

# Halls of Residence – The Gables Handbook A-Z



Our halls of residence are a five-minute walk from the College, Students' Union, and the town centre, making student living easy and convenient. We offer 181 single bedrooms in purpose-built, modern halls with layouts from six/five-bedroom flats with en-suite bathrooms and shared kitchens as well as six-bedroom flats which have a shared kitchen and bathroom facilities.

Our accommodation has everything you'll need to feel happy and settled whilst studying at Loughborough College. We have experience helping thousands of students who choose to move away from home and our Accommodation Team are on call 24 hours a day.

You'll find all the information you need about living in halls in the A-Z handbook below:

# Halls Handbook A - Z

Everything you need to know about living at The Gables

## A

In this section you can find information on:

- Accommodation Blocks
- Accommodation Offer
- Accommodation Support Office
- Access to rooms/space
- Adaptions
- Alcohol
- Allergies
- Away from Accommodation

### Accommodation Blocks

Accommodation at Loughborough College is provided in purpose-built Halls of Residence; Blocks A, B, C, D & E (164 Rooms) and one Converted House; The Elite Athlete Performance Centre (EAPC) (17 Rooms).

**A Block:** comprises 30 single bedrooms with shared bathroom and kitchen facilities in flats of 6 bedrooms. Each bedroom has a hand basin. The shared bathroom facilities include 2 shower cubicles, 2 toilet cubicles and 2 hand basins.

**B Block:** comprises 30 single ensuite bedrooms with shared kitchen facilities in flats of 5 bedrooms. Some bedrooms boast premium ensuite facilities as they have been refurbished.

**C Block:** comprises 34 single ensuite bedrooms with shared kitchen facilities in flats of 5 or 6 bedrooms. Some bedrooms boast premium ensuite facilities as they have been refurbished.

**Common Room:** The facilities of the C Block Common Room can be enjoyed by residents from all accommodation blocks. The C Block Common Room area also accommodates the onsite laundry facilities provided by Wash Station. For more information, please see [Laundry](#).

**D & E Blocks:** each have 35 single ensuite bedrooms with shared kitchen facilities in flats of 5 or 6 bedrooms. Each flat kitchen has a TV.

**EAPC:** provides 11 standard single ensuite rooms and 6 large single ensuite rooms with shared kitchen and common room facilities unique to the residents of this accommodation.

Kitchen facilities in all buildings are equipped with industrial fridge and freezer units, electric hob and oven, toaster, kettle, microwave and vacuum cleaner, cupboard storage, tables, and chairs.

### Accommodation Offer

Accepting your accommodation offer forms a legally binding obligation between you and the College. Your accommodation offer will detail your accommodation fees and payment dates, along with the start and end date of your contract.

To accept your offer of accommodation you must complete and sign the Licence to Occupy Accommodation (Contract), Guarantor & Emergency Contact Form and arrange the payment of the £275 deposit.

For more information see [Deposits](#)

For more information about the terms and conditions of your residency, please see [Terms and Conditions](#).

For more information about fees and payment dates, please see [Fees and how to pay](#).

### **Accommodation Support Office**

The team comprises of:

- Accommodation Service Manager – Mary Bullivant
- Senior Accommodation Officers – Paula Moylan-Mathers and Martyn Hobbins
- Waking Night Warden – Geoff Ashley
- Accommodation Support Officers x 10
- Premises Officer – Paul Latimer
- Housekeeping team

Staff are available 24 hours a day, 7 days a week. You can contact one of the team by coming to the office in the EAPC, calling or sending a text to 07909 892602 or send a WhatsApp message.

Any queries or concerns, please come and talk to a member of the team who will assist you.

Sometimes the Accommodation Team are doing site walks or dealing incidents and may not be in the office, please call them if it is urgent as they will always have the phone.

### **Access to rooms/space**

We understand how important it is to have your own space. Except in emergency situations, such as a flood or fire, we will seek to give at least 24 hours' notice before entering your accommodation.

We will endeavour to keep you informed about contractors working in communal areas and give you as much notice as possible. Contractors employed to work at the college are verified in the same manner as college staff.

