Welcome

Coming to University with a family can be a challenging task, especially if you are coming from overseas. We have put together this handbook to guide new students with families through our family flat allocation process, and to provide information on living on campus and the services that are available for families across the city.

We hope that you find this guide useful and we are on hand to answer any questions that you may have about finding accommodation and living in Brighton. You can either pay us a visit in one of our two receptions on campus and in the city, or contact us via telephone or email on page 3.

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 (SEF).

Each residential area has a building manager responsible for the overall running of the residence. The building manager is supported by a porter, housekeeping supervisor and a team of housekeepers. The Housing Services team in Bramber House produce information about the residences, carries out the allocation of accommodation and administers the tenancy agreements, as well as providing information about the accommodation available in the 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 11 for more about this scheme). The Residential Support Manager 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 can be found on the second floor of Bramber House or at the Information centre on 91 Lewes Road in Brighton. You can contact us on +44 (0)1273 678 220 or email housing@sussex.ac.uk
The University has a limited number of small flats located mainly on campus which are reserved for students who have dependent children with them. Most of the flats only have one bedroom and so are only suitable for a single parent or a couple with a child under three years old. There are some two bedroom flats, however they are very few in number and are only suitable for students with two children under 10 or one child over 10. Families with more than three children will be advised to look in the private sector.

APPLICATIONS

Information about our family accommodation and an application form can be found on our website: www.sussex.ac.uk/study/accommodation/families

There is extremely high demand for family flats and the number of applications that we receive each year outnumbers the amount of flats that we have available. We always recommend that students prioritise finding private sector accommodation for their family over waiting for a family flat on campus and we strongly suggest that students from overseas do not bring their families to Brighton until they have a property secured.

Family accommodation at Sussex is not allocated from a numbered waiting list. Instead, when a family flat becomes available, we look at all of our active applications and decide who to allocate the flat to taking a number of factors into account.

These include (but are not limited to):
• how long the student has been waiting for family accommodation
• the length of the student’s course
• how many children the family has
• age of children
• if the student is a home/international student.

If we decide that an available flat should be allocated to you, we will contact you via email to make an offer.

TERMS OF TENANCY

When a student is offered a family flat, it is on the condition that their children take up residence with them within a month of the start of their tenancy.

Once a student with children is living in a family flat, they will normally be able to continue living there for the remainder of their course, so long as they observe the requirements of the tenancy. Tenancies will be renewed at the beginning of August and there will normally be a rent increase.

Please note that in view of demand and priority given to incoming families in need of housing, we are unable to guarantee to fulfil any future swap requests once in residence. If during your time in family accommodation your family increases in size beyond that agreed at the time of tenancy issue, the Housing Office team will help you to find accommodation in the private sector at the end of your annual tenancy agreement.
Residences

Family flats are located in three residences on campus and one off campus. When applying for accommodation, only one offer will be made, depending on availability.

**PARK VILLAGE**

Park Village comprises 42 one and two bedroom family flats. There is a social centre with computers, a TV room and a launderette. The weekly rent for a one bed flat in Park Village is between £142 and £163. The weekly rent for a two bed flat in Park Village is between £174 and £200.

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<tr>
<td>Porter</td>
<td>4002</td>
<td>01273 874002</td>
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<tr>
<td>Building Manager</td>
<td>Nic Thomas</td>
<td>8237</td>
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**NORTHFIELD**

Northfield comprises 12 two bedroom family flats. In the Northfield reception building, there is a social centre which currently includes: seating areas, two TVs, a pool table and computer workstations (facilities may be subject to change). The weekly rent for a two bed flat in Northfield is approximately £205.

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<tr>
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<td>Alex McNamee</td>
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**LEWES COURT**

Lewes Court comprises four family flats. There is a launderette on site. The weekly rent for a two bed flat in Lewes Court is approximately £205.

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<tr>
<td>Building Manager</td>
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<td>8520</td>
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<td>Postcode</td>
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**OFF CAMPUS**

We have three family flats off campus. They are located in Florence road, in the Fiveways area of Brighton. The weekly rent for a one bed flat off campus is approximately £176 and £190 for a two bed flat.

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<td>01273 678938</td>
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<tr>
<td>Building Manager</td>
<td>Su Balcombe</td>
<td>8344</td>
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<tr>
<td>Postcode</td>
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<td>BN1 6DJ</td>
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PORTERS

The porters’ hours are Monday to Friday 8.30am-5pm (closed for lunch 1-1.30pm). 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. Please report faults to the porter as soon as they arise.

The building 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.

MAIL DELIVERY

The mail is usually delivered by 12 noon and your porter will place your mail into your residence mailbox. Please remember that everyone in your residence has access to your mailbox, 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.

If you do experience a problem receiving your mail, you can speak to the porter or building manager who may be able to keep your mail separate for only you to collect.

RENT PAYMENT

Information on when and how to pay your rent is provided in your accommodation offer letter. As an undergraduate student, you can pay in full or in three instalments payable on specified dates in October, January and April. You will be able to set up these instalments on your Sussex Direct account with a debit card. Students with 11 or 12 month tenancies (postgraduate students) will have an extra instalment payable in July. 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.

