



# Bay Campus Residences Guide

## Swansea University Bay Campus 2017 - 2018



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Welcome to Swansea  
University Bay Campus



# 1 ■ Welcome

Welcome to Bay Campus Residences, your home for the next year. This residents guide is designed to provide you with information to help you prepare for your year in our residences. We hope its contents will help you know what to expect and have a happy and enjoyable year with us.

We hope that the accommodation meets your expectations and if there is anything you need in terms of information, advice or support, please ask at the Bay Campus Residences Admin Office which is located within Central Admin on the ground floor of the Tower.

Coming to university can be both exciting and daunting. We want to help you make the transition process as smooth as possible when settling into your accommodation. One of the most rewarding aspects of living in university residences is the opportunity to make new friends from a variety of backgrounds. Bay Campus Residences aims to provide support for students living in residences, encouraging a spirit of community and cooperation that supports success in students' personal and academic lives. Supporting students is about encouraging them to make decisions for themselves by providing a reliable support and guidance service to those who need it.

Student well-being is vitally important to us. We want our students to be equipped with all the skills, knowledge and experience they need to lead fulfilling careers and personal lives. Creating a stimulating and supportive environment helps our students to thrive in every way.

## Helpful hints to make it work

- Communicate – the key to successful relationships is communication. Sit

down and talk about habits, preferences, moods and values. If something is bothering you the sooner you talk about it, the sooner it can be resolved.

- Be understanding – everyone has days when everything seems to go wrong and bad moods can result. Try to be understanding and tolerant.

- Establish some “Flat Rules” – to avoid misunderstanding, it is important to set ground rules regarding each other's belongings, kitchen cleanliness, visits by guests etc. You will learn where others stand on these matters and avoid possible conflict.

- Give each other some space – consider others' need for time alone and establish your own quiet time also. All residents are individuals, with particular interests, opinions and habits; you should respect work and rest periods particularly at night.

Sometimes, no matter how hard you try, you cannot make it work. If, after talking it through with others you still cannot resolve a conflict, talk to someone from Bay Campus Residences who will be happy to help.

## Noise and quiet hours

One of the most important things to consider when living with others is noise levels. In large communities, there will be unavoidable levels of background noise but consideration for your fellow residents will make your time at residences a more enjoyable place to live for all. If you are disturbed by noise levels, in the first instance you should talk to those who you think are responsible. You should do this before you become so distressed that you are liable to become unreasonable! If you continue to be disturbed by noise you can contact the Admin Office who can help you and who may call Security staff to assist.

## Tips for reducing noise

Your flatmates may be trying to work or sleep so please keep voice/music to a reasonable level at all times. Bass notes on audio equipment as well as mobiles and

Skype noise can be especially disturbing particularly to those living next door.

The rooms are reasonably well sound proofed but noise does travel, especially at night and through open windows.

- Avoid slamming doors and running down corridors.

- Use headphones late at night/early in the morning.

- Always be considerate and avoid congregating in communal areas, at any time, whether inside or outside, day or night.

## Socialising in residences

Coming to university is about having fun and we accept that residents will want to socialise with others. However, we do not endorse parties in residences because they can lead to uncontrollable situations and risk to others. If you arrange a gathering that leads to an incident, which causes disturbance or harm to others, you will be held fully responsible and this could jeopardise your place in residences and affect your academic progress.

Security staff have full authorisation to shut down any social situation they consider to be getting out of hand or causing a major nuisance. They will also report any such cases to Bay Campus Residences and, if deemed appropriate, Swansea University Residential Services.

## Visitors and guests

If you invite friends around, please be aware you must be present at all times and you will be expected to take full responsibility for their actions. For your own safety and wellbeing of others you are advised not to bring guests into residences unless they are known to you.

## ANUK / Unipol Code of Standards

All of Bay Campus Residences operate in line with the ANUK / Unipol Code of Standards for Larger Residential Developments which stipulates standards of facilities and their management. We will provide accommodation that is maintained to the standard which

complies with relevant health and safety laws and the ANUK Code of Practice. Information about the Code and details of the full Code can be viewed on the [www.nationalcode.org/upload/file/nationalcode\\_edu.pdf](http://www.nationalcode.org/upload/file/nationalcode_edu.pdf)

## Data protection information

Bay Campus Residences complies with the Data Protection Act (1998) which governs the use of all personal data held and the controls required over its accuracy, access and security.

Students have the right to privacy of personal data. Access to all student data held by Bay Campus Residences and Swansea University whether on paper, computer files or other storage media is strictly controlled. Bay Campus Residences standard response to enquiries about individuals is that information cannot be disclosed without the student's authority.

## Your Assured Shorthold Tenancy and Regulations

Your Assured Shorthold Tenancy (AST) Agreement and Residence Regulations contain all the contractual information about your accommodation. These can be accessed via your accommodation account at [www.swansea.ac.uk/accommodation/residences/bay/](http://www.swansea.ac.uk/accommodation/residences/bay/)

## Accommodation account and induction Res Reps

If you need to check any details related to your tenancy or fees you can do this via your Accommodation Account at [www.swansea.ac.uk/accommodation/residences/residencefees2015/](http://www.swansea.ac.uk/accommodation/residences/residencefees2015/)

You should have completed your online induction before arrival as it forms part of your acceptance for your accommodation. You can return to it whilst you're a resident via your Accommodation Account – please check that you have completed it.

## Blackboard

Blackboard is an online learning and teaching tool that you will be able to access once you're enrolled. There is an accommodation section in Blackboard that covers all the information contained in this handbook and lots more.

The role of a Res Rep is to help make life in our residences the best it can be. You'll be fundamental in the organisation of social, sporting, cultural and environmental events on Bay Campus. You'll also be empowered to share your thoughts and ideas on Bay Campus Residences and the accommodation. Anyone can get involved, either by nominating yourself as a Res Rep or by joining in the events and activities organised throughout the year so keep an eye out for Res Rep information.







## 2. Arrival and what to do next

### Key Collection

Read information on how to collect your residences access swipe card here [www.swansea.ac.uk/accommodation](http://www.swansea.ac.uk/accommodation)

### What to bring

Some items you may want to bring are:

- Crockery and cutlery.
- Pots, pans and cooking utensils.
- Toaster.
- Iron.
- Towels.
- Bedding, including all linen, duvet, pillows and blankets if required.
- All of the above can be purchased at [www.Unikitout.com](http://www.Unikitout.com). They offer huge discounts on Student Bed Packs, Student Kitchen Packs, Student Bathroom and Towel Packs, Student Combo Packs, Electricals, Accessories and much more - They even deliver direct to your halls so everything is waiting for you upon your arrival! PLUS save an extra 10% by quoting BAYCAMPUS10.
- You will also need to bring your own electrical items such as televisions, laptops, hairdryers.

### Reservation deposit

On accepting your offer from Residential Services you will pay a deposit which is automatically deducted by Residential Services from your last term's rental payment. Read further information on your Residence Fees via [www.swansea.ac.uk/accommodation/residences/residencefees2015/](http://www.swansea.ac.uk/accommodation/residences/residencefees2015/)

### Your room inventory

You must complete your online Student Accommodation inventory which you can access via your resident's welcome page here [www.swansea.ac.uk/accommodation](http://www.swansea.ac.uk/accommodation)

It is best to complete the check list for communal areas with other residents in your flat/area.

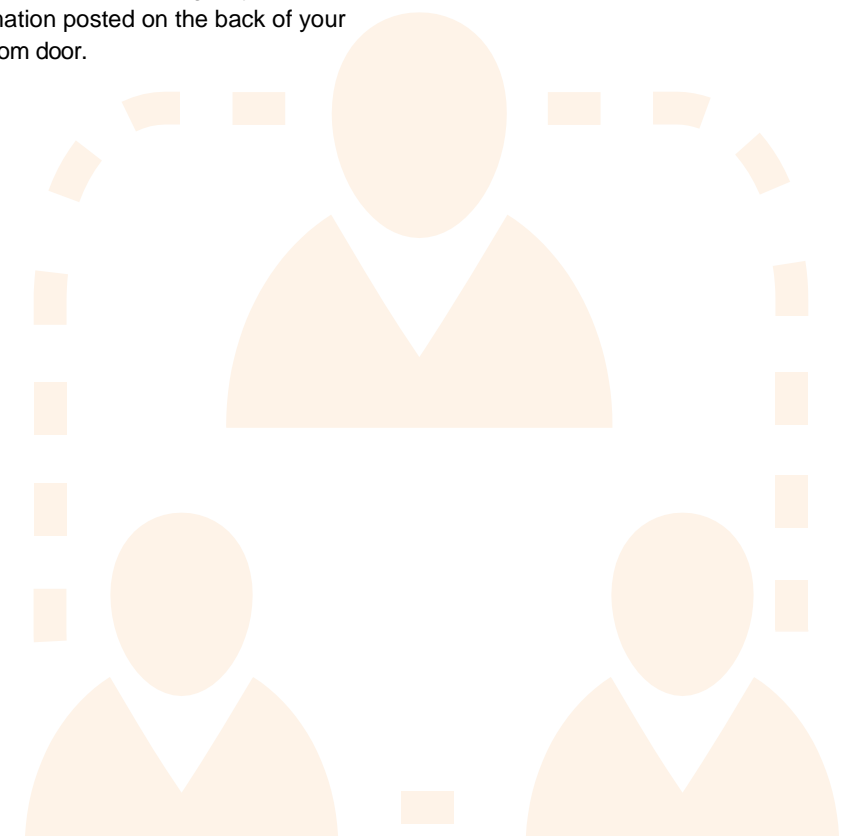
Please complete and return within 7 days of arrival.

