

HOUSING SERVICES

Off campus accommodation handbook

US

UNIVERSITY
OF SUSSEX



Contents

WELCOME	3
HOUSING SERVICES	4
LIVING OFF CAMPUS	5
The off campus team	
Porters	6
How you receive your mail	
What's your address?	
Amazon Lockers	
OFF CAMPUS RESIDENCES IN DETAIL	8
WHAT DO WE PROVIDE?	10
What should you find in your room?	
What should you find in the kitchen/communal area?	
Catering packs	
Bedding	
Bedding packs	
RENT	11
CAMPUS AND RESIDENTIAL SUPPORT TEAM	12
Residential Advisors	
Residential Community Coordinators	
Campus and Residential Support Management	13
Peer Mediation	
Out of hours support	
HOUSEKEEPING	14
Cleaning	
Food safety	15
Energy efficiency	
Heating	
Water efficiency	
Lighting	16
Recycling	
Waste	
Gardens	
Pest control	

GENERAL INFORMATION

Eduroam
Internet (not Kings Road)
Telephones-off campus
Televisions
Insurance
Email
Home deliveries
Storage
Moving out
Building works
looking for accommodation for next year
End of tenancy
Accommodation available over the summer

TRANSPORT INFORMATION

General
Parking
Trains
Buses
Cycling
Road safety

MAINTENANCE

Repairs
Condensation
Toilets
Hot water and heating
Sinks

HEALTH AND SAFETY

Health services
Security
Night Porter
Procedure for lost keys
Personal safety and security of possessions
Nuisance telephone calls
Emergencies
Banned equipment
Electrical safety
Fire safety

18 Fire doors 30
Windows 31
Safety testing
Gas

OCCUPANCY RULES 32

Guidelines for behaviour
Illegal drugs policy 33
19 Alcohol and anti-social behaviour policy
Vandalism
20 Threatening or violent behaviour 34
Bicycles
21 Noise
Smoking
Access to roofs
22 Social media – public order
Guidelines for harmonious living 35
Health and Safety and Maintenance inspections
Guests

23 PROBLEMS AND COMPLAINTS 36
Quick guide
Code of Practice for the Management of
Student Housing
24

CHARGES 38

Compensation policy

25 HOW TO USE THE EQUIPMENT
PROVIDED 40

26 USEFUL TELEPHONE NUMBERS 56

EMERGENCY TELEPHONE NUMBERS 57

27 INDEX 58

28 CAMPUS MAP 59

MAP OF KINGS ROAD 60

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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. Housing Services 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 a swap list at the start of the term and will do our best to assist you with this.

Housing Services is located in 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.

Housing Services

HOUSING SERVICES

The Housing Services team are responsible for the allocation and charging of all of the University's accommodation, both on and off campus. Residential buildings are maintained by Sussex Estates and Facilities LLP (SEF).

The Residences Manager has overall responsibility for the residences and each area has its own Building Manager. The Building Manager is supported by a porter, housekeeping supervisor and a team of housekeepers. The Housing Services team in Bramber House 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 page 12 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 or email 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 Kings Road and the other smaller houses (off campus refers to all our properties located in Brighton).

THE OFF CAMPUS TEAM

The off campus accommodation comprises approximately 208 student study bedrooms, 124 in our larger Kings Road residence and 84 in our other off campus properties including four family flats, four two-bedroom flats and the rest sharing in larger houses.

All study bedroom doors can be locked and all keys are security coded, meaning they cannot be copied at locksmiths. All study bedrooms and some communal areas have internet (Eduroam) connections and telephone points. It is also possible to connect to the internet wirelessly. Instructions on how to connect and use both systems are available from your Porter.

*(Based at Kings Road and Stanmer Court)

USEFUL TELEPHONE NUMBERS, EMAIL ADDRESSES AND RESIDENCE POSTCODE

	INTERNAL EXTENSION	UNIVERSITY EXTENSION	EMAIL
Porter		01273 323549	
24-hour Security Office	8234	01273 678234 (24 hours)	
Building Manager		01273 678344	Offcampus@sef.fm
Housing Services	8220	01273 678220	housing@sussex.ac.uk

LIVING OFF CAMPUS

PORTERS

The Day Porters' hours are Monday to Friday **8am-12 noon**. They are available to report maintenance faults to and collect mail from. They are an excellent first point of contact and will help wherever possible. We have a part time handyman on site most afternoons for minor repairs.

The Manager is responsible for the portering, cleaning and general maintenance of the site. Please go to see them with any problems you might have, and they will do whatever they can to help.

There is a night porter on duty seven days a week from 8pm-8am, should you need to report any problems such as faults that cannot wait until the Day Porter is back on duty.

HOW YOU RECEIVE YOUR MAIL (KINGS ROAD ONLY)

The mail is usually delivered throughout the day by couriers and your Porter will place your mail into your residence mailbox when available. Although many private delivery companies deliver all day until 6pm. Please remember that everyone in your flat has access to your mail box, so make sure you have discussed whether you are happy for them to pick up your mail. We strongly advise that no money is sent through the post as we cannot be held responsible for items that do not arrive. If you have any important items being sent to you, please use registered post. If the Porter receives any registered mail or packages, he will keep them secure and will place a slip in your mailbox to let you know. Please then bring your ID to your Porter who will get you to sign the mail book and hand you your registered post or package.

WHAT'S YOUR ADDRESS?