If you require different payment dates or monthly payments, please contact Student Accounts to notify them. If the rent doesn’t show on your Sussex Direct account, you will be required to contact them again 24 hours later to set up the payment plan. Please note that monthly payments are split into 10 months, with a last instalment no later than on 1 July. Monthly instalments will only be authorised if proof of monthly income (pay slips or sponsorship letter) is provided.

Alternatively, the rent in full can be paid by bank transfer from any account.

If you need to contact Student Accounts, you can either visit them in Sussex House, call them on 0800 849 49 79 or email studentaccounts@sussex.ac.uk

Students at the Brighton and Sussex Medical School will receive an invoice and will have to call 01273 873799 to arrange payment.

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.

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. Please let the porter know straight away if anything is missing on arrival. When you move out, you will be charged for anything that is missing or damaged. Please leave the flat as you found it.

YOU SHOULD FIND IN YOUR FLAT

• A desk and desk chair
• A folding table
• Stacking chairs (3)
• Easy chairs (2) or sofa
• Wall bookcase
• Pinboard
• Desk light
• Radiator/heater
• Curtains
• Waste bin
YOU SHOULD FIND IN THE KITCHEN
- Fire blanket
- Wall cupboard
- Fitted cupboards and work surface
- Electric cooker
- Microwave
- Toaster
- Fridge/freezer
- Floor mop and bucket
- Dustpan and brush
- Flip top rubbish bin
- Iron/board

YOU SHOULD FIND IN YOUR BEDROOM
- Wardrobe
- Chest unit
- Double wall bed/mattress
- Child’s bed or cot
- Mattress protector
- Curtains
- Radiator/heater

YOU SHOULD FIND IN YOUR BATHROOM
- Wash basin
- Toilets
- Bath/shower
- Mirror with light fitting
- Toilet brush/holder
- Wall heater/radiator

YOU SHOULD FIND IN YOUR SECOND BEDROOM (WHEN APPLICABLE)
- Wall shelves
- Bunkbeds or child bed/mattress
- Wardrobe
- Drawers
- Curtains

We can provide cots and baby beds but you will need to bring your own mattress. You are also required to bring your own bedding, cutlery and crockery.

YOUR RENT INCLUDES
- All utility costs
- Internet connection
- Bedroom contents insurance
- 24-hour porters service in defined areas
- Residential welfare support

Please note that the flats are fully furnished and therefore you won’t be able to bring your own furniture. No storage is available on campus.

RESIDENTIAL STUDENT SUPPORT TEAM

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

There is a Residential Advisor dedicated to families. If you have any worries you would like to discuss or if you encounter issues with another student or family, the RA is the best person to talk to. Our RAs are trained in peer mediation skills and will do their best to help you address any issues that may arise in your residence.

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

SENIOR RESIDENTIAL ADVISORS

Each residence will have a designated senior RA. These students are set the task of coordinating RA responsibilities in each area and assisting the building managers in communicating with the residents in their areas. Senior RAs will also provide mediatory services to resolve any ongoing conflicts. All senior RAs do weekly office hours at York House, should you wish to contact them.

RESIDENTIAL STUDENT SUPPORT MANAGEMENT

Student support and disciplinary issues are managed by the Head of Campus & Residential Support, Christopher Tucker who works with partners, including the Head of Housing Services and Student Services colleagues to provide a continuum of support from across the University, International Support and to signpost to other services including housing, Student Accounts and Sussex Estates and Facilities.

The Head of Campus & Residential Support is supported by two Residential Support Managers and the Campus & Residential Support Assistant who are all located in York House.

Miriam Osterman manages Northfield, Lewes Court, Swanborough, Brighthelm and East Slope. Michelle Yembra manages Stanner Court, Park Houses, Park Village and off-campus properties including our headlease residences. They are both managing a team of RAs, bringing help and support to our students.

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

Although our management team has assigned areas, do not hesitate to contact anyone on the team for your support needs while living in residence.

Head of Campus & Residential Support
Christopher Tucker – c.tucker@sussex.ac.uk

Residential Support Managers
Miriam Osterman – k.m.osterman@sussex.ac.uk
Michelle Yembra – m.yembra@sussex.ac.uk

Campus & Residential Support Assistant
Ellie Simpkin – e.simpkin@sussex.ac.uk
INTERNATIONAL STUDENT SUPPORT

International Student Support offer information, advice and help to students who come to Sussex from outside of the UK on a range of issues including:

• Immigration and visa advice. Our International Student Advisers offer a confidential specialist advice service, where we can answer your immigration questions and guide you through the process of applying for a visa for you and your family members

• General support and advice on a range of issues related to living in the UK

• Jointly organising the University’s One World Week and One World Sussex initiatives, which celebrate global diversity at Sussex

• Specific events for international students as part of the University’s induction programme, as well as social events throughout the year

• A programme of day trips to various places across the country to enable you to make the most of your time in the UK.

International Student Support can be found in Bramber House, Second Floor, Room 202 (next to Housing). Our opening times are 10am to 4pm, Monday to Friday.

+44 (0)1273 67 8422

General queries: international.support@sussex.ac.uk

For queries about your visa: immigration@sussex.ac.uk

VISA INFORMATION FOR YOU AND YOUR FAMILY

Your family (spouse, partner or children) may be able to apply for a dependant visa to accompany/join you in the UK. In order for them to qualify you must be in one of the following situations:

• be taking a postgraduate course (at NQF 7 or above) which lasts 12 months or more, OR

• be a government-sponsored student taking a course which is over six months long, OR

• have, or be applying for, a Doctoral Extension Scheme (DES) visa.