### Settling in

Once you've moved in you can start to find out what's where and who's who within your residence. Make a point of noting your emergency exit routes in the event of a fire. The Bay Campus Residences team are available to help you settle in and answer any questions. If they can't help, they will put you in touch with someone who can!

### Emergencies

In case of an emergency that requires the emergency services (Ambulance, Police or Fire Service) please call 999/112 from an external phone. You can also contact Bay Campus Security 24/7 on 01792 606010 or dial \*2 from any internal lobby phone. Please refer to the emergency procedures information posted on the back of your bedroom door.



# 3 Who's who

## Bay Campus Residences Team

We have a team of dedicated staff to help you settle in and help with any queries whilst you're living here.

You can use our online maintenance helpdesk to report any faults or maintenance problems with your accommodation:

[www.baycampusresidences.com](http://www.baycampusresidences.com)

Password: baycampus2018

Your request will be given a priority, see priority definitions within Section 12 "Maintenance and Reporting". The matter will be dealt with in-house wherever possible. An external contractor will be summoned if required.

Bay Campus Residences team are responsible for the day to day running of your residences, so please call in to see them in the Central Admin area in the Tower with questions about residencies, including:

- Repairs and maintenance.
- Cleaning and portering.
- Collecting mail.
- Issuing new swipe cards in case of lock outs.
- Any other queries regarding your room or residence.

## Your Bay Campus Residences Team

All our staff are committed to making our residences safe, comfortable and welcoming for you and will be happy to assist you whenever possible. Most queries can be resolved at Bay Campus Residences Admin Office but occasionally you might need to see another member of the Team.

## The team consists of:

- General Manager
- Facilities Manager
- Business and Administration Manager
- Facilities Administrative Assistant
- Facilities Receptionist
- Facilities Maintenance Technician
- Welfare Wardens

## Management Team

General Manager

The General Manager, has overall day to day responsibility for the management of all residences. The General Manager is assisted by a managerial team consisting of a Facilities Manager and Business and Administrative Manager.

## Managerial Team

Facilities Manager and Business and Administration Manager

The Managerial teams are responsible for the management and delivery of services to Residences including health and safety, cleaning, security and inspections. They are assisted by the Facilities Maintenance Technicians.

## Bay Campus Residences Admin Office

The administrative and reception team are there to discuss any problems and issues you may have whilst in your accommodation and can be found in the Admin Office.

## Welfare Wardens

All residences have a support network of Welfare Wardens. Welfare Wardens are students living within residences who provide pastoral and practical support, including:

- Help with settling in.
- Discuss issues with residents.
- Chat informally about worries or concerns.
- Provide a sympathetic ear to personal matters.
- Offer general support and impartial advice.
- Direct you to other University departments for the appropriate help and care.

Welfare Wardens are available daily for a student drop in service at the Admin Office Reception between 17:30 – 18:30. Please note that between 18:30 – 22:30 Welfare Wardens may be out visiting other tenants.

Welfare Wardens visit all properties in the first weeks of term to give welcome talks – you will be emailed the dates and times of your welcome talk in advance.

The team also works alongside Swansea University Residential Services Department and Swansea University Student Services Wellbeing Services who are also there to help you with any wellbeing issues.

## Resident Network – Residence Life Co-Ordinator

At the start of each year your Resident Network will hold welcome activities to enable you to meet and get to know your neighbours. They work closely with the Students' Union in setting up Residence Committees where you get an opportunity to organise social events and have a say in how your residence works.

## Swansea University Residential Services

### Main Reception

Residential Services main reception is located in Penmaen on Singleton Park campus. They can help you if you have any queries about your Assured Shorthold Tenancy, including:

- Room transfers and withdrawals.
- Accommodation waiting list.
- Residence fees.

Open Monday to Friday 09.00am – 4.00pm

E: [accommodation@swansea.ac.uk](mailto:accommodation@swansea.ac.uk)

T: +44 (0)1792 295101

W: [www.swansea.ac.uk/accommodation/introduction/](http://www.swansea.ac.uk/accommodation/introduction/)

## Useful Contacts

**Bay Campus Residences Admin Office contact details and opening:** Monday to Friday 08.30am – 17.30pm



**T 0300 103 3000**



**E [BayCampus@upp-ltd.com](mailto:BayCampus@upp-ltd.com)**



**W [swansea.ac.uk/accommodation/residences/bay/](http://swansea.ac.uk/accommodation/residences/bay/)**

If you need to report an urgent issue outside of the main Admin Office opening hours you can contact Swansea University Bay Security 01792 606010.





## 4. Connectivity

### Internet

Wi-Fi is available to all residents throughout the residences and campus. Within your residences you will have access to KeySurf a high quality Internet access through a wired connection in each room and over a high speed wireless network, covering bedrooms and communal areas. Please select the "KeySurf" Wi-Fi network. Open your web browser and you will be presented with the KeySurf sign in screen. Click on the "Create Account" button. Fill in your details and pick your product. On completion of registration, make a note of your username and password. You will be returned to the KeySurf sign in screen. Use your new username and password to get online.

**A guide on how to connect to Wifi is available at:** [swansea.ac.uk/accommodation](http://swansea.ac.uk/accommodation)

### Live television and TV licensing

If you bring a television or any other TV receiving equipment, you must have a valid TV licence. This applies whether the TV is in your own bedroom or in communal areas. TV Licensing Authority representatives can make checks throughout residences, and will be accompanied by staff when visiting.

Remember, failure to hold a TV Licence can lead to a fine of up to £1,000, so you must have one if you need it.

Find out all you need to know about TV licensing, including how to claim back unused months, at [www.tvlicensing.co.uk/](http://www.tvlicensing.co.uk/). TV licensing general enquiries: 0300 790 6090.



## 5. Services

### Access swipe cards

If you have any issues with your swipe card, call into the Bay Campus Residences Admin Office and speak to a member of staff.

In the event of losing your swipe card there will be £10.00 replacement fee which will be added to your residence fees account.

Do not tamper or deface your swipe card i.e. punch holes, as this will render the card inactive resulting in the necessary purchase of a replacement card.

### Lock outs

If you are locked out (e.g. locked your swipe card in your room) we will give you a temporary swipe card. You must return your temporary swipe card to the Admin Office by 10am, the following morning to avoid a charge for late return.

Please note that a fee will be incurred after 5 lock outs (£10.00) and (£15.00) for each subsequent 5 lock outs.

For more information regarding residence charges please refer to section 8 of the

Residence Regulations, which was sent to you via email upon your accommodation acceptance.

### Personal belongings insurance

You are covered by a personal belongings insurance policy with Endsleigh: <https://www.endsleigh.co.uk/personal/student-insurance/>

### Contents insurance policy

To enhance your policy to cover expensive items (eg. Electrical equipment or bicycles) contact Endsleigh <https://www.endsleigh.co.uk/personal/student-insurance/> or meet to discuss.

### Hot water

Hot water is provided on a demand and supply system which residents will have access to throughout the year.

### Heating

Heating in the rooms is controlled by the thermostatic radiator valve (TRV). TRV is a self-regulating valve fitted to a hot water heating system radiator. To control the temperature of a room turn the TRV to adjust the flow of hot water. Please be aware that the residence operates on a seasonal system so the heating will be turned off during the warmer months and turned back on during the colder months.

### Help with appliances

Operating instructions for electrical appliances are available online and on your Welcome USB.

### PAT policy

If you are bringing your own electrical appliances, make sure you read our Electrical Appliance and PAT Testing Policy at: [swansea.ac.uk/accommodation](http://swansea.ac.uk/accommodation)

### Grounds

You are encouraged to make use of the grounds in the vicinity of the residence, especially in fine weather. However please be considerate of other residents and keep noise to a minimum, during late hours. Please do not play music outside. Please use the litter bins provided.

### Snow clearing and gritting

During cold weather students are advised to take extra care, as surfaces may become slippery. If there is a risk of snow or ice, main walk-ways, entrances and steps will be gritted. Following snow fall these areas will be cleared (as soon as practically possible) and regularly checked. In high winds, extra care must be taken to keep windows closed.