There are a few circumstances where you won't receive advance notice. These are:

- the exact date and time for work where a resident has reported a problem.
- where we have significant health and safety concerns (including concerns for your welfare),
- in an emergency such as flood, smell of gas, fire, or suspected fire,
- fire drills (termly)
- where a complaint has been received regarding an issue such as noise, behaviour or issues with visitors,
- where a resident is reported as smoking in the building or possessing illegal drugs.

Staff will always carry identification. You should always refuse access to anyone who cannot provide ID.

### **Adaptions**

Several flats on The Gables site have facilities that have been adapted for wheelchair users or mobility impaired students. If you have any special accommodation requirements, you should make the Accommodation Team aware when you apply and supply medical evidence regarding specific requirements. If specialist equipment is required, you may have to acquire the funding for supplying it.

## Alcohol

Alcohol is not permitted on site and will be confiscated if found. Even when you turn 18 throughout the academic year, you must still abide by the under 18's rules, no alcohol on site. Any alcoholic gifts received for 18th birthdays must **not** be kept in your room or kitchen – the Accommodation Team will store it for you until you are returning home.

Failure to comply to these rules will result in disciplinary action.

Students accommodated in over 18's blocks can have alcohol on site but must drink responsibly and not cause disruption to other residents. Under 18's are not permitted to visit over 18 accommodation and any visitors must be over 18 if alcohol is being consumed. The Accommodation Team reserve the right to ask visitors to leave if they are drinking alcohol and cannot provide ID to prove their age.

## Allergies

You must inform the Accommodation Team if you have any allergies, severe or mild. If you have emergency medication such as an EpiPen, a spare one must be stored in the medical cabinet in the office for staff to administer if needed.

It may be necessary for other students to restrict what is stored in their kitchen if they are sharing a flat with someone who has a severe allergy. The Accommodation Team will meet with residents to explain this if necessary.

## Away from Accommodation

We encourage students to return home at weekends and for holiday periods as we feel this is important as for most it is your first experience of being away from home so regular contact can help with the transition.

**Residents must complete a Notice of Absence Form (NOAF) 24 hours prior to leaving accommodation. On the form, you must state the dates you are leaving and returning along with the address you are going to. This information will be validated with parents for those who are accommodated as under 18.**

During the nightly safe and well checks we need to account for all students accommodated in under 18 rooms. If you are not in your room for the check, we will follow a process to ensure you are safe. If you have returned home and **not completed a form this will result in a phone call from staff to your parents after checks are complete which will be between 11.30pm and 00.15am** to ask if you are at home. To avoid this, complete your form and parents, we ask if you know your son or daughter is at home and you haven't had a phone call from us to ask you to confirm this, could you give us a call. In addition, we realise plans can change so if you are returning on a different date then you stated on the form, we will need an update from parents.

Over 18 students, who are 18 from the start of the academic year, will need to inform us when they are going home for the weekend, holiday or staying away for the night. You will need to complete a NOAF, but this will not need to be validated by parents. This is to allow for an accurate headcount in the event of an emergency.

If we have a record of you being away from your accommodation during a period when damage occurs in a communal area, you will not be expected to contribute towards this.

Please also note [Christmas Closure](#)

## **B**

In this section you can find information on:

- Ball games
- Banned items
- Bedding Packs
- Bicycles

### **Ball games**

Ball games are not permitted on site for safety reasons: windows, cars, and main roads. There are local parks that we would recommend all residence to use if they would like to play ball games:

- Radmoor Road Park: Radmoor Road, Loughborough, LE11 3BD, 14-minute walk from Accommodation
- Queen's Park: Frederick St, Loughborough LE11 3BJ, 12-minute walk from Accommodation
- Greenbelt Park: Woodbrook Way, Loughborough LE11 3HU, 6-minute walk from Accommodation

### **Banned items**

Please see below the list of items that are banned from accommodation:

- Firearms, air weapons, imitation firearms or air weapons, BB guns, catapults, knives, knife belts, incendiary devices (including fireworks), ammunition, dangerous weapons, or items that could be used as dangerous weapons (e.g., darts) into the halls or their grounds.
- The use of electrical cooking appliances (rice cookers, kettles, toasters, slow cookers, deep fat fryers etc.) are not allowed in student bedrooms because of the serious risk of fire. Any of these items found in rooms will be removed and stored until the end of the occupancy period.
- The possession and use of candles, incense sticks and other ignitable materials is forbidden, as they pose a serious risk of fire.
- The use of chip pans and deep fat fryers in kitchens is forbidden, as they pose a serious risk of fire.
- Portable heaters of any description, cookers, freezers, fridges, tumble dryers and items of furniture other than those provided by the college are not allowed in halls. Fridges and freezers may be allowed in bedrooms if their necessity is supported by medical evidence or special circumstances.
- The keeping of pets of any species, are not allowed in halls, unless their requirement is supported by medical evidence, i.e., medical support animals.

- E-Scooters are banned from site as they are illegal and pose a fire risk. Any E-scooter found will be confiscated.
- LED Lighting is banned from rooms due to the damage caused when they are removed. Do not stick LED lighting to your walls or ceilings, if found it will be removed and you will be charged for the damage.
- Use of nails/screws/tape/sticky hooks that will cause damage to paintwork on walls, ceilings or furniture.

### **Bedding Packs**

Students are expected to provide their own bed linen, duvet, and pillows. This may be difficult for students traveling from abroad; therefore, it is possible to purchase a bedding pack on arrival.

The cost of the bedding pack is £45, and it includes a duvet, pillow, sheet, duvet cover and pillowcase. Students wishing to purchase a bedding pack should arrange payments by contacting Finance Service Team via email [finance@loucoll.ac.uk](mailto:finance@loucoll.ac.uk)

### **Bicycles**

Bike lockers are provided free of charge. If you require a bike locker, come, and see the Accommodation Team when you arrive, who will get you to sign a locker rental agreement and provide you with a secure bike locker and key.

Bicycles **must not** be kept inside the halls of residence under any circumstance as they block fire exit routes.

## **C**

In this section you can find information on:

- Cancelling your contract
- Car and motorcycle parking
- Checklist of items to bring
- Christmas Closure
- Cleaning
- Communal Space
- Complaints and Appeals
- Critical incidents

### **Cancelling your contract**

The Vice Principal for Learner Experience may discretionally terminate the Licence to Occupy Accommodation Agreement (Contract) on behalf of the college by giving not less than one week's written notice to the student in cases where the resident:

- Has broken any of the conditions of the Licence or committed any serious offence such as stealing, assault, using or possessing illegal substances, endangering others with their behaviour etc.
- Has failed to pay their rent by the due date in any period.

- Has been expelled or excluded from the college or suspended from attendance for more than one month. If this happens, students can no longer reside at The Gables.

If a resident is under 18 years of age, the college will ensure that they are given adequate time to find alternative accommodation.

The amount due under the Licence to Occupy Accommodation Agreement (Contract) will be apportioned, and the resident reimbursed for any full weeks' accommodation fees already paid that fall after the date of termination.

The contract will be cancelled, and the accommodation deposit will be forfeited if the student fails to take up the place in halls or if they leave before the end of the licence period without paying accommodation fees in full.

If you want to leave your accommodation, you will need to apply in writing for a **Special Circumstance Release**.

Accommodation Deposits are only refundable if the college refuses your application to study.

### **Car and motorcycle parking**

Loughborough College is required to comply with a Section 106 Agreement for the Gables Site agreed with Charnwood Borough Council regarding onsite car parking.

There will be no onsite parking available other than to drop off and pick up belongings unless residents have registered their vehicle and paid the parking fee for an assigned car parking space.

Assigned parking permits can be purchased on a first come first-served basis with the Accommodation Team and are issued in line with college parking and traffic policies.

The cost of a full parking permit for 23/24 is £430 for a car permit and £25 for a motorbike permit, which must be paid for in a single full payment before a permit is issued.

Residents must be aware of the parking regulations listed below, and they are advised that failure to observe the conditions could result in a financial penalty of £85.00 from the car parking monitoring service Horizon Parking Ltd.