If you do not meet any of the above requirements and are already in the UK with Tier 4 or pre-Tier 4 student leave, please contact immigration@sussex.ac.uk for further advice.

In order to bring children with you as Tier 4 dependants, both parents must be lawfully living in the UK, rather than abroad. There are only a few exceptions to this, such as if one parent has died or if you have sole responsibility for the child’s upbringing.

Please note that babies born in the UK are not automatically British citizens. They can remain here without a visa, but if you wish to leave the country with them and return, they will require a dependant visa. Also, please note that babies born in the UK are not able to access secondary NHS services for free once they are over three months old. This means that to ensure your baby is covered by the NHS, you will need to make a Tier 4 dependant visa application for them and receive a successful outcome, before they are three months old.

Please email immigration@sussex.ac.uk if you have questions on any of these issues.

General information on having a baby in the UK can be found on the NHS website: www.nhs.uk/conditions/pregnancy-and-baby/pages/pregnancy-and-baby-care.aspx

More information about visas for dependants can be found on the UKCISA website: www.ukcisa.org.uk/Information--Advice/Visas-and-Immigration/Dependants

If your family does not qualify for Tier 4 dependant leave, or if your family or friends wish to visit you in the UK, they could apply as a standard visitor. A standard visitor visa is valid for a six month period, but you can normally only have six months of visitor leave in any 12 month period. More information can be found here: www.gov.uk/browse/visas-immigration/tourist-short-stay-visas

HOUSEKEEPING

CLEANING

Tenants living in family flats are responsible for all their own cleaning.

When moving in, please report any issue. Staff in the residences will ensure to respond to reports of defects in the residences as well as any queries.

To ensure the standard of the accommodation is maintained in all flats we ask all residents to ensure the following guidelines on cleaning and upkeep of their accommodation are followed.

We will investigate reports of defects and offer alternative facilities where possible. Staff will be happy to provide advice on the required standard or check your accommodation a month before your leaving date to advise on what further cleaning is
needed. We are unable to provide chemicals but we will provide the use of mops, buckets, dustpan and brushes and a vacuum cleaner, on request from Reception.

Staff will carry out safety inspections twice a year for which you will be given notice. These checks are to ensure that there are no repairs or remedial work needed and to ensure that the flat is being maintained by the occupant according to the tenancy agreement. If we do have any concerns regarding safety issues or levels of housekeeping, tenants will receive a warning e-mail and will have a number of days to rectify any issues. A follow up inspection will be carried out.

**RESPONSIBILITY OF RESIDENTS**

At the end of your tenancy please ensure that the flat is handed back in the same condition as when you moved in. This will help with the cleaning and avoid having to charge for additional cleaning, redecoration or replacement of items.

Please report any defects or damages the same day. We may charge for defects which have not been reported and therefore additional damage was caused. We are keen to prevent any charges so please advise staff of any issues in a timely manner.

Please take care when using your own chemicals and ensure the windows are open as a means of ventilation when you clean.

To maintain and preserve the fabric of the buildings for the mutual interest of the University and its residents, we ask you the following:

- Regular cleaning and maintenance of your residence under the terms and conditions of your tenancy agreement.
- Regular removal of the rubbish and recycling from the building in order to keep the flat a hygienic and pleasant environment to live and visit.
- Compliance to the non-smoking policy of the residence; smoking is prohibited in all buildings.
- Respecting the welfare of tenants and health and safety in the building by not causing hazards that could put yourself or others at risk. This includes keeping the landings clear of obstructions and remove any items which cause a hazard
- DO NOT obstruct any of the common ways, as these are fire escape routes. They must be kept clear at all times.
- DO NOT drop litter.
- DO NOT bring bicycles into the buildings.

**KITCHEN**

To maintain a hygienic and clean environment for food preparation and consumption, we ask you the following:

- To clean grill pans, ovens and hobs after every use and wipe clean the microwave.
- To clean spillages or soiling immediately after they have occurred.
- To clean the interior of the fridges. To defrost the fridge freezers is recommended at the end of every term to keep it hygienic and prevent ice build-up.
- To dispose of all rubbish and food waste in the kitchen bin and NOT TO dispose of any food waste, oil or fat down the kitchen sink.
- To open windows when necessary to ventilate whilst cooking and use the extractor fan to extract cooking smells, smoke and grease.

**SHOWER ROOM AND TOILET**

To maintain a hygienic and safe environment, we ask you the following:

- To clean the shower regularly and remove hair from the drain hole after every use.
- To clean the wash hand basin after every use and not to let anything i.e. cotton bugs or hair etc go down the plughole.
- To dry any wet floors after use.
- To remove any blockages from all the drain holes to prevent drainage problems.
- Not to dispose of any food waste down the plugholes or toilets.
- To dispose of all used sanitary products in a sanitary disposal bags provided into the bathroom bin.
- Not to flush anything other than toilet paper and human waste down the toilets i.e. no cotton buds, cotton wool, wet wipes or sanitary products etc. as these will cause blockages. If you need to be sick you must use the toilet and not the wash hand basin.
- Not to dispose of used toilet paper into the bins.
- To flush the toilets after every use and clean the seat and toilet bowel regularly. DO NOT use toilet freshener blocks as these can block the system.