### Bicycle storage

Residents who bring bicycles must keep them in the bicycle shelters provided. Bicycles must not be brought into the buildings at any time and should be securely locked with a good quality D-lock within the bicycle shelters. All bicycles are left entirely at the owners' own risk. All bicycles must be removed from the bicycle shelters at the end of the contract period. Bicycle insurance can be purchased via <https://www.endsleigh.co.uk/personal/home-insurance/bicycle-insurance/> for an additional premium.





## 6. Your Mail

### Mail collection

Your full postal address is included within your Assured Shorthold Tenancy Agreement. You should ensure that your name, student ID, room number and block details are included on any mail. Your name should appear as it does on your student account; nicknames cannot

be recognised on the system. Adding your student ID will assist us with logging your parcel when there are multiple students with the same name.

You should structure your postal address as follows:

**Your Name (Student ID)  
Block Name/ Flat  
Number/ (Room Number)  
Student Accommodation  
Swansea University Bay Campus  
Fabian Way  
Crymlyn Burrows  
Swansea  
SA1 8EP**

Each flat has an allocated post box which is shared with other members of your flat

and Bay Campus Residences cannot be held responsible for missing items of post. Each flat will be given one key for each for each post box and you will need to agree with your flatmates how to keep the key safe and who will be responsible for collecting the post. A £10.00 replacement fee may apply for any lost post box keys.

Registered post and parcels can be collected from the Bay Campus Residences Admin Office. If a parcel or registered mail has been received you will receive an automated e-mail from the Bay Campus Residences team which will be sent to your student account.

You should bring with you proof of identity (ideally your student ID card) when you come to collect registered mail and parcels.

Due to the high volume of registered mail and parcels that are received, residents are requested to collect parcels within 48 hours of receiving the automated e-mail; parcels not collected may be returned to sender.

Bay Campus Residences reserves the right to refuse any parcels we deem to be suspicious due to Health & Safety risks. If a parcel is refused we will inform the student and if a redelivery is arranged we will require confirmation of the contents.

### Mail collection times

Parcels can be collected from the Bay Campus Residences Admin Office during the following times:  
11:00 – 12:00

14:00 – 15:00

17:30 – 18:30.

These times will be extended during busy periods.

If you have ordered a parcel that you know is heavy and/or large please ensure that you collect it within 24 hours of receiving the automated e-mail due to limited parcel storage space. If a parcel is too large to be stored it may be turned away and you will have to make alternative arrangements.

### Mail forwarding

We are unable to forward letters to residents who have left due to the quantity of letters we will receive. For a fee you can make arrangements directly with Royal Mail to have mail redirected to another address via <https://www.royalmail.com/personal/receiving-mail/redirection>

You should ensure that you collect any mail or parcels prior to the end of your contract period. Bay Campus Residences accept no liability for mail or parcels left on site after the end of contract period and they will be returned to sender. Avoid ordering any parcels 2 weeks prior to moving unless they are to your new address.





# 7. Facilities at Bay Campus

## Laundrette

The laundrette at Bay Campus is open 24 hrs a day. You will be required to use your accommodation swipe card to access the laundrette, outside of office hours and weekends.

Upon arrival you will receive a laundry card which you can collect after picking up your accommodation swipe card. Upon receipt of your laundry card please follow the steps below to register your card.

- Log onto [www.washstation.co.uk](http://www.washstation.co.uk) and press top up your card. Follow the online instructions to register your Washstation laundry card.
- Click on the option to 'Add Value', here you can top up your card with £5, £10, £20, £30 or £40 denomination.
- Once credit has been added you will be given a unique 6 digit code. You need to make a note of this code, from there you will need to go down to the laundry room touch your card against the pinmate machine and enter this unique code. This will then activate the top up and the card will be ready to use. Then simply follow the multi lingual instruction signs to begin your load wash.
- One load of washing will cost £2.40.
- Drying your clothes will cost £1.20 per load.

If you have any queries please call the student helpline on 0800 141 2331 or follow us on twitter @washstation3

Check out the website to see when machines are free and to be notified when your washing is finished via [www.washstation.co.uk](http://www.washstation.co.uk) and selecting "Ready to Wash".

## Common Room

The Common Room located in Gruffydd is the place to go to meet and socialise. The Common Room is a multi-purpose space that can be used for, socialising, studying, film nights, pool competitions or just relaxing with fellow residents.

You will find comfy seats, a television, pool table and a vending machine which provides great value snacks.

Tenants can access the full Wi-Fi services within the Common Room.

## The Core

The Core is the main campus food court situated off Severn Way, amidst the student residences. The Core offers a contemporary, large, flexible space at the centre of the site and will feature a number of 'food pods' providing a variety of culinary styles and choices.

As well as providing day-to-day catering services, the flexibility of The Core will also allow the provision of a casual student social area, general recreational activity (including student events) plus a conference and function space.

A number of flexible, moveable walls will allow The Core to be configured in a variety of ways to suit different event requirements and capacities. The space can seat over 400 people in its standard layout and 200-250 as an event/banqueting venue. A fully licensed event bar is provided to service all types of functions. The Core will be available year round for internal and external events, when not in use for student/staff catering.

Opening Hours: Monday – Friday, 07:30 – 19:30

## The Core will feature three main food pods:

### Cegin

Cegin is the 'traditional' food pod situated within The Core. Serving home cooked favourites, daily carvery and full cooked breakfast.

### Stryd

Stryd brings contemporary street food to Bay Campus. Situated within The Core, Stryd will provide an international, multi-cultural service, heavily focused on world foods and will feature regular culinary theatre with in-house live cooking.

## Koop

The third food pod in The Core offers 'high street' chicken with a twist! From healthy choices to indulgent delights, Koop will provide salads, wraps, burgers and 'southern-style' chicken all featuring the unique Koop style!

## 52°

52° is the flagship café-bar at the heart of Bay Campus. Offering a relaxed, contemporary coffee shop by day and a lively student bar by night. Open early until late, 7 days a week, 52° offers a wide variety of snacks, quality coffees, beers, wines and non-alcoholic options. Catch live sports on the big screen and regular entertainment across the week – right on your doorstep!

## Tesco Express

For all your catering essentials, you will find a Tesco Express located on Bay Campus within Emlyn. Visit [www.tesco.com/store-locator/uk/](http://www.tesco.com/store-locator/uk/)

## Banks and cash points

At Bay Campus you will find a Santander bank, along with a cash machine for withdrawals.

There is a Lloyds bank on the ground floor of the Taliesin Building at Swansea University Singleton Park campus.

You will also find cash machines on the ground floor of Fulton House and the first floor of Union House at Singleton Park campus.

There is a wide choice of banks in Swansea City Centre and in the nearby area.





# 8. Cleaning

## Our cleaning responsibilities:

The housekeeping staff will carry out

weekly cleaning of shared kitchens,

communal entrances, hallways, staircases,

lifts and social spaces. You will be informed of your flat's cleaning day when you move in. The cleaning service does not include washing up or cleaning the insides of cupboards or fridges.

A dust pan and brush, mop and bucket and vacuum cleaner are available for your use within all communal kitchens. Please do not use vacuum cleaners to mop up spillages.

External (grounds) cleaning is also provided by Bay Campus Residences on a regular basis. To maintain a litter-free environment, students are requested to use the litter bins provided on campus.

## Your cleaning responsibilities:

You are responsible for cleaning your room including your ensuite bathroom on a regular basis. Please use the appropriate cleaning materials and refer to manufacturer's guidance to prevent damage.

Although your housekeeping team regularly clean shared areas, you are expected to keep these free from litter and in good order. Built in ovens, hobs and microwaves should be cleaned regularly by residents in between scheduled cleaning.

Residents are required to allow access to the cleaners and ensure there are no obstructions or hazards that might impede their work.

It is particularly important, especially on your designated cleaning day that the following are completed by 9.00am.

- All waste is put into the appropriate bins.
- Wash crockery regularly and store in cupboards – **do not allow washing up to accumulate** on work tops especially prior to cleaning day as this limits the ability to clean.
- Kitchen worktops are wiped down.
- Floors are clear to allow for cleaning.

If you do not keep your room or shared kitchen to an acceptable standard you

will be notified and given the opportunity

to clean it. If you do not clean it to

a satisfactory standard you will be charged and the cleaning team will be unable to carry out their cleaning duties until such time. A Kitchen contract cleaning charge could be in excess of £145.00.

## Legionnaire's disease

### What is Legionnaire's disease?

Legionnaire's disease is a potentially fatal form of pneumonia, which can affect anybody. It is caused by the inhalation of small droplets of water from contaminated sources containing legionella bacteria.