- The college does not accept responsibility for any damage caused to vehicles.
- All drivers applying for car parking permits must have a current, valid driving licence.
- All vehicles must be registered with the Accommodation Team on arrival. Registered permit holders will be given access through the vehicle gate via their student card.
- Permit holders must not allow other residents to use their cards to gain access to the site through the vehicle gate as this is a security and Health and Safety Risk.
- Registered vehicle owners must pay in full for an assigned parking space.
- Any vehicle parking at The Gables must comply with all legal requirements of safety ie; MOT Certificate, Insurance and Car Tax.
- Normal road traffic legislation applies to all college roads, e.g., seat belts must be worn, and mobile phones are not to be used whilst driving.
- The maximum speed allowed on college roads is 5mph.
- Cars must only be parked in the space assigned to the vehicle and resident. If residents find their assigned space occupied, they should contact the Accommodation Support Officer. Once the Accommodation Support Officer has arranged for your space to be vacated you will be expected to move your vehicle to your assigned space.

- Short-stay parking in vacant spaces will be permitted by the Accommodation Support Officer for drop-off and pick-up purposes only, for a maximum of 20 minutes in any 24- hour period.
- Financial Penalties will be applied for illegal or inappropriate parking of vehicles, such as parking in restricted areas, obstructing fire escape routes, obstructing access to facilities (e.g., waste bins).
- Access to The Gables Car Park by non-permit holders is restricted.
- Visitors and contractors should use the intercom system to request access to The Gables from the Accommodation Team.
- Registering a vehicle with the Accommodation Team does not permit residents to park on the main college campus.

Please note that financial penalties imposed at The Gables for non-compliance of the car parking regulations are beyond the control of the Accommodation Service Team. To appeal a parking charge notice, please visit <https://horizonparking.co.uk/appeal-a-parking-charge-notice/>

### Checklist of items to bring

Food, food storage, labels, crockery, cutlery, pots, pans, cooking utensils, washing-up liquid, tea towels.

Bedding, towels, personal belongings, clothes and footwear, toiletries, toilet roll for ensembles, any cleaning products you wish to use in your room.

### Christmas Closure

The Gables will close for a two-week period over Christmas and New Year. Students are expected to go home to family or friends during this time. Dates for 2023/2024 are **Thursday 21st December by 12pm** move out day and **Sunday 7th January** move back in.

### Cleaning

You are responsible for cleaning your room. Hoovers are available in every kitchen for you to use. Room checks will be carried out to ensure you are keeping your room tidy. We understand we all have different standards of tidiness, but rooms must not have food leftovers kept in there or pose a health and safety risk.

The bathrooms in ensuite rooms are cleaned weekly by the Housekeeping team – they will provide you with a days' notice by pinning a sign to your door. Access must be given to them, failure after 2 attempts for them to clean your ensuite could result in disciplinary action as hygiene standards must be maintained.

You are responsible for your laundry.

You are responsible for washing of all pots, pans, crockery, and cutlery. The Housekeeping team will empty the kitchen bins and clean the worktops and table. **Dirty dishes that are not be washed after prompts from staff will be disposed of** as it causes a health and safety issue. Kitchen inspections are done on a weekly basis.

Rubbish from your bedrooms must be disposed of by you into the outdoor bin area, not into the kitchen bins.



**Communal Space:**

The Common Room is available, it has a table tennis table, Xbox, and vending machines. This will close at 10:45pm every night in preparation for the nightly checks.

**Concussion Protocol**

Any student who incurs head injuries at training or matches, must report this at the time to an appropriate adult such as a coach, trainer or tutor and follow their advice. The Accommodation Team will be informed by any staff member associated with the college if a head injury has occurred along with any advice given and action taken so far. Any student diagnosed with concussion will follow the guidelines of RFU and FA HIA. Parents will be informed and where necessary the student will have to return home to rest and be monitored until they are fully recovered.

If you join a sports club that is not linked to college, they should be provided with your next of kin contact details who can be contacted in an emergency. The Accommodation Team must be consulted if you are using us as your emergency contact in instances where your parent or guardian live abroad or a significant distance from Loughborough.