NB: All the above will also apply to any of your guests using the facilities.

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NB: All the above will also apply to any of your guests using the facilities.
RECYCLING AND RUBBISH

To maintain a hygienic and pleasant environment, we ask you the following:

- To use bin bags:
  - On campus – black sacks are available to collect from the porter each week.
  - Off campus – black sacks are left at the house each week.

- To use recycling bags – we supply one recycling bag for all flats to remove recycling to the external recycling bins.

- To use rubbish and recycling bins:
  - On campus – located in the bin compounds outside the blocks. The rubbish bins are emptied every Monday, Wednesday and Friday. The recycling bins are emptied every Tuesday. Please ensure to put the rubbish inside the bins to avoid littering.
  - Off campus – please see Brighton & Hove council website for rubbish collection and recycling collection days as these vary from zone to zone.

- To clean the communal area each week.

- To vacuum the carpet when necessary to avoid treading in the dirt.

- Not to dry wet clothes on the radiators to prevent condensation and mould forming. The tumble dryers should be utilised in the laundrette.

WASTE

You are responsible for removing rubbish from your accommodation. There are large bins available in and around your residence for disposing of your non-recyclable waste. The rubbish on campus is collected three times a week, whereas for off-campus collections please check the Brighton & Hove City Council website: [www.brighton-hove.gov.uk/content/environment/recycling-rubbish-and-street-cleaning/rubbish](http://www.brighton-hove.gov.uk/content/environment/recycling-rubbish-and-street-cleaning/rubbish)

BEDROOM(S)

To ensure a clean and safe environment to sleep and study, we ask you the following:

- To clean your bedrooms and provide your own waste paper bin liners.

- To clean inside your window and sill to prevent condensation and mould build up.

- To clean the desktops and furniture to avoid build-up of dirt.

- To vacuum the carpet, keeping it free from clothes and belongings to avoid trip or fire hazards.

- To ventilate the rooms regularly:
  - On campus – the push-open side vents on each side of the window frame can be used to ventilate without opening the window.
  - Off campus – the windows have restrictors to stop them opening too wide.
General information

LAUNDERETTES
A washing machine is included in each family flat. However, if needed you can also access launderettes on campus. They are situated in Park Village, Northfield and Lewes Court. The washing and drying machines are currently coin operated and the main launderettes at Park Village and Northfield include WiFi, TV, vending machines and seating areas. The launderettes opening hours are 8am-midnight, seven days a week, closed on Bank Holidays. If you have any problems, please go to the porter.

The launderettes will change to Circuit Laundry and all machines will be cashless. Instructions are available in the launderette or online by selecting your specific launderette here: www.circuit.co.uk/i-want-to-do-my-laundry/getting-started

If you have a problem please contact Circuit directly (number available in launderettes).

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

To connect to the internet from your study bedroom, use the Cat 5E cable provided and follow the instructions 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. Call 28090 or email support@its.sussex.ac.uk

INTERNET (OFF CAMPUS)
In off campus houses there is a wireless internet connection provided. The password will be provided on your residence noticeboard. 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 (ON CAMPUS)
A telephone is provided in each flat. Your 5-digit extension number should be written on the phone. If this is not the case, your porter will be able to tell you your extension number. Calls to other flats on campus are free of charge. For you to receive incoming calls, the caller must dial 01273 62 44 00 then your 5-digit extension.

To make outgoing calls, you must activate an account with a standard calling card available from newsagents and supermarkets. You can get more information on how to set up making external calls from your porter. Leaflets containing PIN numbers and further information are available from our reception areas.

STORAGE
The university does not store belongings for students outside of the tenancy dates and will not look after items sent by post from students who have not yet arrived. You can get details of local storage companies from Housing Services.

You do not need to bring furniture to move into the flat and we will not be able to store any during your tenancy.

TELEVISIONS
If you wish to bring your own TV you will need to buy a TV licence. Unfortunately, reception on campus is poor, so you may wish to test the reception in your room before buying the licence.

INSURANCE
Basic contents insurance is included within the rent. Should you have any enquiries about what is and is not included, then you should contact Endsleigh Insurance on 0870 241 6104. If anything is removed from your room without your permission, please contact Security who will contact the Police, if necessary. We would also ask that you inform the 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 claim being rejected.

Email property.claims@endsleigh.co.uk

EMAIL
We will contact you by email wherever possible and try to reduce the notes we send out on paper. Please make sure you check your University email account regularly.

HOME DELIVERIES
All the main supermarkets will deliver to the campus. However, the drivers will expect you to meet them at their van to direct them to where they should unload the shopping. They will not carry your shopping into your residence or wait if you are not at home during your allotted delivery time. All crates must be returned to the driver on the day of delivery and must not be stored in the residences as we will charge for removal later on.
**HEATING**

On campus, bedroom radiators have thermostatic valves and can give you greater control over the heat in your rooms. Each valve can go from 0 to 5 (where 0 is off and 5 the highest temperature). If there is a problem with the heating, electric heaters can be requested from the Porter, subject to availability, however please be aware that these consume a lot of energy. If you are unsure of how to use the system, please talk to the Porter at the reception.