### Where is Legionella found?

All hot and cold water systems in residential properties are a potential source for legionella bacteria growth. The main areas of risk are where the bacteria can multiply and increase to dangerous levels and then spread, e.g. in spray from showers and taps.

### Who is at risk?

Legionnaire's disease most commonly affects the elderly, or people with chest or lung problems. Not everyone exposed to legionella bacteria becomes ill.

Symptoms of Legionnaire's disease are similar to those of flu.

Taking the following simple precautions will help keep you safe:

- Flush through showers and taps for 1 minute following a period of non-use (any period of 7 days or more). This is to flush out any stagnant water which has been in the bathroom which may have been contaminated.
- Keep all shower heads and taps clean and free from a build-up of lime scale, mould or algae growth.

Regularly (at least every 3 months) clean shower heads with an antibacterial product.

## Defrosting your freezer

This process should be completed by

residents on a termly basis i.e. before

leaving for Christmas, Easter break or

when there is a build-up of frost and before vacating your residences at the end of your tenancy period.

- Remove all food items and transfer to another freezer.
- Remove all internal drawers.
- Turn off the freezer by switching off mains supply switch at the mains socket.
- Place a towel or cleaning cloth on the base of the freezer which will help collect excess water.
- Place a bowl of hot water in the freezer to help assist speed up the defrost process.
- Do not use any sharp objects such as knives to remove ice build up.
- Do not use any heat producing electrical items such as hairdryers to remove frost.
- To avoid any potential water seepage on kitchen floors, check defrost process regularly.

Once defrosted, wipe down interior, replace drawers and wait for at least 2 hours before replacing food into the freezer.

Do not move furniture from designated areas and please keep stairwells and corridors clear.

## Waste removal

Housekeeping staff will empty the bins in the communal areas Monday to Friday. However, if you find the bins are full then please bag the rubbish appropriately and place next to the bins in your kitchen.

## Our responsibilities:

Daily waste removal in communal areas and social spaces, Monday – Friday except bank holidays and Bay Campus Residences closure days. You will be provided with new clear bin liners without charge.

## Your responsibilities:

All waste should be sorted into the appropriately

labelled waste bin within the communal kitchens. You

are required to empty any bedroom waste into the

appropriate communal kitchen waste bins.

## Posters and display materials

Posters, photographs, decorations, etc must be confined to the pin boards supplied. Do not affix items to walls, ceilings or doors – this constitutes a fire hazard and may damage wall surfaces. Staff are instructed to remove them. This applies to both bedroom and common areas. Failure to comply will result in cleaning and redecoration charges being levied. No alterations or additions to the decoration or fittings of the room are allowed.

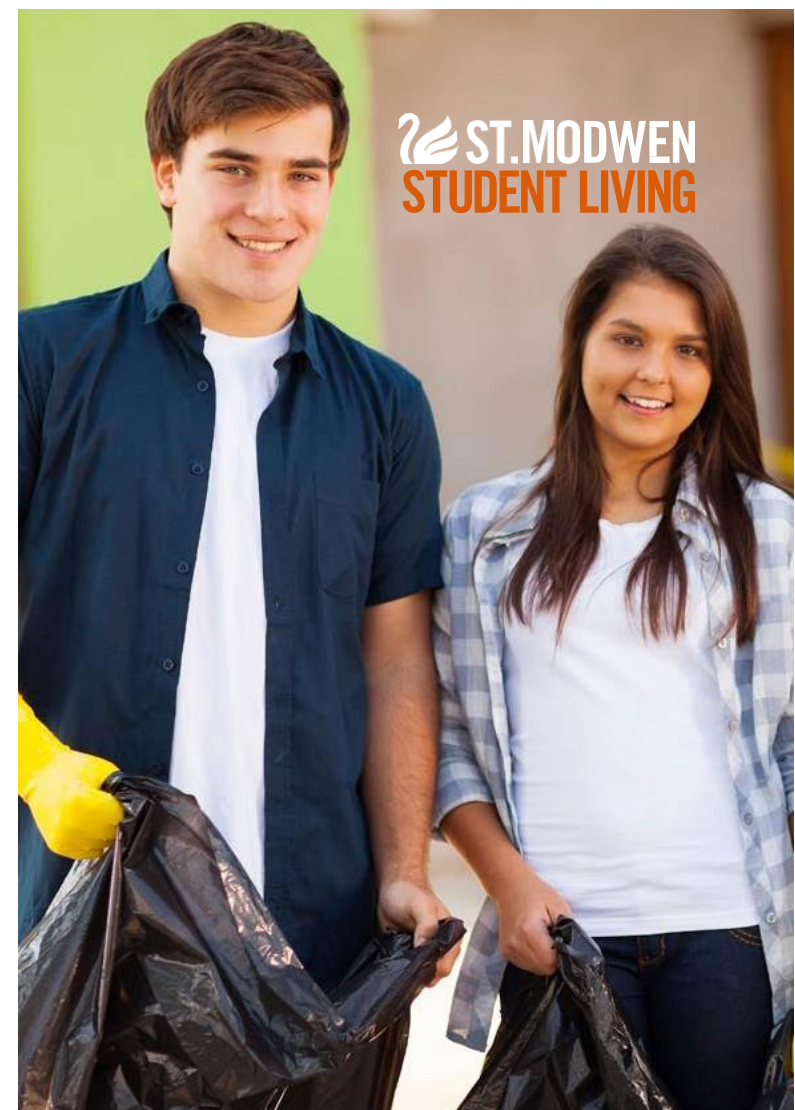
## Cleaning rotas and products

Making and sticking to a cleaning rota is an effective way of keeping your flat pleasant and safe. Your resident Welfare Wardens can assist with devising a rota to help you get started.

Many residents find that buying or pooling cleaning products together as a flat at the start of term works well. We encourage you to set up a cleaning kitty and would recommend that you buy the following items to help with cleaning:

- Anti-bacterial multi-purpose cleaner for floors and surfaces.
- Degreaser for cookers, hobs and grill pans.
- Hob cleaner for ceramic hob tops.
- Oven cleaner – always follow instructions carefully.
- Washing up liquid.
- Cleaning gloves, washing sponges and scouring pads, brillo pads.
- Disposable kitchen towel.
- Fridge cleaner and deodorizer.
- Toilet cleaner and separate cleaning gloves and cloths.
- Shower and bathroom multi-purpose cleaner.

**Always make sure you follow the instructions and never mix products. If you have any queries, please ask staff for advice.**



**ST. MODWEN**  
**STUDENT LIVING**

## Food Hygiene Tips

- Keep your hands clean: they carry germs.
- Use disposable cleaning cloths to avoid spreading bacteria.
- Always wash equipment and utensils after preparing food.
- Keep the kitchen clean: leftovers attract pests.
- Cover open wounds when preparing food.
- Refrigerate all high risk foods e.g. meat, poultry, fish, dairy products.
- Do not overload the refrigerator.
- Defrost the freezer once a term.
- Store cooked and raw food separately.



# 9. Maintenance and Repairs

### Repair reporting

Report any maintenance problems as soon as possible. Do not rely on housemates to report problems!

Please report your maintenance fault via our online maintenance helpdesk or [www.baycampusresidences.com](http://www.baycampusresidences.com)  
Password: baycampus2018  
if you have any difficulty doing so please come to the Bay Campus Residences Admin Office. Maintenance faults could include an item of disrepair within your room or anywhere within the residences.

### Emergency repairs

Emergency repairs are issues that require an immediate response either because they are possibly endangering the health and safety of people, causing major damage to buildings or contents or affect the security of the building and its occupations and may include:

- Gas escapes.
- Serious water leaks.
- Total failure of heating system (depending on the time of year).
- Total failure of electrical supply.
- Serious electrical malfunctions.
- Serious problems with drainage.
- Obstructed, damaged fire exit doors.
- Damaged lifts.

These should be reported immediately in person or via phone on 0300 103 3000. Outside the Admin Office opening hours, please contact Swansea University Security on: 01792 606010.

### Communal, bedroom safety and maintenance checks

Inspections are undertaken twice a year by staff to check safety and maintenance to ensure you're looking after your accommodation.

Rooms or communal areas that are not kept reasonably clean and up to standard can pose a health risk and also impact on other residents. We will give you plenty of warning before an inspection is due to take place.

### Planned preventative maintenance schedule

There are a number of regular operations and checks that we undertake to ensure your safety and to comply with legislation.



Please see below a brief summary of some of these operations and checks where we may require our tradespeople or technicians to enter your room or flat at predetermined intervals.

