

# **Halls of Residence Manual 2023–24**

## HALLS OF RESIDENCE MANUAL

### WELCOME AND ARRIVAL

**The staff of the Newbold College Halls of Residence are delighted to have you join our community! We hope and pray that this will be the start of something real and positive in every way for you.**

#### **About our Halls of Residence**

Most of our students applying for the Halls of Residence will be staying in **Schuil House** and some will be in **Moor Close**. Schuil House will have both male and female single students, who will be placed in different corridors. All rooms in Schuil House are single bedrooms with a shared bathroom. One bathroom is shared between two rooms.

Moor Close is a listed building because of its history and architecture. This is a building where students live alongside non-students. To stay in Moor Close, you need to be a mature student, 25+ years of age. Moor Close rooms can be single or shared, there is a shared kitchen, shared bathrooms, and a laundry.

Other students who come with their families will be staying in the Family Housing. Family Housing has a separate manual.

#### **What we do:**

- Provide a holistic living experience focusing on the students.
- Nurture community on campus.
- Bring the college's opportunities and services into the residential experience.

#### **1) Important Halls of Residence contacts**

**Danilo Puskas – Head of Student Life and Chaplaincy**

**Email: [dpuskas@newbold.ac.uk](mailto:dpuskas@newbold.ac.uk)**

**Phone: +447594326433**

## 2) Moving In

We have made every effort to ensure your accommodation is ready for you to move into. If you experience any problems, please contact the Head of Student Life and Chaplaincy immediately so we can help.

### **Moving in date: Thursday, 31<sup>st</sup> August 2023**

If you have applied to stay in Halls of Residence, and once you have paid all your fees and have been enrolled into your programme, you can plan to move into your room from Thursday, 31<sup>st</sup> August onwards. Please note that classes will start on Monday, 4<sup>th</sup> September and it is important that you are on campus by that time.

If for some reason you need to move in earlier, that might be an option, but you would have to pay additional fee per night. In this situation, please contact Head of Student Life and Chaplaincy.

Please contact Head of Student Life and Chaplaincy regarding your arrival date and time.

### ❖ **Room Inventory**

On arrival, you will be provided with an inventory detailing the items provided for your use. You should check the inventory on arrival and report any damage or defects to the Student Life Team member on duty. If this is not done, we will assume that everything is in good order and that the contents are complete and undamaged. It is important to check the inventory fully as an inspection will be carried out during your stay and the final one completed when you move out. The inventory will be used to check for any lost or damaged items.

Rooms in Schuil House:

- **Single Bed**
- **Mattress**
- **Pillow and duvet**
- **Wash basin**
- **Small fridge**
- **Study desk**
- **Chair**
- **Cupboard**
- **Bookshelf**
- **Waste bin**
- **Desk lamp**

The size of the rooms is approximately 11 m<sup>2</sup>. There is a Wi-Fi internet connection available throughout the building. Two rooms will share a bathroom (bathrooms are located between the rooms and you can access them straight from your room).

Rooms in Moor Close:

- **Single Bed**
- **Mattress**
- **Pillow and duvet**
- **Study desk**
- **Chair**
- **Cupboard**
- **Waste bin**
- **Desk lamp**

Room sizes vary in Moor Close. There is a WI-FI internet connection available throughout the building. Bathrooms are shared.

You will need to buy or bring items such as towels, bed linen, personal crockery and cutlery (see below about the use of the kitchen), as these are not provided.

Please make sure that your room is clean. All residents are responsible for the cleanliness of their bedrooms. Do not put personal rubbish in the lobby bins. You will need to buy your own cleaning products, and we have a Hoover that you can use.

You are responsible for removing waste from your room and kitchen and placing it in the bin outside the buildings.

**Room check:** At least twice during the semester we will visit you and your room for a room check. We will give you 48 hours' notice of this.

**What we are going to check:** if your room is clean and organised – floor, shelves, desk and bathroom.

**What we are NOT going to check:** inside your closet, and we will not mess up with your things.

**Why:** to help with your health and wellness and sometimes help those who share a bedroom or bathroom with you – maybe they like their rooms clean and they don't know how to say it!

#### ❖ **Losses, breakages and damages**

Costs relating to any losses, breakages, accidental damages or extra cleaning required within rooms considered beyond normal wear and tear will be charged to your deposit. Your deposit will be included in your accommodation fees.

#### ❖ **Keys**

Please take care not to lose your keys and card. Replacements are available, but you will be expected to pay an additional charge of £25.00 if you are issued with a replacement. Please ensure that you keep your keys with you always. If you are locked out of your room, please contact a Residential Life Team member during office hours.

#### ❖ **Public areas**

Both in Schuil House and Moor Close you will find public areas, spaces where both genders can socialize and be together and where you can receive your visitors.

Enjoy our public areas, just remember to keep them organised and clean. They are part of your home!

#### ❖ **Cleaning and laundry**

Laundry facilities are available within the Residential Halls. We advise you to supervise your own laundry to ensure that nothing goes missing. Residents are not permitted to dry laundry in the kitchens and communal areas.

- The laundry rooms are open for all the students who live in the Halls of Residence.
- If you don't know how to use the washing/drying machines, ask a member of the Residential Life Team.
- The laundries are open from 7 a.m. to 10 p.m.
- The laundries are closed from Friday sunset to Saturday sunset.