In Florence road, the boiler in the basement is just for heating, each flat has an immersion heater for hot water.

**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 take place behind Brighthelm, East Slope and Swanborough. Plans have been advanced for the demolition of a nearby building in order to facilitate the future planned redevelopment of the East Slope area. 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 Sussex Estates Facilities LLP (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.
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. Students living off campus are able to park on campus when they are visiting campus but will need to register their vehicle details via Sussex Direct and will have to pay for parking. 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.

**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).

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

Further information on safe cycling, local cycle routes and student discounts on bicycle purchase can be obtained from the transport section of the University website at 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.

**TRANSPORT INFORMATION**

**Hove Buses**

info@buses.co.uk

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

Further information on safe cycling, local cycle routes and student discounts on bicycle purchase can be obtained from the transport section of the University website at sussex.ac.uk/sef/services/transport.

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**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](sussex.ac.uk/sef/services/maintenance).

Please report any repairs to your own area porter during the week and out of hours repairs to York House reception on 27020 from your room phone or 01273 678323 from your mobile phone.

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 flat 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 porters 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/flat if available. If you require an update on repairs please contact the porter or building manager.

**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.

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

As a landlord, the University is allowed a reasonable time in which to attend 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) resident may be eligible for a partial rent rebate if the problem persists for longer than the stated period (usually seven days) and no reasonable alternative provision can be made. [sussex.ac.uk/study/accommodation/apply/policies/housing-complaints](sussex.ac.uk/study/accommodation/apply/policies/housing-complaints).

**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 vinegar, bleach, fungicide or other suitable chemicals. 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.

**CUPBOARD**

Inside your flat, you will find an iron and ironing board, mop and bucket, dustpan brush and a broom. You can borrow a hoover at your residence reception and if you need cleaning products, you can purchase these from the Students' Union shop on campus.

**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.
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.

Mumps
Mumps is a viral infection spread by droplets and saliva through coughing and sneezing. It is less infectious than some infections, 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.

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

SEPTICAEMIA
Septicaemia is an infection of the blood that can quickly become life-threatening.

The symptoms are as follows, but they may not all appear at the same time:
- chills
- elevated body temperature (fever)
- very fast respiration
- rapid heart rate
- confusion or inability to think clearly
- nausea and vomiting
- red dots that appear on the skin
- reduced urine volume

If you or your child have red dots appearing, it is advised to do the glass test: if the rash does not disappear when you press a glass on it, call an ambulance.

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. Security provides an escort which can be booked by contacting 01273 6782234.

PROCEDURE FOR LOST KEYS
If you have been locked out during office hours, you can go to the porter of your residence (you will need ID) who will let you back into your room.

If you have been locked out during out-of-office hours, you can go to the 24-hour reception in York House (you will need 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 front door key
- £10 for mailbox key
- £50 for replacement lock
- £15 for a fob.

If your keys/card have been stolen, you must report this to the police and get a crime reference number. You will be issued with a new key or fob by your porter at no charge.

PERSONAL SAFETY AND SECURITY OF POSSESSIONS
Although the University is patrolled by Security, you still need to be mindful of your own personal safety, both on and off campus.

Therefore, please:
- use window locks, restrictors, door chains, and peepholes where fitted. Report any fault with the above security measures to 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 and locked with a sturdy chain. Bikes are left at your own risk.
- 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.

Call Security on 3333 from any bedroom telephone (or use an emergency telephone) if you need assistance or notice anything suspicious.
HEALTH AND SAFETY

CHILDREN SAFETY

This is a working University so there will always be students and members of staff walking around the accommodation and people driving on campus. Please keep your children under control and supervised at all times to guarantee their safety.

EMERGENCIES

In the event of a serious emergencies you should contact Security on 3333 on any bedroom or University phone. Tell Security the problem and your location and they will respond. If necessary, they will also contact an ambulance, wait for an ambulance to come onto campus and guide them directly to you. Do not contact an ambulance directly as they will not know where to go and this could waste valuable time. Security will also complete an incident/emergency form, 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 portable radiant electric fires, gas and liquid fuel heaters, three-way electric adaptors, chip pans, candles, incense, shisha pipes and joss sticks in the residences, as all these items have caused fires in the past. It is also against policy to store or keep combustible materials such as petrol, paraffin etc in residence – if found they will be removed.

ELECTRICAL SAFETY

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

Please follow these simple guidelines:

• ensure that all plugs are wired correctly, (ie with the plastic casing of the wire held firmly by the cord grip). Also ensure that all wires and cables are in good condition
• adapters should not have a trailing lead and should not be overloaded
• Three-way adaptors are banned from the residences. Any three-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 adaptors 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 they trip switch can be reset and do not use the appliance again unless you have the correct adaptor or transformer

FIRE SAFETY

It is important to know what to do in the event of fire. Notices explaining what to do in the event of fire are prominently displayed in 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. When a residence fire alarm is activated, Security and the Fire Brigade are automatically called. The alarm also warns everyone else in the building to evacuate.

2. If you are trained to use a fire extinguisher and/or can tackle the fire without personal risk, then do so. Always remember to leave yourself a clear escape route should the fire get out of control.