To make sure you receive your mail or packages please use the address for your off campus residence as noted overleaf with your full name, room number and postcode. For those living in Kings Road please use the following address with your flat number added:

Kings Road Residence, 51-53 Kings Road,
Flat (your flat number, eg 3A), University of Sussex,
Brighton, East Sussex BN1 1NA

AMAZON LOCKERS

The lockers are located on campus in the lobby of Lancaster House, the corridor of the reception block in Northfield and at Park Village, outside opposite the laundrette.

To use them, you will need to add these to your Amazon address book and to do so, please navigate to www.amazon.co.uk/findalocker and search for your preferred delivery location by entering the postcode or name. below

- Lancaster House locker name is Suber or search by postcode BN1 9RU
- Northfield locker name is Lyrik or search by postcode BN1 9QU
- Park Village locker name is Velour or search by postcode BN1 9RH
- There is an option of choosing the Post Office in Bramber House as a pick up point during working hours as well.

You will have three business days to pick up your parcel although it would be great to do it the same day where possible to free up space and for info, you can use the lockers to return items to Amazon in some instances as well.



VEGETARIAN
SHOE

Assorted
CHOCOLATE
CANDIES
AVAILABLE
HERE



CHOCOLATES
&
CANDIES

VANILLA
CHOCOLATE
PEANUT BUTTER
CANDIES
AVAILABLE

1/2 LBS
\$10.00 EACH
\$15.00 PER LBS

Off campus residences in detail

All the off-campus properties are in areas of Brighton and Hove that are popular with students, and most are within a short distance of shops, pubs, clubs and the beach.

			
HOUSE	18 CLIFTON ROAD	14 AND 49 FLORENCE ROAD	51-53 KINGS ROAD
NUMBER OF BED SPACES	8	21	124
NUMBER OF STUDENTS SHARING BATHROOMS/ KITCHEN	2	4-11 (3 shared rooms)	3-6
NETWORK ACCESS? *	Yes, wireless connection	Yes, wireless connection	Eduroam
EN-SUITE?	No	No	No
COMMUNAL AREA?	No	Yes	No
OTHER INFORMATION	Washing machine in each flat No washbasins in rooms	Laundry facilities in property TV licence provided for communal area Most rooms have washbasins	Laundry facilities in property All rooms have wash basins
POSTAL ADDRESS	18 Clifton Road Brighton BN1 3HN (Basement Flat 1, Flat 2, Flat 3, Flat 4)	14 Florence Road Brighton BN1 6DJ 49 Florence Road Brighton BN1 6DL	51-53 Kings Road Brighton BN1 1NA

*please refer to page 18

OFF CAMPUS RESIDENCES IN DETAIL



13 VICTORIA ROAD

8 AND 10
WINDLESHAM ROAD

10 AND 12
YORK AVENUE

9	21	17
3-9	3-11	3-9 (2 shared rooms)
Yes, wireless connection	Yes, wireless connection	Yes, wireless connection
No	No	No
Yes	Yes	Yes – in number 10 only
Laundry facilities in property	Laundry facilities in property	Laundry facilities in property
TV licence provided for communal area	TV licence provided for communal area	TV licence provided for communal area in number 10 only
Most rooms have wash basins	Most rooms have wash basins	Most rooms have wash basins
13 Victoria Road Brighton BN1 3FS	8 Windlesham Road Brighton BN1 3AG 10 Windlesham Road Brighton BN1 3AG	10 York Avenue Hove BN3 1PH 12 York Avenue Hove BN3 1PH

What do we provide?

When you arrive you will find a room inventory. You will need to check through the inventory, sign it and return it to the Porter. When you move out, you will be charged for anything that is missing or damaged. Please leave the room as you found it.

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
Pinboard (Kings Road)
Internet point (Eduroam in Kings Road). The outer houses have one central point where the tenants can connect wirelessly
Telephone (Kings Road)

WHAT SHOULD YOU FIND IN THE KITCHEN/COMMUNAL AREA?

Oven and hob
Fridge freezer
Laundry facilities
Kettle
Toaster
Microwave
Iron and ironing board
Vacuum
Dining table and chairs

General instructions on how to use the equipment are contained later in this handbook.

CATERING PACKS

Should you require cooking utensils and crockery, you can buy a self-catering pack from the Kings Road Porter for £40. 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. Subject to availability.

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 your Porter for £38, contains a flat sheet, duvet and duvet cover, pillow and cover. They are yours to take with you at the end of the year. Subject to availability.



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 on 0800 849 4979 to give them your payment details or email studentaccounts@sussex.ac.uk. (Students at the Brighton and Sussex Medical School should telephone 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
- telephone service (excluding external call charges)
- bedroom contents insurance
- cleaning of communal areas
- 24-hour porters service in defined areas
- residential welfare support.



Campus and Residential Support Team

The Campus and Residential Support team (CRS) manages the behaviour, welfare and critical incidents for all students on campus or living in University managed accommodation. The team provides 24 hour pastoral care support and provides or coordinates welfare support both internally (alongside counselling services, Student Life Centre, Student Support Unit and International Student Support) and in partnership with external support services (NHS, adult social care services, local hospitals, campus GP Surgery). CRS works extremely closely with both Housing Services and Building Management teams (SEF). The team includes:

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.

RESIDENTIAL COMMUNITY COORDINATORS

The RCCs are a team of recent graduates who are trained to provide welfare support to residents and assist in the co-ordinating the Residential Advisors and social activities, social media and the general running of the Residential Support scheme. Each residence will have a designated Residential Community Coordinator (RCC) who will coordinate RA responsibilities in that area. The RCCs are available via the Campus and Residential Support desk located in York House from 10am to 10pm Mon – Fri throughout the year. The RCCs also provide out of hours crisis support as outlined below.