#### ❖ **Maintenance**

If you have a maintenance problem with either your room or the communal areas, please report the issue to the member of Student Life Team.

A member of the Maintenance Team will then visit your room to carry out the repair.

#### ❖ **Kitchen**

You will find shared kitchens in all our buildings.

Kitchens will have a cooker, oven, fridge/freezer, microwave, electric kettle, toaster, some basic pots and pans, cutlery and storage space.

We recommend that you buy your own crockery and cutlery.

We expect all shared kitchens to be kept clean and tidy, respecting all users.

If you are staying in Schuil House, you will have a small fridge-freezer in your room. Please, have in mind that this should be your primary place where you can keep your food.

Please, have in mind that Newbold Cafeteria will also be working. Since there is only one kitchen in each Halls of Residence (HoR), that can be a very small space from time to time. We would encourage you to take meals in the Caf as your primary place for cooked food and to use HoR kitchen as a secondary place.

***Important:*** For more details about these topics, check the Tenancy Agreement.

### 3) Welfare and Safety

#### ❖ Security

Our team is here to deal with any concerns you may have about your wellbeing or that of others. The College has procedures in place to investigate and deal with any safeguarding concerns and takes this responsibly seriously.

You can speak to any member of staff about safeguarding, who will report your concerns to the Safeguarding Team. The Safeguarding Officer is responsible for all urgent matters relating to safety, welfare, unacceptable behaviour or any suspicious activity. The situation may then be passed to senior managers or outside agencies, such as the police.

If at any point during your studies you feel unsafe, don't be afraid to contact us.

#### ❖ Emergency Door

In each building you will find one or more emergency doors. These doors should be used only in an emergency. If necessary, just push the bar to open and an alarm will sound.

#### ❖ Fire Alarm

##### **On hearing the fire alarm:**

- Evacuate the premises quickly and calmly and proceed to the appropriate 'Assembly Point'.
- Follow the instructions from the staff on duty.
- Do not delay your departure by collecting coats or other personal belongings.
- Where possible, close all doors through which you pass on leaving the building.
- If you cannot use the stairs, proceed to a protected stairwell landing refuge area and tell a member of staff, or communicate using your mobile phone.
- Do not re-enter the building until advised that it is safe to do so.

- The Residential Life Team member on duty will let you know when you can re-enter the building.

**Be careful with:**



**Important:** For more details about these topics, check the Tenancy Agreement.

#### 4) Medical Issues / First Aid

- ❖ If you have an accident or feel unwell while on campus, a First Aider will be called to treat you. Please ensure that you let the staff member on duty know immediately if you have injured yourself, feel unwell or have any concerns relating to your health and safety.
- ❖ In an emergency, call 999. For medical advice call 111. Contact staff on duty only after you have called emergency services, or if you need help in getting in touch with them.
- ❖ All students that are staying in the Halls of Residence should be registered with a GP.
- ❖ If you are not feeling well and would like to see the doctor, you are responsible to make an appointment first. Binfield Surgery – 01344 286264.

#### 5) How to behave at College

- ❖ What we expect from you:
  - Silent hours are after 10:00 pm in all public areas of HoR.
  - Men and women are NOT permitted at any time into the rooms of students of the opposite gender. Failure to follow this guideline will result in disciplinary action.
- ❖ Guests are allowed between 09:00 and 23:00.

- ❖ Show respect to the environment and everyone in it.
- ❖ Have respect for the property of students, staff and the College.
- ❖ Behave in a way that is not offensive to fellow students, visitors and staff and follow reasonable instructions given by members of staff, including employers.

***Important: For more details about this topic, check Newbold's policies.***

## 6) Correspondence

- ❖ If you want or need to receive correspondence, ask the receptionist to create a mailbox in your name.
- ❖ Below is the main information that you will need:

**Newbold College of Higher Education**  
St. Marks Rd, Binfield, Bracknell  
Berkshire, RG42 4AN, UK

## 7) Guest Policy

- ❖ Residents are responsible for the behaviour of their visitors and should ensure that any visitor has left the Residential Halls by the stipulated time and that they have signed the book (Visitors Control Sheet). Visitors aren't allowed to stay overnight in a student's room without permission from the Head of Student Life and Chaplaincy. Please bear in mind that having regular visitors can place an unfair burden on fellow residents.
- ❖ Check in advance with the Head of Student Life and Chaplaincy if your visitor would like to stay overnight in our Residential Halls.

- ❖ Students are allowed to have overnight guests; however, there is a procedure that needs to be followed so that your guest can stay overnight. Please refer to the section 'Guests and Overnight Guest of Students in Halls of Residence' in the Tenancy Agreement.
- ❖ It will be a pleasure to welcome your friends or family here with us!

***Important: For more details about these topics, check the Tenancy Agreement.***

## **8) Complaints Procedure**

- ❖ All our standards are designed to meet the expectations of our residents. If you are dissatisfied with any part of our service, it is important you let us know. By working through any problems, we can make sure we give you the best service possible.
- ❖ What to do if you have a complaint: Please check our complaints policies on college's website.

## **9) Map**

- ❖ Newbold College of Higher Education is known for its picturesque gardens in what used to be part of the ancient Royal Forest of Windsor. Its landscape is captivating, and although much maintenance has been done over the years, it has managed to hang onto its unique architecture as a piece of rich Adventist history.