3. If someone’s clothing catches fire, get them to lie down as quickly as possible to prevent them breathing in the heat and smoke. Roll them over in blankets, coats or a fire blanket from the kitchen to smother the flames.

4. If you cannot extinguish the fire, ensure the door of the room where the fire is has been closed. This will contain the fire and prevent the smoke entering the halls, corridors or stairways, which other people may be using to escape.

5. Leave the building and move to your nearest assembly point. Notify the Security team and await for 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 Assembly point. Look around to see if the people you were with are out too. If anyone is missing, report this to Security or the Fire Brigade when they arrive. Under no circumstances should you re-enter the building until you have been told that it is safe to do so. Do not stop to collect personal belongings.

2. Telephone the emergency number 3333 from another flat or house if necessary, and advise Security of your room number, 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.

In each of the residences we 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 of SEF staff attending and, in some cases, also the Fire Brigade.

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
HEALTH AND SAFETY

- 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.

FIRE DOORS

Flat entrances, kitchen doors and bedroom doors are fire doors and must not be propped open at any time. In some residences the kitchen door is fitted with an alarm that will sound if the door is left open too long. The alarm will stop when the door is closed. In other residences there is an magnet holding the outer kitchen door open which will close automatically upon a fire alarm activation. These doors must not be propped open.

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 boilers are serviced and safety-checked annually, and
- Legionella testing – samples of water are regularly tested for legionella bacteria. Areas that are most likely to harbour the bacteria are also cleaned, eg shower heads.
- Smoke heat detector testing.

GAS

There are no gas appliances in any of the residences. However if you have a gas boiler and can smell gas, you must turn all the control knobs off, open all windows in the immediate area for ventilation and make sure you and your family evacuate the property immediately and notify the Porter or Security Office 01273 678234.

There is a CO2 monitor next to the gas boiler. Don’t overfill the cupboard as we need emergency access and is fire hazard.

Cleaning 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/flat, which varies from area to area, will be taken into account and you will not be charged for any inherited defects which you note on your room inventory.

For information, the current charges are shown below (a minimum charge of £5 applicable to all charges):

<table>
<thead>
<tr>
<th>Service</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dirty bedroom</td>
<td>£40</td>
</tr>
<tr>
<td>Dirty ensuite</td>
<td>£50</td>
</tr>
<tr>
<td>Dirty communal area or kitchen</td>
<td>£50*</td>
</tr>
<tr>
<td>Other cleaning</td>
<td>at Building Manager’s discretion</td>
</tr>
<tr>
<td>Replacement locks</td>
<td>£50 towards the cost</td>
</tr>
<tr>
<td>Replacement keys</td>
<td>£10 for mailbox, £20 for front door key, £15 for fob, £15 for fob, £20 for bedroom key, £20 for flat key</td>
</tr>
<tr>
<td>Carpet burns</td>
<td>£50 per small burn, £60 for larger burns (ie curling tongs), £100 for large burns caused by irons etc, the cost of replacing ruined carpet**</td>
</tr>
<tr>
<td>Carpet cleaning</td>
<td>cost of cleaning</td>
</tr>
<tr>
<td>Damaged furniture/equipment</td>
<td>cost of repair or cost of replacement**</td>
</tr>
<tr>
<td>Bedding/sundry equipment***</td>
<td>75 per cent of current replacement cost</td>
</tr>
<tr>
<td>Decorations</td>
<td>at Building Manager’s discretion</td>
</tr>
<tr>
<td>Removing rubbish</td>
<td>£10 per item</td>
</tr>
<tr>
<td>Setting off fire alarms</td>
<td>£250 (for malicious calls only), plus any charges levied by the Fire Brigade</td>
</tr>
<tr>
<td>Using fire extinguishers unnecessarily</td>
<td>Cost of replacement or refilling</td>
</tr>
<tr>
<td>Deep clean of one bedroom flat</td>
<td>£200</td>
</tr>
<tr>
<td>Deep clean of two bedroom flat</td>
<td>£235</td>
</tr>
</tbody>
</table>

* If, after two warnings, a kitchen is still dirty, tenants 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.
Moving out

If you haven’t extended your contract, your tenancy will end on 1 August and you will have to move out. We ask that you remove all your belongings, rubbish and recycling from your flat. 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/set/services/residences

SUB-LETTING

You must not share the accommodation with people outside your agreed family, 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

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:

- You will need to give us 28 days notice
- You will remain liable for the rent for these 28 days
- You will be charged £55 termination fee to cover the cost of cleaning and re-letting your room

- Charges might be added if the flat is left with damages or missing items, which cannot be classified as ‘fair wear and tear’ or if the flat hasn’t been looked after during the tenancy (see charges p31).

To terminate your tenancy you should go to Housing Services to complete a termination form, giving at least four weeks’ notice before the date you plan to move out.

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

CLEANING

To ensure that the new tenant has a clean and safe environment to move into, we ask you:

- To clear all rubbish and belongings from your vacated flat and remove all posters and Blu tac etc., and wash the walls carefully without causing any damages or you will be charged for the disposal and any damages.
- To clean your flat before leaving or you will be charged for the cleaning.
Off campus facilities

DOCTORS’ SURgeries
Once you arrive in Brighton, you will need to register with a General Practitioner (GP) for yourself and your family. You will usually have to choose a practice near where you live. You can find a list of local practices on the NHS website www.nhs.uk

NURSERIES
There a few nurseries in Brighton & Hove but note that some have waiting lists so you will need to plan early. You will find a list of nurseries on www.familyinfobrighton.org.uk/kb5/brighton/fsd/family.page?familychannel=1

SCHOOLS
Your child will need to be four years old to start primary school. To apply for school in September, you will need to apply before January.