CAMPUS AND RESIDENTIAL SUPPORT TEAM

CAMPUS & RESIDENTIAL SUPPORT MANAGEMENT

The Head of Campus & Residential Support, along with the Residential Support Managers and the Campus Support Officer, works with colleagues and external partners to provide a continuum of support from across the University. The Residential Support Managers manage the day to-day running of the Residential Advisor scheme and can be contacted for additional welfare support if needed. The Campus & Residential Support Team is located in York House and can be contacted at campus-support@sussex.ac.uk

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 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: [sussex.ac.uk/campus-support](https://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.

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.

To find out more visit:

www.sussex.ac.uk/campus-support/



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 weekly. 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 and bathrooms are left in satisfactory and clear condition with all rubbish removed
- 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 letter 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
- cotton wool and tissues must be put in the wastebin
- 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 Blu-Tack or white tack with caution, and completely remove it at the end of your tenancy, taking care not to damage the walls.

You may be charged extra after your stay for redecoration if the room is damaged.

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 house, flat or room is left in an unsatisfactory state, for example in which the housekeepers are unable to do their job without moving your possessions, the Housekeeping Supervisor will leave an improvement notice. Should we find that there has been no improvement the following week, the Manager will send a final warning notice. This will state that we will remove our cleaning service and replace it with cleaning contractors should the condition of your house or flat not improve. The cleaning contractors will be instructed to clean your house or flat and do the washing up, payment for which will be passed onto you.

We do, wherever possible, keep the same housekeeper for each house or flat; with your assistance they will help keep your house or flat clean and tidy. We expect our staff to treat you with respect and be treated with respect in return. Should you have any complaints regarding housekeeping staff, these should be made to the Building Manager.

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, however we will try to keep interruptions to a minimum. Please note that in some of the off campus properties we use a contract cleaning company.

Should you feel that any complaint has not been

HOUSEKEEPING



handled satisfactorily, please visit:

sussex.ac.uk/sef/services/residences

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

We aim 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.

HEATING

The heating is provided October to 1 May and set to a timer. Kings Road residents have control of their own heating. Each valve provides a degree of control of the space heating. Can you please either turn your valve to 0 when leaving for long periods of time or 3, which is the optimum, efficient setting. The heating is switched off in line with the district heating for the buildings on campus around April/May, weather permitting and we do monitor the temperature. If there is a problem with the heating, a limited supply of electric heaters are available from the Porter, but these consume a lot of energy. Specific instructions about how to use timers can be found in your individual flat.

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
- cotton wool and tissues should be put in a waste bin rather than 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 5 seconds.

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 supply low-energy bulbs where possible, including those for desk lamps, vanity units and fridges. Please collect these from your Porter.

RECYCLING

We encourage you to reduce your consumption and recycle cardboard, plastic, tin and glass items where possible. Please check with your Porter regarding location of the recycling bins. Please do not remove the recycling bags from the flat without returning them. Any recycling left in the flat may incur charges for removal.

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 weekly. Please do not dispose of glass in the recycling bins after 9pm to avoid disturbing other residents.

Recycling for mobile phones, ink cartridges and batteries is available in all residence receptions. The recycling bins in Kings Road are situated in the top car park, for paper, plastic, tin and glass. In all other off campus properties recycling is carried out using the black boxes provided and details of the collection days can be found on **brighton-hove.gov.uk**

Please note that a charge for removal of rubbish may be added at a cost of £10 per bag.

Consult our campus recycling map for a complete list of recycling facilities on campus:

sussex.ac.uk/sef/services/sustainability/recycling

WASTE

You are responsible for removing rubbish and recycling from your bedroom and communal areas. There are large bins available in Kings Road car park for disposing of your non-recyclable waste. Bins are provided in the other houses for local rubbish removal. The rubbish is collected twice a week from Kings Road and once a week from the other properties. Please make sure that you dispose of your rubbish safely and securely inside the bin. If you leave bags of waste by the bin or leave the bin lid open, then the local wildlife will tear the bags open and leave rubbish lying everywhere. The majority of off campus properties except Florence Road do not have dustbins, therefore please place rubbish into the large black containers at the end of your street. Do not place rubbish or recycling in the yellow grit bins at any time.

Please note that a charge for removal of rubbish may be added at a cost of £10 per bag.

GARDENS

Please make sure that you keep the garden areas clear of rubbish. These areas are maintained monthly to keep the grass and weeds to a reasonable level. 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, therefore please regularly dispose of rubbish in bins provided. If you discover wildlife in your residence please report it to the Porters at Kings Road Reception. SEF may 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

EDUROAM (KINGS ROAD ONLY)

Wifi and internet facilities are provided in the residences as an off campus service rather than a residential service and is therefore not technically part of the rent.

To connect to the University wired network, a pink cable and instructions will be provided in your room. It is also possible to connect to the internet wirelessly. Further support instructions are available from the website

sussex.ac.uk/its/services/networkandstorage/networkandinternet

Further information is available from your Porter. If you have a problem, please contact IT Services Enquiries in Shawcross 1. 01273 28090 support@its.sussex.ac.uk

For those students without a computer, a 24-hour computer room is available in York House.

