)

UNIVERSITY OF SUSSEX INFORMATION CENTRE  
91 LEWES ROAD, BRIGHTON BN2 3HZ  
+44 (0)1273 690405



[facebook.com/sussexunihousing](https://facebook.com/sussexunihousing)



IF YOU ARE VISUALLY IMPAIRED AND WOULD LIKE TO  
RECEIVE AN ELECTRONIC COPY OF THIS GUIDE,  
PLEASE CONTACT THE HOUSING SERVICES TEAM:  
+44 (0)1273 678220  
[housing@sussex.ac.uk](mailto:housing@sussex.ac.uk)