If your child is three or four, you might be entitled to 15 hours of free childcare per week. Your childcare provider will do that on your behalf so please discuss this with them.

On campus facilities

CHILD CARE
We have a nursery on campus for children aged from three months to five years. The nursery is operated by The Cooperative Childcare and is open daily from 7.30am-6.30pm. Please contact the Nursery for further information on 0800 954 0669 or info@thecooperativechildcare.coop

PLAY PARK
You will find an area near the Park Village residence with basic play facilities – swings, a slide, climbing frame and benches. Please supervise your children at all times

FAMILY ROOM
The Family Room is located in Norwich House just up from York House at the far end of campus and is a room for any students with kids to use free of charge. The Family Room has a fully functioning kitchen, baby change facilities, lots of toys and games and some sofas.

The Family Room can be booked for any child and/or family orientated event (e.g. parent coffee mornings, children’s birthday parties etc). Although the Family Room can be used by non-student family members, the person booking the room and collecting the key must have a valid student ID card.

Every Wednesday at 11am, you are welcome to join the International Student Families drop-in café in the Family Room to meet other families. Further information will be posted on our Facebook pages University of Sussex, Family housing.

The Students’ Union also runs various events for student parents and their children; for more information and to sign up to the mailing list, visit sussexstudent.com/studentparents

PARK VILLAGE TV ROOM
In Park Village, by the reception, you will find a TV room with several comfortable sofas. You are welcome to sit and relax there. It is open all day and at the weekend. On the first floor, there is also a room with computers you can use.

SPIRITUAL CENTRES

MEETING HOUSE
This is a good place for chilling out, quiet study, chatting with friends, but also the base for chaplains working on campus.

Chaplains do not just provide a service for members of their faith group but are here for the whole campus community, whether this means having a chat about faith issues or matters unrelated to religion and faith. There are services almost every day of the week and representatives of several religious groups can be found there. You can find the timetable on the University website.

THE MUSLIM PRAYER ROOM
The Muslim Prayer Room is located in Falmer House, opposite the Reception. It is run by the University of Sussex Islamic Society. You can find the prayers’ timetable on www.sussexstudent.com/organisation/isoc/timetable

HEALTH CENTRE
There is a medical practice located next to Lancaster House offering GP services. The NHS practice has four doctors (two of whom are female) and families can register with the Health Centre when they arrive. You will also find a dentist and pharmacy nearby.

If your child is three or four, you might be entitled to 15 hours of free childcare per week. Your childcare provider will do that on your behalf so please discuss this with them.
The fun stuff

ACTIVITIES IN BRIGHTON

PARKS

There are several parks in Brighton for you and your family to stretch your legs. The closest to campus is Stanmer Park, with open fields and woodland, perfect for a picnic.

Near Florence Road, you will find Preston Park with open fields where people play football, fly kites and walk their dogs. You will also find there a playground for your little ones.

Near Kemptown, you will find Queens’ Park, with a large pond, large open spaces and a playground. In summer, ice-creams are available.

At the end of Lewes Road, you will find the Level, one of the newest parks in town with a well-used skate park, a large playground and some open space. The café in the middle of the park serves food and drink and soft play is available for children.

You will find more information on www.brighton-hove.gov.uk/content/leisure-and-libraries/parks-and-green-spaces

INDOOR ACTIVITIES

For the rainy days, there is a large selection of activities in Brighton.

You will find two main soft play centres in Brighton, where your children will be able to jump about, slide and throw balls at each other. The Funplex in Moulsecoomb is a rather large complex and is around £6 per child. You can also arrange parties for groups. The Westows Adventure Play Area is located in Hove and cost around £4.50 per child.

If you fancy spending the afternoon under the sea, visit the Sea Life Centre by the Old Steine. You will have access to several aquariums and will also be able to walk under the Ocean glass tunnel. Also board the glass bottom boat to see the turtles and glittering fish. Discounted prices are available on their website. Other museums include The Royal Pavilion, the Brighton Museum and Art Gallery, the Toy and Model museum or even the Booth Museum of Natural History.

There a several libraries in Brighton. The main one, Jubilee library is located in Jubilee Street, close to the Pavilion and the Prince Regent swimming pool. You will be able to get a library card for your children directly there if you bring a proof of address and it is free of charge. The library also arrange baby boogie sessions.

If you feel more sporty, Brighton have a few swimming complexes. The main one, Prince Regent, is located by the library in Jubilee Square and offers a large swimming pool, a slide and a swimming pool for young learners. Entrance for adults is just under £5 and just under £3 for children. Family tickets are also available. You will also find St Luke’s swimming pool near Queens Park and the King Alfred Leisure Centre in Hove. Perfect for the summer, the Lido in Saltdean is a big outdoor pool by the sea.