INTERNET (NOT KINGS ROAD)

In the other off campus houses there is wireless internet connection provided. The password will be provided on your residence notice-board. If the password needs to be changed you will be notified by email. The internet for the off-campus properties is provided by Metranet and if you experience any issues with the internet you should contact support@metranet.co.uk and note the name of the property, room number and mobile number so the engineers can contact you directly.

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.

TELEVISIONS

We do not provide TVs however smaller off campus residences have a TV licence provided for each communal area (apart from 18 Clifton Road). If you wish to bring your own TV or live stream programmes on your laptop or other electronic devices you will need to buy a 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 0800 9234041, policy number HH1152. 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 Building Manager, 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. 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 regularly.

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. They will not carry your shopping into your residence or wait if you are not at home during the allotted delivery time. To avoid a fine, please return all crates to the driver on the day of delivery and do not store them in the residences.

GENERAL INFORMATION

STORAGE

The University is unable to offer any storage provision 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.

MOVING OUT

SWAPPING ROOMS

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 your Building Manager and Porter are aware. Swapping rooms without telling Housing Services is a serious breach of your tenancy agreement (section 12). Any students found to have done so may be fined and further action may be taken.

If you are unhappy with your room allocation, you can log into Sussex Direct then click on the Admin tab then Room Swaps to add your name to the online swap list to 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

You must not 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: [sussex.ac.uk/study/accommodation/apply/policies](https://www.sussex.ac.uk/study/accommodation/apply/policies)

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. If you have a tenancy agreement until September and plan to undertake research or to return home to complete your dissertation, please note that you remain liable for rent until the end of the tenancy agreement. You have signed a tenancy agreement for a fixed period of time which means you are responsible for payment of rent until expiry of the tenancy agreement.
4. 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:

5. Go to Housing Services to complete a termination form, giving at least 4 weeks' notice before the date you plan to move out.

GENERAL INFORMATION

6. Ensure that you inform your contacts of your change of address as any mail received after you move out will be returned to sender.

BUILDING WORKS

As part of the University's 'making the future' strategy, Sussex is undertaking a major programme of development, with new buildings for teaching, research, student residences and social activities planned. This involves both new construction and the sympathetic refurbishment of existing buildings. You may particularly wish to note that works are scheduled to continue behind Brighthelm and Swanborough with demolition of a nearby building in order to facilitate the new East Slope residence. Although disruption will be kept to the minimum possible, noise and dust are likely to affect flats to surrounding buildings from time to time.

PLANNED WORKS

As part of the ongoing process of refurbishing and upgrading of the housing stock, works may be carried out over the academic year. In all cases where works are planned residents will be advised prior to commencement. We are also required to undertake certain health and safety works and servicing when access to your room may be required. Again, in such cases, advance notice will be given prior to the start of the work. Such operational work is undertaken by SEF on behalf of the University. Your building management team are part of SEF and work with the University to make your time in residence as pleasant as possible.

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 the Spring of that academic year. 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, sussexstudentpad.co.uk, lists properties registered with local landlords. More information can be found at sussex.ac.uk/study/accommodation/off-campus/private-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.
- organising a Housing Fair in February, providing help and advice from various organisations involved in living in the private sector
- providing a list of local letting agents and information of where else you can lookchecking over tenancy agreements for you and giving you advice about what you are signing

GENERAL INFORMATION

- 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 halls are used for conferences and other visitors. We ask that you remove all your belongings, rubbish and recycling from your room and communal areas. Please note that a charge will be made for any rubbish/ recycling that is left. We cannot guarantee that any items that are left will be stored. You will be charged for any unreturned keys or damages not noted on your inventory. Should you wish to appeal any charges then please write to the Building Manager via:

sussex.ac.uk/sef/services/residences

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 the Spring. 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

sussex.ac.uk/transport) that encourages students to use sustainable methods of transport (public transport and bicycles), instead of private vehicles.

Public transport information can be obtained from the noticeboard at the west entrance to Bramber House (adjacent to the road), the 24-hour Service Centre at York House, National Rail Enquiries (08457 484950 or **nationalrail.co.uk**), 1 Stop Travel (01273 886200), or the University website at **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. Transport Security Officers may issue fines to those who do not comply.

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 **southernrailway.com** or **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).

TRANSPORT INFORMATION



BUSES

The number 25 and 25X buses travel to and around campus every few minutes from the centre of Brighton and 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, with the furthest stop being at Northfield, 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 and 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 **buses.co.uk**

At present, most buses on the 25 route have access for wheelchair users at stops with raised kerbs. For more information contact Brighton and Hove Buses on 01273 886200 or info@buses.co.uk

CYCLING

There is a cycle lane between the centre of Brighton and Hove and the edge of Lewes and the University is located halfway along this cycle route. There are more cycle lanes within Brighton and 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 **sussex.ac.uk/sef/services/transport**

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

Sussex Estates Facilities LLP (SEF) are responsible for maintenance, repair and daily operations of the residences. Response times are provided here:

sussex.ac.uk/sef/services/maintenance

Report repairs to the Kings Road porter or email the Building Manager during the week. Out of hours please contact the Kings Road night porter or York House during the weekend or at night if the Kings Road night porter is not available.

The Porter will endeavour to help you and will carry out minor repairs or pass it on to the maintenance team as needed.

If you report a repair it will be assumed that you have given permission for your room to be entered to carry out the repair.

For planned maintenance, we will give you 48 hours notice via email. 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 immediately.

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. If you require an update on repairs please contact the Porter or Building Manager.

sussex.ac.uk/sef/services/maintenance

Students are reminded to put the shower hoses back and to report to the porter if shower clips are missing or broken.