**Complaints and Appeals**

We are committed to resolving any issue you may have with your halls accommodation and always aim to deal with problems efficiently and effectively. If you have any issue related to living in halls, your first point of call should be the Accommodation Team. We ask that you make us aware of an issue so it can be resolved. We will always listen to any complaints that you may have and will respond accordingly. We can only put something right if we know there is a problem.

After speaking to the Accommodation Team, and you feel the issue is not resolved, the college has an official complaints procedure, details of which are available from the main college reception, The Gables or the college website. To provide feedback or raise a query please use the link under Contact Us page, [Something to Say](#).

Additionally, complaints concerning the ANUK/Unipol Code of Standards and the National Minimum Standards for Accommodation of Students Under Eighteen by FE Colleges that we operate to are dealt with by external procedures. The following links will provide you with more information about the Complaints Procedure:

[How to Complain \(unipol.org.uk\)](http://unipol.org.uk)

Complaints can also be raised to Ofsted:

[Complaints about Ofsted | Ofsted](#)

**Critical Incidents**

In the event of a critical incident such as: flood, fire, loss of water supply, power failure, boiler failure, major maintenance, or refurbishment, it may be required that you move room or must vacate the premises for your safety. Both students and parents will be appropriately informed and disruption time will be kept to a minimum. For students over the age of 18, alternative temporary

accommodation would be sourced locally either through Loughborough University or local hotels. Students who are under 18, would have a different contingency plan which would be discussed with parents.

These emergencies are unforeseen and will be dealt with on an individual basis.

## **D**

In this section you can find information on:

- Damages
- Damage charges
- Deposit
- Disciplinary procedures
- Doctors and Dentist
- Drugs (illegal drugs)
- Domestic problems

### **Damages**

Damage is any deterioration to the property over and above what is 'fair wear and tear'.

Some damages are easy to identify, for example where items have been broken. Some damages are less obvious, for example marks left on walls due to use of blu-tack, staining to a mattress, but could still result in charges.

As soon as you are aware of damage either in your room or communal areas, you must report this to the Accommodation Team who will arrange for repair or replacement of an item.

Residents should never attempt to fix the item or correct the fault themselves.

The cost of repair or replacement of any damage or loss that is the fault of a resident or one of their visitors will be charged to that resident.

If those responsible can't be identified:

- Damage found in a communal area of the flat or block. E.g., hallways or staircases, laundry areas, kitchen, shared bathroom – all residents with access to the affected area will be charged equally\*
- Damage found in a bedroom, the resident of the room will be charged.

\*If you were away from the halls at the time the damage was recorded/identified and had appropriately submitted your Notification of Absence Form you won't be included in the damage charges.

### **Damage charges**

Deductions will be made from your deposit for:

- Damage and extra cleaning charges to your room.
- Redecoration due to LED lights being taped to walls
- Redecoration charges for any other damage to walls or ceilings

- Damage and extra cleaning charges to any other areas, including communal damage, caused by yourself or guests.
- Non-return of keys at the end of your stay.
- Residents are not permitted to cut their own keys, and replacement keys will be charged at £125.00 per set of keys.
- Non-return of Bicycle Locker key and lock is charged at £20.00

All replacement charges will be at the cost of replacement, considering fair wear and tear. In addition, it may be necessary to apply labour charges to rectify the damage.

Tips to avoid damage charges:

- Look after your keys and cards
- Don't use sticky tape, sticky hooks, blu-tack, drawing pins or nails to affix posters, pictures, or other items to the wall. Please use the pin boards provided.
- Always use the mattress protector provided.

A list of charges that may be applied and deducted from the damage deposit are available upon request.

## Deposit

To secure your offer of accommodation, an Accommodation Deposit payment of **£275.00** is payable. The Accommodation Deposit comprises two elements:

- £250.00 Damage Deposit
- £25.00 Course Fees for the Level 2 Food Hygiene Course

The accommodation deposit is held during your time in halls. Your deposit will be refunded within 4 working weeks of the Licence to Occupy end date less any charges for damages, unpaid rent etc.

Please note that the course fees of £25.00 for the Level 2 Food Hygiene Course are non-refundable if you do not attend or complete this course.