As part of Active US, and in partnership with Freedom Leisure and Wave Leisure, University of Sussex students can swim for £1 at participating local pools. You will find more information on www.sussex.ac.uk/sport/students/offcampus/swimming

Your children will also enjoy exciting activities such as going up the i360 tower, jumping at the Sky High Trampoline Park in Peacehaven, bowling at the Marina or even kart driving in Lancing.

ACTIVITIES OUTSIDE BRIGHTON

DRUSILLAS

Drusillas Park is an animal park just off the A27 near Alfriston. This small zoo offers your family a chance to meet loads of animals but also climb, jump and slide in the different play areas. If you are using public transport, take the train to Polegate and then use a taxi for a 10-minute drive. The park is open all year long but prices depend on the time of the year. It is advised to book online on www.drusillas.co.uk

WASHBROOKS

If you fancy spending the day with farm animals, jumping on trampolines and experiencing a zip wire, Washbrooks is the place for you. With indoor and outdoor activities, the farm will suit children of all ages.

You can reach Washbrooks by bus 273 to Hurstpierpoint - Crawley from the Old Steine to Hurstpierpoint Church stop. The farm can also be reached by a 25-minute walk from Hassocks’ train station. More information on www.washbrooks.co.uk

SPRING BARN FARM (LEWES)

Spring Barn Farm was one of the first dairy farms. They are now open to the public, with a farm shop, a restaurant and sheep and beef farm. Your children (and yourself) will be able to feed the animals (with food provided there for £1) and indoor soft play and slides are also available on site. For older children, there are loads of outdoor activities: zip wires, go karts and even a maize maze! After your visit to the farm, you can also shop at the farm shop where you will find local vegetables, milk, cheese, meats, eggs and more.

It is a 30-minute walk from Lewes station so it is easier to get there by car.
Family accommodation in the private sector

If your family numbers more than two children, we will not be able to offer you a university managed flat as a two bedroom flat wouldn’t be judged suitable and safe for a bigger family. Your only option will then be to look in the private sector.

WHERE TO LOOK

We always advise students to look at areas where they can catch buses 23, 25, 25X, 28, 29 and 50. This can be in Brighton, Hove or Lewes/Ringmer. The campus is also accessible by train, with the Falmer Station stop on campus. If you do not need to be on campus every day, have a look at areas out of Brighton and reachable by train as rent might be more affordable.

Housing Services are not able to recommend agents but advises you to check online reviews and visit the Students’ Union Rate Your Landlord survey to read about students’ previous experience: www.sussexstudent.com/news/article/campaigns/rate-your-landlord-information-sheets-published

If you need a reference, you can request it directly from the Housing Office. Do it prior to contacting a letting as they can charge for requesting one. If you have any doubt about your tenancy agreement, feel free to visit the Housing Office as they will be able to read it with you and answer most questions.

GUARANTORS

Most agencies will ask for UK guarantors, who usually also have to be homeowners to make sure the rent is going to be paid. The guarantor would only be contacted if you were not able to pay for the rent. If you do not have one, you can either look for one online or some letting agencies will offer you to pay six or 12 months rent in advance. Make sure you get a receipt for all monies handed over to agents and landlords.

COST OF FAMILY ACCOMMODATION

Brighton is an expensive city and renting a three bedroom flat would cost around £1400 a month, plus bills. In most case you will also have to pay some agency fees (£100-£230), some holding fees (usually a month rent to secure the property) and a deposit (usually a month to six weeks in advance) in case of damage at the end of the tenancy. The deposit should be held with a national tenancy deposit protection scheme within 30 days of paying it. Always ask the landlord to provide you with information on the scheme.

On top of the rent, you will usually have to pay for the council tax, the bills for electricity, water, gas and internet. As for University managed accommodation, make sure you keep the flat clean and well maintained so you’re not being charged at the end of tenancy.

COUNCIL TAX

Full time students living in Brighton are exempted of council tax. However this is different if you live with a non-student. In that situation, your partner would be entitled to a 25% Single Person Discount, as the student is not liable, leaving one adult in the property. This will only be the case if your children are under 18. To do so you will need to register for council tax and apply for the discount on the council website.

I am an international student living with my husband or wife, who is here as my dependant. Will we have to pay Council Tax?

As a full-time student, you can apply for exemption, provided that you are registered on a full-time course that is expected to last for at least one academic year.

Your spouse can also apply for exemption provided that he or she is not a British citizen and is prevented by the terms of their leave (visa) from taking paid employment or claiming benefits. You will need to show the City Council your spouse’s passport as proof of their status.

More information on our website: www.sussex.ac.uk/ssro/counciltax
## Emergency telephone numbers

**IN ALL EMERGENCIES**

- Telephone the emergency number 3333 (or 999 if off campus) and provide information about the emergency and the location (e.g., room number and building).
- Security staff will call the emergency services and direct emergency vehicles to the scene.

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

### ON CAMPUS

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<tr>
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<th>INTERNAL</th>
<th>EXTERNAL</th>
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<td>3333</td>
<td>01273 87333</td>
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<tr>
<td>Emergency Stanmer Court only</td>
<td>25999</td>
<td>10273 678938</td>
</tr>
<tr>
<td>Non-emergency</td>
<td>8234</td>
<td>01273 678234</td>
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<tr>
<td>If the above numbers do not answer immediately</td>
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### EMERGENCY TELEPHONES

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

(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 and Security Office in York House.

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