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. Prevent condensation by making sure the rooms are ventilated, kitchen and bathroom ventilation fans are used and curtains kept open. 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

Some toilets are fitted with an environmentally friendly water-saving cistern, which reduces the volume of water flushed. To fully flush the toilet hold the handle down or press the button for a few seconds. All toiletry and sanitary products (including facial wipes) apart from toilet paper must be disposed of hygienically in a bin and not flushed down the toilet. Contact the Porter immediately if you think your toilet may be blocked.

MAINTENANCE



HOT WATER AND HEATING

Each of the flats in Kings Road has a boiler sited in the flat. There is a timer and a thermostat for each boiler for the tenants use in controlling their own heating. If for whatever reason the boiler fails, there is also an electric immersion function which can be turned on to heat the water and electric heaters can be distributed.

In the other houses the hot water and heading is slightly different for each house. The controls to the boiler or heating is usually locked for your safety and the Building Manager or Porter will come to set it as required throughout the year.

SINKS

Please do not pour food residue, fat or oil down the sinks as this will congeal and prevent the waste water leaving your building. Please remove any food residue or hair from the plughole.



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 Service Centre.

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

Security is located on the ground floor of York House and can be contacted on 01273 678234 for non-emergencies and 3333 or 01273 873333 for emergencies only. Security patrol the campus around the clock.

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. It is preferable to book this by contacting Security on 01273 678234 or contact them on the day if you were unable to book. Security will endeavour to help but please note if they are attending an emergency they may require you to wait if it has not been booked.

HEALTH AND SAFETY



NIGHT PORTER

There is a Night Porter located in Kings Road every night from 8pm to 8am. If there is an emergency or a problem of an urgent nature, please use him as a first point of call before trying the campus porter or security.

PROCEDURE FOR LOST KEYS

If you have been locked out during office hours you can go to the Porter at Kings Road (you will need some ID). Please note that the Kings Road porter also covers lock-outs in outer properties and therefore is not always on site. Call first to make sure someone is at Kings Road.

If you have been locked out during out-of-office hours and the Night Porter is not on duty, you can go to the 24-hour reception in York House (you will need some ID) and the Porter on duty will let you back into your room.

If you have lost your keys, you must report them as lost to the Porter. You will be supplied with a new key and charged accordingly: £20 for bedroom key, £20 for front door key, £10 for kitchen door key, £10 for mailbox key, £15 for fob/access card, £50 for replacement lock.

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 your Porter 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 and peepholes where fitted. Report any fault with the above security measures to your Porter 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
- 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.

HEALTH AND SAFETY

NUISANCE TELEPHONE CALLS

Nuisance calls can be both frightening and offensive to those who receive them. If you receive such calls, it is important that you distinguish whether the call is internal or external. A calling tone consisting of a series of long rings denotes an internal call, two short rings denote an external call. Recipients of internal calls should contact their building management team who will arrange for your telephone extension number to be changed. If the calls appear to be external 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.

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.

EMERGENCIES

In the event of a serious emergency in Kings Road you should contact the Day or Night Porter who will call for an ambulance. If this is out of Porter's hours or if you live in the outer houses you should call the emergency services on 999 which is free from any phone. Please contact the Porter or Building Manager at your next convenience so that an incident/emergency 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 and storage of 3-way adaptors, portable radiant electric fires, gas and liquid fuel heaters, chip pans, candles, deep fat fryers, 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.

No cooking equipment allowed in bedrooms.

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

HEALTH AND SAFETY

- adapters 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
- 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. If a fire alarm is activated residents must evacuate. In the case of a fire or if it is not clear what caused the alarm, the fire brigade must be called by ringing 999. In the case of a false alarm silence the panel. Outer properties have no porter available and the above applies. In both cases students must ring Security out of hours if the fire brigade has been called out. Notices explaining what to do in the event of fire are prominently displayed on the back of the door in all study bedrooms. 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. Sound the fire alarm by operating the nearest break-glass unit. The alarm warns everyone else in the building to evacuate.
2. Call 999 to contact the Fire Brigade or 999 from an internal phone in Kings Road. The off campus houses and Kings Road are not linked to the Fire Brigade so you will need to call 999 for them to attend.
3. 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.
4. 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.
5. 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.
6. 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 assembly point which is usually on the pavement outside the front of the house for all properties. Please note whether your flatmates 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

HEALTH AND SAFETY

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

2. Telephone the emergency number 999 from another flat or 999 from a mobile phone if necessary, and advise them of your location and cause of the fire.
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.

All houses have 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. This will result in a member of staff or SEF staff attending and, in some cases, also the Fire Brigade. No staff will attend in the outer properties and staff will attend in Kings Road when on site and if it is safe to do so only.

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

- keep kitchen doors and corridor doors closed when you are cooking. Doors automatically close and 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
- 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

Flat entrances, kitchen doors and bedroom doors 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.

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.

SAFETY TESTING

To ensure that the accommodation is kept as safe as possible, regular safety checks will take place. We will notify you when the tests will take place but due to the nature of the work, we will most likely give you a date and a time period as opposed to a specific appointment. All personnel including contractors will have an ID and a pass.