Type of check	Frequency	Where
Fire alarm testing	Weekly	Common areas
Lift alarms	Weekly	All areas where fitted
Emergency lighting test	Monthly	Common areas
Automatic closing fire doors	Monthly	All areas
Fire blankets	Monthly	All common areas
Distress alarms	Quarterly	All areas where fitted
Fire alarm service	Quarterly	All areas where fitted
Window restrictor test	Bi-annually	All areas where fitted
Window fastenings	Quarterly	All areas
Electrical equipment testing	Annually	All areas
Lighting levels test	Annually	Random rooms and areas
Riser door locks	Monthly	All areas

### List of indicative charges

Where loss or damage occurs to Bay Campus Residences property, which is not due to 'fair wear and tear', a charge will be raised to the resident(s) concerned.

Charges will reflect the cost of the repair or replacement plus reasonable administration fees. We cannot foresee the extent of all damages or predict price rises, but the following list is intended to provide a guide price for most eventualities. (Prices include VAT).

Item Cost £		Item Cost £	
REDECORATION		WHITE GOODS/KITCHEN EQUIPMENT	
Redecorate window sill	Individual pricing	Replacement of large upright fridge/ freezer	£332.00
Redecorate average size room/ kitchen	one wall from £35- £65	Replacement microwave/combo	£82.00
Minor making good to decorations (poster damage)	from £35.00	Replacement kettle	£8.00
Redecorate average size room/ kitchen ceiling	Individual pricing	Replacement hob	£165.00
FLOORING		Replacement oven	£184.00
Replacement of carpet tiles bedroom	£20 per sq m	Replacement vacuum cleaner	£82.00



9. Maintenance and Repairs continued

Item Cost £	
FURNITURE/FURNISHINGS	
Replacement of standard mirror	£30.00
Replacement of desk chair	£87.00
Replacement of kitchen stool	£50.00
Replacement of room/kitchen notice board	£30.00
Replacement of shower curtain	£5.00
Replacement of wardrobe including full width top shelf with hanging rail and 3 shelves underneath	£135.00 each
Replacement of desk with 3 drawer unit	£85.00 each
Replacement of wall fixed bookcase/shelving unit	£35.00 each
Replacement of three quarter size cabin bed with mattress wall fixed head board and wall protector	£120.00 each
Replacement of door plaque	£10.00 each
Replacement of single mattress	£55.00 each
Replacement of ¾/double mattress	£78.00 each
Replacement of bedside chest with 1 drawer and space below	£34.50 each
Replacement of armchair	£175.00 each
Replacement of sofa	£299.95 each
Re-upholstery costs start from	£60 per item
Replacement of fridge/freezer drawer/shelf	£15.00
Replacement of hob dials and spindle plate	£40.00

**Target repair response times**  
This table outlines target times for attending and rectifying reported faults. In the case of an ‘Emergency Fault’ the immediate response may be a temporary fix, with the fault permanently repaired as soon as possible. We welcome feedback on the quality of our service.

**Priority one works** reflects incidents or defects which require an immediate response. These defects are possibly endangering the health and safety of people, causing major damage to buildings or contents, or affecting the security of the premises or its occupants.

**Priority two works** refers to work that does not present an immediate threat to the health and safety of people but requires a swift response to prevent further damage or deterioration.

This category could include blockages to sanitary systems, flooding, security issues, emergency exits compromised. The rectification period for these works requires the repair to be responded to and temporary repair (sufficient to make the matter a Priority three work).

**Priority three works** means standard works which if not attended to could result in a reduction in the quality of the service(s) provided.

**Priority four works** means work of a routine nature.

Item Cost £	
CARPENTRY/GLAZING	
Replacement of flat, room or kitchen door	£332.00
Replacement of bathroom, w/c or ensuite door	£82.00
Kitchen cupboard unit	£40.00
Door closers	£46.00
FIRE SAFETY	
Replacement of fire blanket	£10.00
Fire alarm engineer call out	£75.00
ACCESS CARDS	
Replacement post box key	£10.00
Replacement room access card	£10.00
HOURLY CHARGES	
Hourly charge for FM Technician	£10.00
Hourly charge for additional cleaning	£14.20
Hourly charge for trade engineer	£25.00
KITCHEN EQUIPMENT	
Mop and bucket (missing)	£10.00
Sweeping brush (missing)	£5.00
Ironing board (missing)	£15.00

	General Repairs	Urgent Repairs		Emergency Repairs
	Priority Four	Priority Three	Priority Two	Priority One
Building fabric external element	20 working days	20 Working Days	Within 1 working day	Within 4 hours
Building fabric internal element	20 working days	Within 10 Hours	Within 1 working day	Within 4 hours
Floor and floor coverings	20 working days	Within 10 Hours	Within 1 working day	Within 4 hours
Decorative finishes	20 working days	NA	NA	NA
HVAC systems	20 working days	5 Working Days	Within 6 hours	Within 4 hours
Electrical Installation	20 working days	5 Working Days	Within 6 hours	Within 4 hours
Domestic water system	20 working days	5 Working Days	Within 6 hours	Within 4 hours
Sanitary fittings	20 working days	5 Working Days	Within 10 hours	Within 4 hours
Electrical installations	20 working days	5 Working Days	Within 6 hours	Within 4 hours
Safety systems	20 working days	5 Working Days	Within 6 hours	Within 4 hours
Lifts and lifting equipment	21 working days	5 Working Days	Within 6 hours	Within 2 hours
Roads and pathways	22 working days	5 Working Days	Within 6 hours	Within 4 hours

**Right of entry access to rooms**  
Bay Campus Residences reserves the right for its employees and authorised contractors to enter its residential accommodation for the purpose of welfare, inspection, maintenance and repairs, or to rectify a health and safety or breach of tenancy issue.

Notice will be given when possible for all planned programmed maintenance, at least 7 days notice will be given.

We will make every effort to deal with your request as soon as we can and with the minimum disruption.

We will leave your property as we found it.

We will aim to contact you at least 24 hours in advance before carrying out repairs or needing access. This may not apply in cases of emergency, for safety reasons, or when we visit on your request.

When we visit we will always knock before entering your residence, as well as individual rooms before entering. You have the right to ask for ID or to ring for verification on 0300 103 3000 before allowing access.





# 10. Fire, Safety and Security

As you unpack, have a look around at the fire and safety signs located in your property – they are provided to ensure your safety.

Fire safety information sheets are provided on the back of your study room door and displayed in the kitchen area.

For concise and easily accessible notes on fire safety, you can log back into your accommodation induction via your Accommodation Account.

Reading over the safety module will only take a couple of minutes and it's a quick step to looking after yourself and your housemates.

You will have watched our fire safety video online as part of your online induction. It will have demonstrated how quickly a fire can spread in a student bedroom.

Please remember that fire rules and regulations are in place to protect you and other residents from the risk of fire.

We have a responsibility to ensure that you know what to do in the event of an emergency, so please take the time to familiarise yourself with the basics to keep you safe.

Keep all communal areas and fire exits clear of personal belongings at all times.

**If you discover a fire – evacuation procedure**

Please refer to the emergency evacuation procedure on the back of your bedroom door.

**Fire drills**

Bay Campus Residences is legally required to carry out fire evacuation drills on all its buildings. An un-notified rolling programme of fire drills will be starting soon after your arrival. They are designed to be as realistic as possible and a continuous ringing alarm will sound. All occupants are required to leave the residence buildings and meet at the publicised assembly point. The evacuation procedure and assembly point information is displayed in the ground floor notice boards of all residences.

Failure to adhere to procedures or co-operate during a fire drill evacuation will result in disciplinary sanctions being applied.

**Fire alarm testing**

Fire alarm tests are carried out weekly on a Wednesday. Fire alarms are checked weekly and will ring for a very short time. The short burst of sound will indicate a fire alarm test. In the event that the fire alarm sounds as a continuous ringing, this indicates unplanned fire alarm activation and fire alarm procedures must be observed. Please note this, so checks are not confused with drills or actual alarms.

**Lifts**

The lifts in the halls are tested to the highest standards. However, as with all lifts, occasionally they can break down. In the event of a lift failure, stay put, stay calm, and follow the simple instructions provided on the safety instruction card located in the lift. The lifts have both an emergency alarm and means of communication through to the Schindler call centre. Therefore, the Bay Campus Residences Team will know straight away if there is an issue and will deal with it as quickly as possible.

**Do's and Don'ts**

- The lift may only be used if the car lighting is on.
- Persons who are unable to use the controls in the car may only use the lift if accompanied by a person able to assist.
- Passengers must stand still while the lift car is moving. Jumping or rocking is not allowed. Instructions in the lift car must be followed.
- Do not throw objects, especially burning matches or cigarettes, through the gap between the door and the landing sill into the hoistway pit. This may cause a fire and dangerous smoke.
- Do not obstruct the lift doors.
- Do not attempt to enter or exit this lift whilst the doors are closing - press the door open button (in the lift car) or the landing push button, this will reopen the lift doors.