You will receive a separate email after you receive your offer of accommodation with instructions to create your College Account. You will then be able to make online payments. If you need further information, please visit [WisePay – Online Payments – Helpdesk \(lucoll.ac.uk\)](https://lucoll.ac.uk/wisepay)

If for any reason you experience any difficulty when making a payment, please call the Finance Team on 01509 618306.

The contract will be cancelled, and the accommodation deposit will be forfeited if the student fails to take up the place in halls or if they leave before the end of the licence period without paying accommodation fees in full. If you want to leave your accommodation, you will need to apply in writing for a **Special Circumstance Release**.

Accommodation Deposits are only refundable if the college refuses your application to study.

Deposits will be returned within 4 working weeks following the Licence to Occupy Accommodation Agreement (Contract) end date and providing you have no outstanding debts with the college.

Any disputes or queries regarding deposit refunds should be made in writing to [accommodation@lucoll.ac.uk](mailto:accommodation@lucoll.ac.uk) before 30th September 2024, otherwise it will be assumed that you accept the charges. Any disputes received after this date will not be investigated.

Because tenancy is offered on an Occupational Licence it is not a requirement for the deposit to be protected in a Tenancy Deposit Scheme. Your deposit will be posted to your College student record in preparation for refunding at the end of the tenancy period.

### **Disciplinary procedures**

The Halls and College Disciplinary Procedure will be applied to any student not complying with the contractual obligations of living in the halls. A management information system is used to inform tutors of any non-compliance, recording any incidents as a "Cause for Concern (May Lead to Disciplinary)".

Accommodation staff and tutors may initiate disciplinary action, which could affect your residential occupancy, academic progress, and places within your sports academies. The Accommodation Team liaise with college academic staff to ensure the same level and expectation of behaviours is maintained both while attending college and living at The Gables.

### **Doctors and Dentist**

Being away from home when you are unwell can be a difficult experience, please come and speak to the Accommodation Team for support. We strongly advise that you register with a local GP here in Loughborough, especially if you live a long way from your home address so that medical assistance can be obtained immediately.

With your offer of accommodation, medical registration forms for registration with the local practice at Rosebery Medical Centre as well as guidance about how to complete the forms will be provided.

It is compulsory for students under the age of 18 years old to register with the local medical centre when they are resident at the halls.

If you are under the age of 18 and would prefer not to be registered with the local practice in Loughborough because your home address is not particularly far away, we will request that your parent/guardian write to us prior to your arrival to advise that with their consent you will remain registered at your home practice and if you should become unwell, they will undertake to travel to Loughborough, possibly at a moment's notice in order to pick you up to return home to seek medical attention.

Please note that if you should become unwell whilst at home for the weekend or during the holiday periods, your doctor at home should agree to see you.

If you become unwell whilst in residence at the halls, we will support you to arrange a doctor's appointment and if you are under the age of 18, we can also accompany you to your appointment if you require us to. We will also communicate with your parents and keep them informed about your condition.

If you are exceptionally ill where it is deemed that you are not well enough to care for yourself it will be recommended that you return home to the care of your family until you have fully recovered.

Also see '[Emergencies](#)'

There are several private and NHS Dentists close to The Gables. Visit the NHS website, use their 'Find a Dentist' service for more information.

### **Drugs (illegal drugs)**

Our student's wellbeing is very important to us, and whilst the college has a zero-tolerance to illegal drug taking, we also want to make sure that you can seek support and guidance if you are facing difficulties with drug use. Misusing drugs (prescribed, over the counter or illegal) can negatively impact your academic achievements, health, sports performance, and personal life. It is strongly recommended that any student who thinks they may have a difficulty with a drug(s) seek professional support. For more information see our Wellbeing information.

Whilst we fully understand the difficulties with drug misuse, the possession, storage, consumption or association with any illegal substances or paraphernalia on college property or grounds is forbidden. Any student who breaches the zero-tolerance rule will face serious disciplinary action which may result in exclusion from Halls and College. The Halls and College Disciplinary Procedure will be applied, and the police may be informed.