The following is a list of current safety tests scheduled every year:

- fire equipment tests – an engineer will check all the fire-fighting equipment, extinguishers, fire blankets and emergency lighting to make sure that it is all in date, present and in good working order
- fire alarm tests – every week an engineer will set the fire alarm off for a few seconds. This is to check that the system is working correctly by priming different locations in each building
- fixed electrical appliance testing – every five years all electrical sockets are labelled and checked for compliance
- portable appliance testing – all University equipment is tested to ensure that it is in good working order and that there are no electrical shortages or frayed cables
- gas appliance tests – if you are in a family flat, the boiler is serviced and safety-checked annually

- legionella testing – samples of water are regularly tested for legionella bacteria. Areas that are most likely to harbour the bacteria are also cleaned, e.g. shower heads
- Smoke heat detector testing.

GAS

There are no gas cookers in any of the residences however some residences have gas boilers. 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 Building Manager or Porter.

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 sussex.ac.uk/campus-support

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 pipes, 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.

OCCUPANCY RULES



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 be reported to the police and undergo disciplinary action by the University that could result in them being fined and/or excluded from University and may 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.
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 all residents in the house/flat/floor.

OCCUPANCY RULES

THREATENING OR VIOLENT BEHAVIOUR NOISE

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.

BICYCLES

Bicycles are not allowed inside the residences for health and safety reasons. Bike racks can be found in the basement carpark (Kings Road). You are advised to use a sturdy chain and lock for security. Please note bicycles are left at the owner's risk.

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 and 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 37 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 may not be accessed under any circumstances. Any person climbing onto a roof or accessing a roof through a window will be reported to Security.

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

OCCUPANCY RULES

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 flatmates:

- talk to your flatmates
- set ground rules
- discuss personal habits, sleeping schedules, musical tastes, needs, wants and expectations
- seek help if a difficulty does arise between flatmates. Contact the Residential Advisor or the Head of Campus and Residential Support. 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
- 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 Head of Campus and Residential Support). Please contact your RA in the first instance. Your Residential Adviser can also arrange rotas to cover some household chores.

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.

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 and agreement from your housemates should be sought in advance. 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 residences 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 complete the online complaints form - **sussex.ac.uk/study/accommodation/apply/policies/housing-complaints**. 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 (**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 **thesac.org.uk**



PROBLEMS AND COMPLAINTS

PROBLEM	WHO TO CONTACT
Emergency (break in, fire, serious illness, etc)	Day or Night Porter 01273 323549 Security (York House) 01273 873333 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. If noise is late at night, call the Night Porter 01273 323549
Noise (from University)	Building Manager (residence)
Network	IT Support (www.sussex.ac.uk/its/help)
Harassment	If you need emergency help contact Security. You can also speak to the RCC (York House).
Housemate disputes	Contact your RA in the first instance
Rent	Student Accounts (Sussex House) 0800 849 4979
Appeals against charges	Building Manager (residence)
Repairs	Porter or Building Manager
Antisocial or illegal behaviour (eg drugs)	Building Management Team (residence) and report to Security in York House if after office hours
Allocation, transfer or termination of tenancy	Housing Services team in Bramber House
Off campus internet (not Kings Road)	Email support@metranet.co.uk and provide property address, room number and mobile phone number

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/house, which varies from residence to residence, 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 (a minimum charge of £5 applicable to call charges and any appeal regarding key charges must be made within 30 days after tenancy ends)

Dirty bedroom	£40
Dirty communal area	£100 plus £10 per bag of rubbish
Other cleaning	at Building Manager's discretion
Replacement locks	£50 towards the cost
Replacement keys	£20 for front door key, £10 for mailbox or wardrobe key, £20 for bedroom key, £15 for carpark card, £15 for fob
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
Contract clean	£100 after third warning
Damaged furniture/equipment	cost of repair or cost of replacement**
Bedding/sundry equipment***	75 per cent of current replacement cost
Decorations	at Building Manager's discretion
Removing rubbish	£10 per bag of rubbish
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.

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, personnel sent to a more urgent job, or intermittent faults that keep recurring.

sussex.ac.uk/study/accommodation/apply/policies/housing-complaints

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 the Sussex Estates and Facilities Residences Manager in writing, via: **sussex.ac.uk/sef/servicecentre/feedback**



A woman with curly hair, wearing a white t-shirt and a dark jacket, is smiling in a kitchen. She is holding a white bowl with the words "ME FOR" on it. The background shows kitchen cabinets and a countertop with a kettle and a toaster. The entire image has a blue tint.

How to use the equipment provided

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.



HOW TO USE THE EQUIPMENT PROVIDED

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 microwaveable 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. cutlery, 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.

- Plastic bags that touch back of fridge will cause water to leak from fridge onto floor

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.



HOW TO USE THE EQUIPMENT PROVIDED

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 safely 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.

HOW TO USE THE EQUIPMENT PROVIDED

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

5. Select the correct cooking pan or pot and place it on the ring best suited for the size.
6. 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.
7. After cooking always remember to turn the knobs off and switch off the appliance at the wall socket.

ENERGY EFFICIENCY

- Only use the correct ring for the correct pan size, there is no point putting a small pan on a large ring and this will waste energy.
- You should also use a lid to cover your pans during cooking to speed up the cooking process. When your food is nearly ready you can switch off the electric ring about a minute or two before as the element will still retain a lot of the 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.

HOW TO USE THE EQUIPMENT PROVIDED

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 your porter straight away.

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.

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 TIP

- 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

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 porter 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.

HOW TO USE THE EQUIPMENT PROVIDED

USEFUL TIPS

- The porter will return to your room daily to check on the progress and remove the dehumidifier when 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 and energy will be wasted.

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 your Porter or Building Manager 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 usually 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 Porter
- do not attempt to disassemble the boiler unit.