- Goods being transported in the lift must be positioned in such a way that they cannot move about. Care must be taken to evenly distribute the load.
- Tampering with the security telephone in the lift will result in disciplinary action.
- **Do not use lifts in the event of a fire.**

In the event of an emergency do not attempt to open the lift car doors. Press and hold the ALARM button for 3 seconds, you will be connected to the rescue service who will arrange for an engineer to attend to you as soon as possible.

**Prohibited Items**

You cannot bring any of the following items into any part of your accommodation. Please note that possession of prohibited items leads to disciplinary action. Prohibited items include but are not limited to:

- Nitrous oxide canisters.
- Candles.
- Incense Sticks.
- Fairy Lights.
- Barbecues.
- Fireworks.

The Bay Campus Residences team reserve the right to enter any room at any time to investigate, remove and confiscate any items which constitute a fire hazard.

**Weight Restrictions on Bookshelf**

The bookshelf above the desk in your study bedroom has a weight restriction of 25kg. To put this in perspective the following also weigh 25kgs:

- 36 iPads
- 500 darts
- 250 blueberry muffins
- 8 billion grains of sand
- 8000 tea bags!

**Smoking**

Smoking is prohibited in all Bay Campus Residences buildings, semi-enclosed building entrances and immediately outside all entrances, windows and other areas where smoke could enter a building. This applies equally to traditional smoking materials, e-cigarettes and other smoking devices.



# 10. Fire, Safety and Security *continued*

If you smoke, stand at least 5 metres from buildings inside the designated shelters and ensure that cigarette ends are disposed of safely and properly. Do not litter the grounds. Failure to keep to the policy will result in disciplinary action.

## Window restrictors

For security and safety reasons, windows

have restrictors fitted. Do not force windows, result in an accident please complete a

interfere with mechanisms, or remove any parts. If you are unsure on how to operate your window, please speak to a member of staff on site. You are not permitted to access attic, roof areas, maintenance walkways, plant riser cupboards or any other unauthorised areas.

## Items on window sills

Please do not store items on inner and outer window ledges. This can pose a

serious Health and Safety risk if windows

are open and is therefore prohibited.

## Your responsibilities

- Failure to maintain security through leaving windows open or room doors unlocked, wedging doors open, forcing doors, sabotaging locks or losing swipe cards exposes other tenants to unnecessary risks. Any practices, which through carelessness or deliberate action are held to compromise security, may be subject to disciplinary proceedings in accordance with Bay Campus Residences Residence Regulations.
- If you occupy a ground floor room do not leave computers, cash or valuables in public view.
- If you live on the ground floor, check that your window is locked.

## Immobilise database

Immobilise is a database you can use to register your property (e.g. mobile phones, lap tops, MP3 players, cameras, in fact anything with a serial number). It is a FREE on-line system where once registered means that you have a better chance of getting your property back if it is lost or stolen. Please take a look at the Immobilise website at: [www.immobilise.com](http://www.immobilise.com)

## Accidents

If you have an accident please ask a member of the Bay Campus Residences team for an accident forms. All completed accident forms are reviewed during the departmental Quarterly Safety Review meetings.

If you see something which you think may

have restrictors fitted. Do not force windows, result in an accident please complete a

Near Miss Accident Report. Don't leave it until some has an accident before it gets reported.

A Bay Campus Residences Safety File is located within the Admin Office.

## Getting around

When travelling around campus or town, stick to main roads and well lit paths.

Try to avoid being out and about after dark

on your own. Use the bus whenever you can and never get into a stranger's car no matter how nice they seem.

When walking, avoid shortcuts through unlit areas. Report any campus lighting which is not working to site security.

Walk confidently and keep valuables such as mobile phones, money, jewellery, laptops, tablets and i-pods out of sight.

Disguise valuable items, especially laptops, in different bags rather than a carry case.

## Driving

Plan ahead and stay on pre-planned routes you know and ensure that you have enough petrol to complete the journey.

Park in a well-lit car park, where you know people will be around when you return. Reverse your car into the space so that it is easy to drive away when you return.

Do not leave valuables in the car where people can see them, lock them in the boot or glove box out of sight.

## Water safety

The coast is a great place to live and relax, and we are very fortunate at Swansea University to have a unique location with the beach and sea right on our doorstep. This is a great resource for everyone to enjoy, but the sea can be very dangerous, so please make sure you read the tips below to keep yourself safe and make the

most of your time at the beach.

If you are not from the coast or are inexperienced in the water then please make an effort to educate yourself, there is a lot of useful information on the RNLI website here:

[www.rnli.org/safety/respect-the-water](http://www.rnli.org/safety/respect-the-water)

If you are planning to head into the water, then make sure you assess the conditions first; if it looks too rough then stay on the beach. Never swim after drinking alcohol,

and never swim alone. Make sure you

have a phone with you in case you need to contact the coastguard in an emergency. You can do this by dialling 999.

Inflatable dinghies, mats and toys are great for the pool but are not safe to use at the beach. Please leave these at home.

Make sure you check the tide times and know what time high and low water is. The tide goes in and out very quickly, and you can find yourself cut off in a dangerous position if you are not careful. An incoming tide is most dangerous and you should avoid going for long walks or walking around any structures on the beach during this time.

Make sure you wear sun cream if you are going to spend time on the beach. Sand and water both reflect and intensify the UV rays from the sun and you can easily become sun burnt, even on a cloudy day. Visit [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

If you want to enter the water at a beach which is supervised by lifeguards, then there are several beaches close by which are lifeguarded by the RNLI. The details can be found here: [www.rnli.org/findmynearest](http://www.rnli.org/findmynearest)

Finally, there are several clubs and societies at the university which hold organised water activities. If you are interested in becoming involved in water sports then these clubs may offer opportunities for you to do this as part of a group and with the appropriate safety cover.

If you take these simple steps, you should

be able to enjoy yourself safely along our

coastline.

## SSSI

Crymlyn Burrows, next to Bay Campus, has been designated a Site of Special Scientific Interest (SSSI), as a result of its nature conservation importance.

Important habitats at Crymlyn Burrows include sand dunes, saltmarsh and mudflats. The vegetation includes rare

plants such as field wormwood and

sea stock with fen orchid historically also recorded. There are common lizards, and many species of birds including oystercatcher, sanderling and ringer plover. The site also supports an important assemblage of invertebrates including several important species of beetle including the strandline beetle and dune tiger beetle.

Swansea University now owns Crymlyn Burrows SSSI, and is responsible for ensuring its protection into the future. The university employs a Biodiversity Officer to look after the SSSI, and to ensure that everyone plays their part in looking after this special place. Along with access management, the officer is responsible for managing invasive plant species, controlling the growth of scrub, and ensuring that damage does not occur.

There is public access to Crymlyn Burrows, but all users must observe the following to minimise any disturbance or damage.

Do not leave any litter.

Do not light any fires or barbeques.

■ Do not dig or excavate in any area, including the dunes.

■ Any dogs must be under strict control.

■ Dog faeces should be placed in the provided dog pins.

■ Do not pick or prune any flowers or plants.

■ Do not collect any marine life from the beach area.

■ There is no vehicle access.

■ Do not introduce any species through

■ seeding or planting without prior

consent from NRW.

■ Do not dump any waste material on the site.

■ No shooting.

Beach cleaning can damage the strandline habitats used by rare beetles. So please take your own litter home, but only undertake beach cleans under the supervision of the Biodiversity Officer.

**Please take care near to the mudflats, the inlet/creek and the sea.**

**Beware of incoming tides. Damage to Crymlyn Burrows is a criminal offence.**

If you see anything at Crymlyn Burrows that may be damaging or disturbing the site please contact 01792 20 (5678) and ask for the Biodiversity Officer or University Security.

Please also contact this number to report any stranded marine mammals.

## Security Services

Swansea University Estates Security Service provide 24/7 security provision including foot patrols throughout the campus supplemented by the appropriate use of CCTV cameras to deter unauthorised access and protect property. CCTV coverage includes but is not limited to the Residential common room, lifts, internal lobby areas and external bicycle shelters.

You can help to maintain a secure and

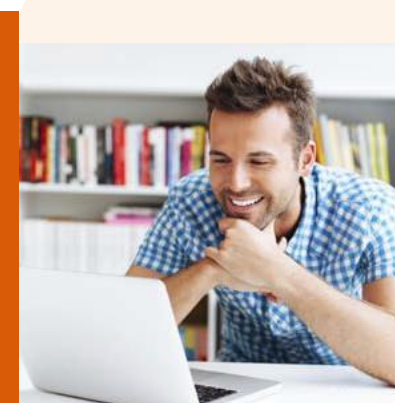
safe environment by taking some basic precautions:

■ Secure any ground floor windows before leaving your flat.

■ Keep your bedroom, flat and hall doors locked.

■ Be aware of 'tailgaters' – unauthorised persons following you into your hall or flat.

In case of emergency Bay Campus Security can be contacted on: 01792 606010.