ELECTRIC HEATERS (OUTER HOUSES)

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

HOW TO USE THE EQUIPMENT PROVIDED

CENTRAL HEATING AND HOT WATER TIMER

In Kings Road 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 radiator 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 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:

1. Turn the dial to cold.
2. Press **Start/Stop** and the **Low** button together,

HOW TO USE THE EQUIPMENT PROVIDED

keep pressed until the shower stops. You can restart it.

3. Alternatively, pull the shower cord to **Off**, the water flow will cease immediately.
4. 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 your Porter or Building Manager 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.
- 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 BAR



Left side = Water Flow Control.

Water Flow settings: Off, Medium (eco) and High. Controls the amount or flow of water from the showerhead. When in medium (eco) setting the button must be pressed to increase the water flow.

Right side = Temperature Control.

Adjustable temperature control. Only press the button (and turn the control) when a water temperature over 38 degrees is required.



HOW TO USE THE EQUIPMENT PROVIDED

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.

WASHING MACHINES

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 your porter 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 the porter.
- Please remove laundry from the washing machines once the cycle is complete so that other housemates can use the machines.

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 save from the drying process.
- Washing clothes at a lower temperature with specific detergents will save energy. specific detergents will save energy.

HOW TO USE THE EQUIPMENT PROVIDED

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.
3. Select the correct time and temperature for your clothes. Cottons usually are on a higher temperature than synthetics and switch on.

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 (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.

HOW TO USE THE EQUIPMENT PROVIDED

TUMBLE DRYER MAINTENANCE AND CARE

HOW TO PREPARE AND DRY YOUR CLOTHES

Wash your clothes first and make sure all the water is spun out of them in the washing machine before putting them into the tumble dryer. If you put soaking wet washing that has been hand washed in the tumble dryer, the water from the sodden clothes will seep through the drum onto the elements and other electrical parts causing the machine to blow.

NB: Do not leave the dryer unattended when in operation i.e. do not leave the house or leave the dryer on whilst asleep.

To ensure any excess fluff is removed after each use, make sure you follow the guidelines for proper cleaning and maintenance as outlined below.

If the tumble dryer has a condenser this is located at the bottom of the appliance and will need cleaning regularly along with the filter. Carefully remove, rinse under cold water and refit. If the machine has a water container, carefully remove and empty all the water collected.

HOW TO CLEAN YOUR FLUFF FILTER

STEP 1

Open the door of your dryer.



STEP 2

Pull out the filter (using the two finger grips).



STEP 3

Clean any fluff deposits from the filter mesh.



STEP 4

Refit the filter – make sure the arrows are facing you.



STEP 5

Make sure the filter is pushed fully home – **never** run the dryer without the filter in position.



The items shown in this guide are illustrative examples and may not match the exact items in your residence.

HOW TO USE THE EQUIPMENT PROVIDED

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.



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 termly and replaced when necessary.



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 porter 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 Porter or Security Office 01273 678234 straight away.

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 would like any help understanding the central heating controls or how to set them please come and see the porter in Kings Road. Ray will be happy to help you.

HOW TO USE THE EQUIPMENT PROVIDED

EXTENSION LEADS AND PLUGS



The University may provide you with an extension lead if 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 because 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: The type of adapter shown opposite is 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 TIPS

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.

SAFETY TIPS FOR CHARGING YOUR DEVICES

- Always use the charger that came with your phone, tablet, e-cigarette or mobile device.
- If you need to buy a replacement, always choose a branded, genuine product from a supplier you can trust. There are lots of fakes out there, and it can be difficult to spot the difference.
- Avoid storing, using or charging batteries at very high or low temperatures.
- Protect batteries against being damaged – that's crushed, punctured or immersed in water.
- Don't leave items continuously on charge after the charge cycle is complete – it's best not to leave your phone plugged in overnight for example.
- Never cover chargers or charging devices – that includes using your laptop power lead in bed.
- Don't overload your sockets.



Useful telephone numbers

Housing Services	01273 678220
Health Centre	Appointments 01273 249049 24-hour emergency line 01273 687728
Campus & Residential Support	01273 877250 Please contact Security for out of hours emergency assistance
Counselling Services	01273 678156
Students' Union	Reception 01273 678555 Welfare services 01273 877038

HELPLINES

Alcoholics Anonymous	0800 9177650	AIDS and Sexual Health Helpline	0800 137437
National Drugs Helpline	0800 776500	Police	0845 6070 999
brightonsexualhealth.com		Police non-emergency	101
Royal Sussex County Hospital	01273 696955	Samaritans	01273 772277
Victim Support	0808 1689111	Talk to Frank	0300 1236600/sms 82111/live chat

Emergency telephone numbers

IN ALL EMERGENCIES

- Kings Road: telephone the emergency number 3333 from room phones and provide information about the emergency and the location (eg room number and building).
- Security staff will call the emergency services and direct emergency vehicles to the scene.
- For all other off-campus residences: In an emergency please call 999 directly and provide information about the emergency and the location (eg room number and building).

Please note: the 3333 number must *only* be used for emergencies – please do not use this number for general enquiries.

ON CAMPUS

	INTERNAL	EXTERNAL
Emergency	3333	01273 873333
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)

On campus during normal working hours on weekdays, there is a Porter on duty at all the main residential reception areas. There is always a Duty Porter and Security Officers available at the 24-hour Service Centre in York House.