# 11. Health and Support

## Register with a Doctor and Dentist

Bay Campus Residences strongly suggests that you register with a doctor and dentist in Swansea.

There is a dentist within Swansea University located in Horton Residence on the Singleton Park campus. Visit [www.keedentalcare.co.uk](http://www.keedentalcare.co.uk)

The University Health Centre is based on the ground floor of Penmaen Residence at the Singleton Park campus. The nearest medical centre to Bay Campus is SA1 Medical Centre, Beacon Centre for Health, Swansea, SA1 8QY (01792) 481444.

Alternatively you can locate a doctor or dentist practice by going to NHS Direct Wales website at [www.nhsdirect.wales.nhs.uk/localservices/](http://www.nhsdirect.wales.nhs.uk/localservices/)

## Drugs and alcohol

Refer to the Bay Campus Residences Drugs and Alcohol Policy.

## Smoke free policy

Bay Campus Residences and Swansea University has a Smoke Free Policy which means that smoking is not permitted in your room, any residence building or any University building.

For further information, read the Bay Campus Residences Smoke Free Policy at [www.swansea.ac.uk/accommodation](http://www.swansea.ac.uk/accommodation)

## Meningitis

Students are the second highest risk group for meningitis, with up to 25% of students carrying the bacteria that causes the disease.

Before coming to university we suggest that you contact your GP to ensure that you have received the new Men ACWY vaccine.

Students in their first weeks at university are at their most vulnerable.

Get vaccinated. If you've not been immunised it is advisable to get vaccinated before coming to university as the vaccination takes 10 days to be effective.

■ Meningitis involves an inflammation of the membranes that surround and give protection to the brain and spinal cord.

■ The meningococcal septicaemia bacteria, that causes meningitis B can show symptoms such as fever, vomiting, drowsiness, confusion and irritability, severe muscle pain, severe headache, stiff neck, a distinctive rash, sensitivity to light and convulsions or seizures.

■ The majority of people with meningococcal septicaemia develop a rash of tiny 'pin prick' spots which can quickly develop into purple bruising.

For further information please check: [www.nhs.uk/conditions/meningitis/pages/introduction.aspx](http://www.nhs.uk/conditions/meningitis/pages/introduction.aspx)

## National Meningitis Federation

[www.nmaus.org/](http://www.nmaus.org/)

## National Meningitis Trust

[www.meningitis.org/](http://www.meningitis.org/)

## Meningitis Help Charity

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

## Swansea University SMILE – Swansea Medical Information

Life Essentials is all about ensuring that throughout your time at Swansea University you're able to keep a healthy body and mind. By reading this information and following the advice you can be sure that everything will be in place should you fall ill and need to seek medical help.

[www.swansea.ac.uk/undergraduate/student-life/pdfuploads/2015%20SMILE%20Life%20Essentials.pdf](http://www.swansea.ac.uk/undergraduate/student-life/pdfuploads/2015%20SMILE%20Life%20Essentials.pdf)

## Osteopathy clinic

If you are suffering from back pain, a sports injury, headaches or arthritis, contact the on campus Osteopathic Clinic on 01792 518600 or [www.swansea.ac.uk/humanandhealthsciences/business/osteopathicclinic/](http://www.swansea.ac.uk/humanandhealthsciences/business/osteopathicclinic/). The clinic offers good reductions on rates for students and 50% off your first appointment.

## Swansea University student support

All students at Swansea benefit from access to the Student Support Services Department, which provides information, advice and support on a wide range of issues.

A University department dedicated to your pastoral needs: whether you have a general enquiry about student life, a specific problem or would just like to talk things through, Student Services is a good place to start.

Check out the Student Services' website to read more about the support at [www.swansea.ac.uk/student-support-services/](http://www.swansea.ac.uk/student-support-services/)

Remember to register with a GP and Dentist when you arrive.





# 12. Environmental Issues

We all have a responsibility to care for our environment.

There are a number of ways that Bay Campus Residences students can contribute to this.

## Reduction in carbon emissions and energy consumption

At every stage of the development, we ensure our work is successfully enhancing the natural and built environment leaving behind a positive legacy that communities can enjoy for years to come.

We aim to achieve this without affecting residents' comfort levels through the installation and use of energy-saving equipment and systems and most importantly through the participation of everyone who lives and works within residences.

## Waste and recycling

Bay Campus Residences aims to ensure its waste has the lowest impact on the environment as possible and is aiming to recycle 80% of its waste using the principles of reduce, reuse and recycle.

## Recycling targets

- Recycle at least 55% of all residential waste.

- Be a zero waste to landfill residence from opening.

## What can you do to help meet this target?

- Reduce:** buy only what you need, avoid buying items with lots of packaging (especially if it can't be recycled), print double sided, share common household items such as washing up liquid and laundry products, use up or give away leftover food rather than throwing it away.

- Reuse:** use 'Bags for Life', swap unwanted clothes with friends, participate in clothes exchange schemes.

- Recycle:** recycle everything you can using the facilities available, on Bay Campus and other Swansea University campuses. In particular please ensure that waste is placed in the appropriate bins as further detailed opposite.



## Your environmental ideas, suggestions and involvement

On a monthly basis we will look to record building and individual flat utility usage. We run building and flat competitions and reward residents for low energy usage. Check out your Bay Campus residence Facebook pages via <http://www.swansea.ac.uk/accommodation/residences/bay/baycampusresidentinformation2015/>

We welcome any ideas and suggestions on green issues and recycling. We are also keen to hear from individuals who would like to get involved in green initiatives within residences.

## Reducing your energy consumption

You can help your flat save energy and reduce carbon emissions by using the following simple but effective energy saving tips:

- Turn off bedroom and bathroom lights when you leave the room.
- Do not leave door and windows open in the winter when the heating is on.
- Please use the facility to control the temperature in your room to keep the temperature down. If you feel your room is too warm and you cannot control the temperature please report this to a member of the Bay Campus Residences team.
- Use the kettle to boil water for cooking instead of heating water from cold in a pan on the stove. Not only will this be more efficient, but it generally takes less time too.
- Don't leave the oven on any longer than necessary. Share use if you can.
- Draw the curtains at night to keep the heat inside.
- Keep shower times as reasonably short as possible.
- Switch all electrical appliances off at the plug instead of using the 'standby' function. Items on standby can use up to 75% of their full power.

- Do not dry wet clothes or towels on radiators – drying items on the radiators will make your room feel cold and reduce the efficiency of the radiator and increases condensation. Dryers are available in the launderette.
- Report dripping taps or showers or any other fault which you think results in energy waste.
- Get involved in our energy saving and energy reducing campaigns and competitions.

## Recycling within Communal Kitchens

There are different coloured bins in each kitchen. The recycling bins will be supplied with clear bin liners. In these bins you will be able to recycle clean waste only including the following:

- Mixed Recycling {Red Bin}**  
**Plastics, Paper and cardboard**  
Drink bottles, shampoo bottles, shower gel containers, milk bottles, meat containers etc (please rinse these out), newspaper, cards and flyers.  
Tin cans: Washed out.  
Drink cans, food tins (please rinse these out).  
No liquids, food or glass.
- Mixed Glass {Green Bin}**  
Please rinse out bottles and jars, before putting them into the recycling bin. No metal lids.
- Food Waste {Food Caddies}**  
Bread, dairy, fish, fruit and vegetables, meat, pasta, rice and tea bags.
- General Waste {Grey Bin}**  
All Items that cannot be recycled.  
Polystyrene cups.  
Contaminated plastics.

Any non-recyclable material placed in these clear liners will contaminate the contents, eventually causing the waste to be re-directed to landfill sites. Kitchens that continually have contaminated bags may be charged for the extra cost of landfill waste.

*"Glass is 100% recyclable and can be endlessly recycled with no loss in quality."*

- Please rinse out bottles and jars before putting them into the recycling bin.
- Please remove plastic and metallids and place into the relevant recycling bins.
- Broken glass – Please be aware that the contents of the bins are sorted at the waste compound by our staff who might be injured if there is broken glass which has not been identified. Please wrap up broken glass safely and place carefully in a bag before disposal.

British Heart Foundation recycling banks are provided for Clothing, shoes, books, CD's and DVD's within Singleton Park campus <https://www.bhf.org.uk/>

## Green Swansea

If you would like to find out more about Bay Campus Residences and Swansea University's sustainability initiatives, follow the links below:

**Swansea University Sustainability Forum**  
[www.swansea.ac.uk/sustainability/](http://www.swansea.ac.uk/sustainability/)

**Swansea University Green Impact Award**

[www.swansea.ac.uk/sustainability/green-impact/](http://www.swansea.ac.uk/sustainability/green-impact/)

**University's nature trail**  
[www.swansea.ac.uk/sustainability/singletoncampusnaturetrail/](http://www.swansea.ac.uk/sustainability/singletoncampusnaturetrail/)





# 13. Travel Information

## Car parking

You are not able to park your car on Bay Campus. Students with temporary mobility impairment will be considered for Permits subject to the completion and submission of a medical assessment form from the applicants GP and an assessment by the University Student Service Disability Office.

Medical Assessment forms are available from Estates Reception, 4th Floor Union House.

A number of student's permits will be available subject to the application of strict eligibility criteria in line with welfare, travel needs and sports scholarships. The current applicable fee is payable. Student permit numbers are extremely small.

Overnight student permits are available subject to an admin fee of £5 for those wishing to bring their vehicles onto campus between 16.00pm and 08.00am Monday to Thursday and 16.00pm Friday through to 08.00am Monday.

Parking for students will be available at the Swansea City Council recreational ground at Singleton and the Fabian Way 'park and ride' where students can connect with a bus to Bay Campus and Singleton Park campus.

## Bus service

There will be a bus calling at Bay Campus every 8 minutes at peak times with each route running at a minimum of every 10 minutes during busy periods.

Buses will run from 06.30-23.30 weekdays during term-time. Buses will run until 02.00am on Weds, Thurs, Fri and Sat nights\*. Full timetables will be available at: [www.firstgroup.com](http://www.firstgroup.com)

An academic year bus pass for students travelling within Swansea and between the campuses will cost just £300 in 2015-16 (£90 cheaper than in 2014-15!)

To purchase a bus pass, visit the Travel shop at Singleton Park campus or First Cymru's website: [www.firstgroup.com/ukbus/southwestwales/](http://www.firstgroup.com/ukbus/southwestwales/)

## Bicycles

Students and staff will be able to use the Bay Cycles loan scheme from both Singleton Park and Bay Campus. The National Cycle Route 4 links the two Campuses and in particular a dedicated cycle entrance onto the campus. It takes just 25-30 minutes to cycle between the two campuses and only around 15 minutes from the town centre.

There are bicycle storage bays located on Bay Campus. It is advisable to ensure that you have a lock for security.

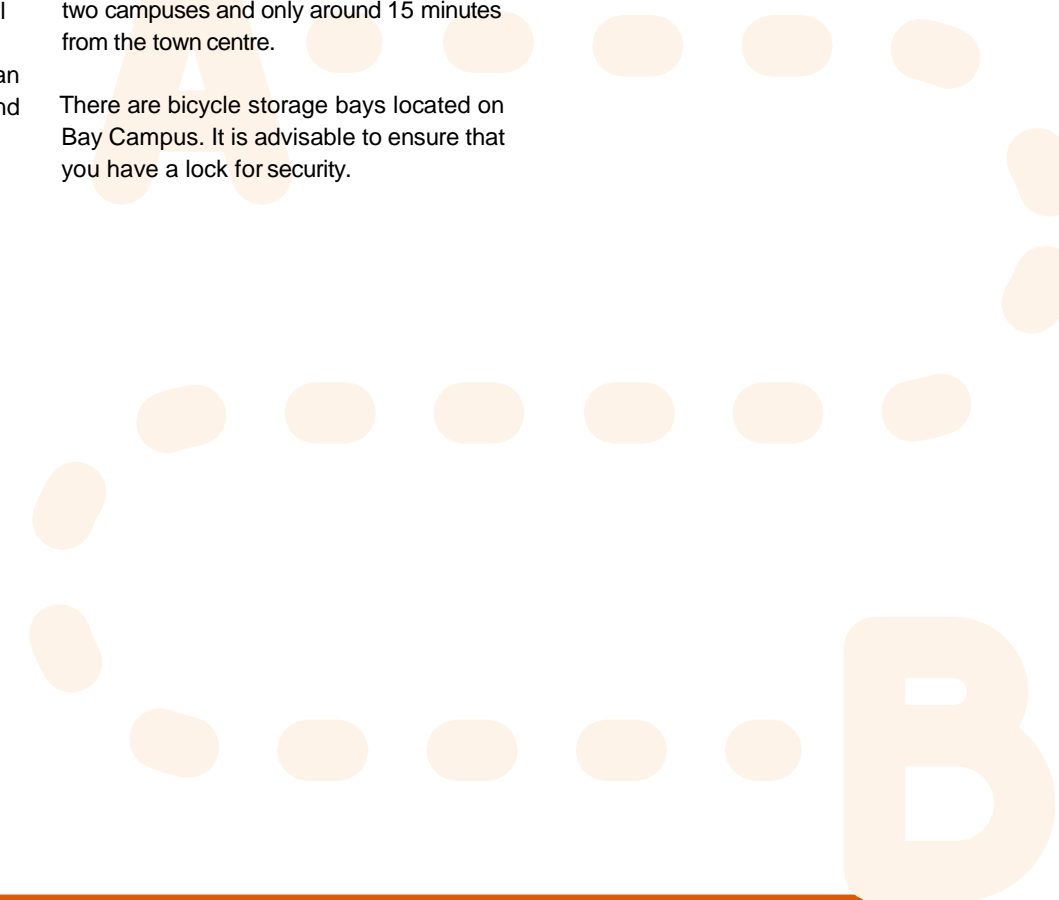
## Where do I park my bike?

## What does the cycle route look like?

## Where exactly is the Park and Ride?

Answers to these questions and more online at: [www.swansea.ac.uk/sustainability/travel](http://www.swansea.ac.uk/sustainability/travel)

For more information on cycling in Swansea visit. [www.cycleswanseabay.org.uk](http://www.cycleswanseabay.org.uk)





# 14. Admin Issues - Residential Services and Bay Campus Residences

Any questions or queries that you may have regarding your Assured Shorthold Tenancy can be answered by Residential Services staff located at Singleton Park campus, Penmaen Building.

Open Monday to Friday 09.00am – 4.00pm  
E: [accommodation@swansea.ac.uk](mailto:accommodation@swansea.ac.uk)  
T: +44 (0)1792 295101  
W: [www.swansea.ac.uk/accommodation/introduction/](http://www.swansea.ac.uk/accommodation/introduction/)

### Payment of rent

You can check how much your fees are by accessing your Assured Shorthold Tenancy via your Accommodation Account.

You can pay for the full year's rent in full by or set up a termly direct debit.

If you are on a healthcare course receiving a monthly bursary, you can pay monthly by standing order.

### Release from your contract

The only circumstances you will be released from your contract before its end date is when arrangements are made for a new student (not currently in university residences) to take over your room.

### Further information on withdrawing from your contract moving rooms

We operate a transfer list which will open on when you will be able to complete a transfer request form.

### Full details on moving rooms

Please see [www.swansea.ac.uk/accommodation/](http://www.swansea.ac.uk/accommodation/)

### Vacation and storage

Your room is yours for the full academic year which means you don't need to move your belongings out over the Christmas or Easter holidays.

If you need storage for your belongings outside the period of your licence agreement, you may find the following links useful:  
[www.studentstoragebox.co.uk/](http://www.studentstoragebox.co.uk/)  
[www.britanniarobbins.co.uk/](http://www.britanniarobbins.co.uk/)  
[www.studentstoragecompany.co.uk/](http://www.studentstoragecompany.co.uk/)

### Visitors

Please refer to the relevant information within the Bay Campus Residence Regulations.

### When you leave

Departure information will be emailed to you approximately 4 weeks prior to end of your Assured Shorthold Tenancy.

Make sure you look out for these and follow any instructions to ensure a trouble free departure and avoid any charges! Please note that upon departure you must clear all of your belongings from your bedroom and kitchen. There is a £10.00 charge for every bin bag removed.

### Customer service suggestions

In order to help us improve things, we rely heavily on you telling us about your experiences.

We welcome suggestions on how the residence or our service could be improved. Please either drop into the Bay Campus Residences Admin Office or you can email us with your ideas at [BayCampus@upp-ltd.com](mailto:BayCampus@upp-ltd.com).

All feedback you provide is extremely useful and helps us implement change and develop our service.

### Customer survey

We conduct an extensive customer survey which is open to all hall residents and provides an opportunity to tell us what you think about living in halls. Customer experience survey questions will be sent via your student account so keep an eye out of the emails.

### Complaints

Bay Campus Residences adheres to a comprehensive Complaints Procedure. Information on how to make a complaint can be made to: [BayCampus@upp-ltd.com](mailto:BayCampus@upp-ltd.com)

## Useful Telephone

Bay Campus Residences	0300 103 3000
Residential Services	01792 295101
Finance Office (Rent payment)	01792 513091
Students' Union Advice Centre	01792 295552
Swansea Bay Campus Security	01792 606010
Police	01792 456999
NHS Direct	0845 4647*
Meningitis Support Line	08457 538118*
Student Services	01792 292000
Disability Office	01792 293000
Mental Health Co-ordinator	01792 295592
International Student Advisors	01792 295984
EMERGENCIES	333 from internal phone 999 external phone

\* charges apply