Duty Porter (off campus)	01273 323549 (9pm to 12pm)
Duty Porter (on campus)	01273 678323 (24 hours)
Security Office	01273 678234 (24 hours)

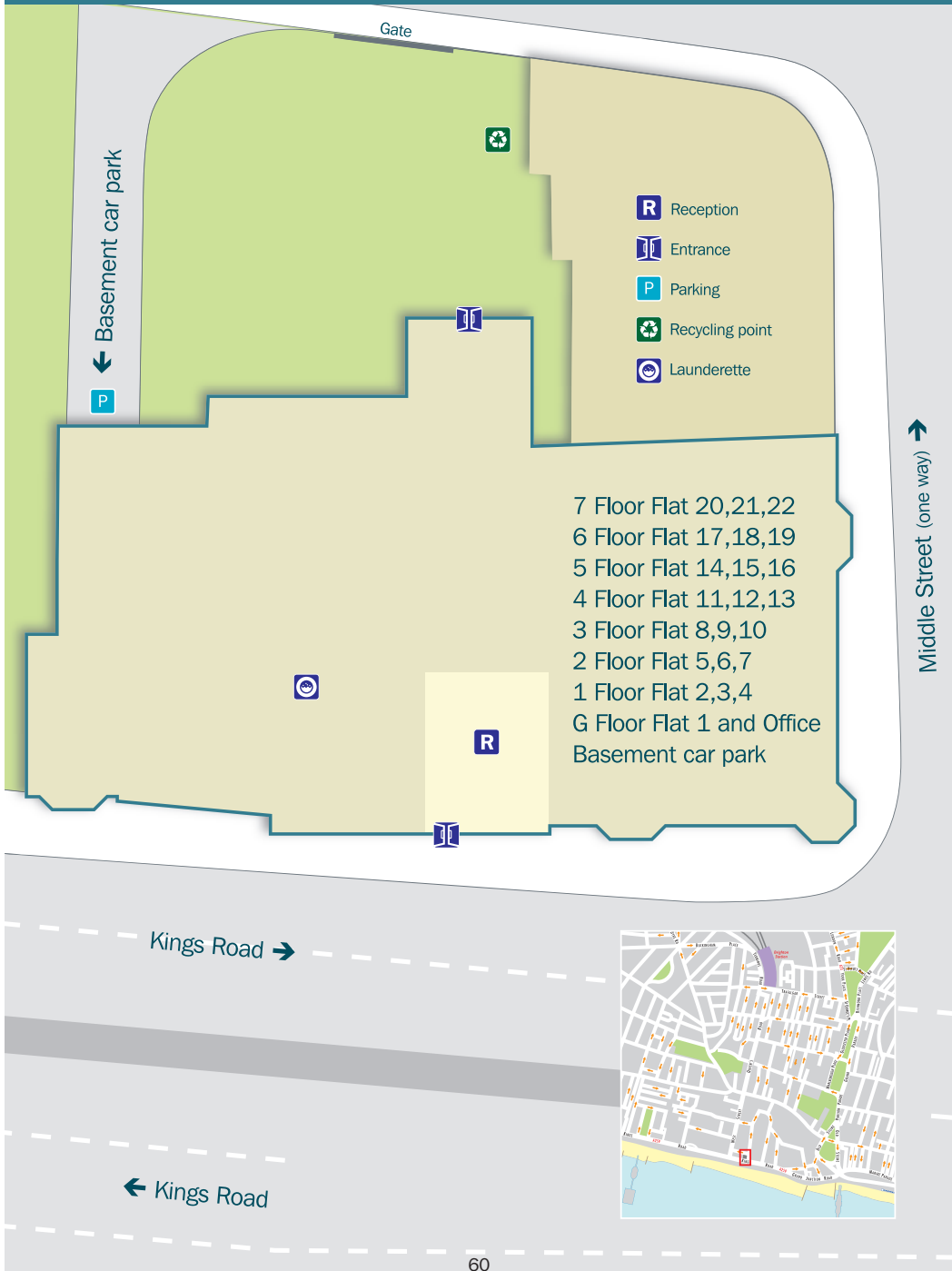
Index

Access to roofs	34	Kitchen appliances	10, 40-54
Alcohol	33	Lost keys	27
Amazon Lockers	6	Maintenance	24-25
Anti-social behaviour	33	Moving out	19
Banned equipment	28	Noise	34
Bedding	10	Opening hours	5-6
Bicycles	23,34	Peer Mediation	13
Charges	38	Personal safety	27
Cleaning	14	Pest control	16
Code of Practice	36	Post	6
Compensation policy	39	Recycling	16
Complaints	36	Rent	11
Contact information	5	Repairs	24
Drugs policy	33	Residential Advisors	12-13
Electrical equipment	28-29, 40-54	Rubbish	16
Emergency procedures	28	Safety testing	31
Emergency telephone numbers	57	Security	26
Energy saving	15	Smoking	34
Fire safety	29	Social media – public order	34
Food safety	15	Studentpad	20
Gardens	16	Summer accommodation	21
Guests	35	Swapping bedrooms	19
Health and safety	26-31	Telephones	18
Health and Safety and		Televisions	18
Maintenance inspections	35	Toilets	24
Health services	26	Transport	22-23
Heating	15, 40-54	Useful telephone numbers	56
Housekeeping	14	Violence	34
Housing Services	4		
Inspections	35		
Insurance	18		
Internet access	18		
Inventory	10		

All photographs by Stuart Robinson.

Kings Road

KINGS ROAD



Fitness, sport and wellbeing

Two sites on campus
Great value memberships
Sports Scholarships
Active US social sports
Therapy room

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

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



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



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