### **Domestic problems**

If you are not getting on with your flatmates, come and speak to the Accommodation Team who will support you to resolve any issues, we can't help to resolve if we haven't been made aware. It is always best to tell us as soon as you can before any issues escalate.

For more information see Living together in halls and [Wellbeing](#).

## **E**

In this section you can find information on:

- EAPC – Elite Athlete Performance Centre
- Emergencies
- Electrical safety
- Equality and Diversity
- E-safety

### **EAPC – Elite Athlete Performance Centre**

In addition to the rules for under 18-year-old students, residents who live in the EAPC must also agree to abide by the following Residents Charter:

**Ethos:** To be the best I can possible be

**To:** Uphold principles driven by the F.R.E.D.I.C.E. Olympic and Paralympic values, which are defined below:

Friendship

- Treat others how you want to be treated; it's ok to be different

#### Respect

- Keep your room clean and tidy
- Respect people and property
- Stay healthy and hygienic
- Wash up
- Clean up after preparing food
- Recycle rubbish
- Respect rules for under-18's students, including signing guests in and out
- Go to bed at a sensible time
- Do your laundry
- Keep the noise down
- Use rooms for the correct purpose
- Be mindful of energy consumption
- Abide by payment schedules
- Report maintenance issues

#### Excellence

- Always pursue excellence
- Eat to win

#### Determination

- Overcome adversity
- By failing to prepare, you are preparing to fail

#### Inspiration

- Honour the past but look to the future

#### Courage

- If you fail, get up and try harder next time

#### Equality

- When I compete, it will be 100% me

The EAPC residents will have additional support from Steve Wilkinson, The Elite Athlete Mentor, who will visit The Gables twice weekly to meet with residents. Steve is a Mental Health First Aider and can support with many areas such as wellbeing, anti-doping, local information, and elite sport education. In addition to the site visits, Steve can be contacted via email on: [steve.wilkinson@loughborough.ac.uk](mailto:steve.wilkinson@loughborough.ac.uk)

There are also house ambassadors who can help with and offer advice.

## **Emergencies**

In the event of a medical emergency that involves serious injury or is life threatening, the Accommodation Team will call emergency services, either 111 for guidance or 999 for an ambulance. For those students under 18, parents will be contacted to update them as soon as possible and inform them of what has happened, and the medical advice given. A staff member will always accompany an under 18 students in the event of an emergency to hospital and will remain with the student until parents arrive to assume parental responsibility.

For students over 18, if it is required the Accommodation Team will also support them to call emergency services as above. If a student wishes for the Accommodation Service to communicate with their parent/guardian, they can provide their consent to do so. If the student needs to travel to hospital by ambulance, we will encourage them to bring a friend or flat mate with them for support. We will also remain in contact with them where possible, to ensure their wellbeing and safe return to the halls of residence upon discharge.

For more information regarding accommodation emergencies see [Critical incidents](#).

## **Electrical safety**

You shouldn't need to bring any additional electrical equipment for the kitchen with you as all our accommodation is well supplied with the basics.

Electrical equipment must be safe – preferably new. At the beginning of the academic year, all appliances will be PAT tested if necessary. If there any doubts about the safety of the equipment provided it must be given a formal inspection and/or test (Portable Appliance Test, PAT).

The UK electrical supply is 240V and all appliances must be rated for this voltage. Do not use electrical items made for other countries electrical supply. Only use CE marked plugs and appliances with the correct rated fuse.

Never overload electrical sockets or use adaptors unless these have been provided in your room. If staff discover an electrical item, they suspect is not safe, it will be removed, and you will be asked to come and speak with the Accommodation Team about options available either to make it safe or store it until you go home.

## **Equality and Diversity**

Loughborough College aims to ensure that no student receives less favourable treatment, either directly or indirectly, on the grounds of age, colour, creed, disability, ethnic or national origin, religion, or belief, marital or parental status, race, or sexual orientation. The [Equality and Diversity Policy](#) can be found on the [Documents and Policies page](#) of the college website.

## **E-safety**

Loughborough College provides safe access to the internet and digital technology to help students learn and achieve. Staying safe in the digital world is as important as staying safe in the real world.

## **Keep it private**

Online - Make sure that you keep yours and other people's personal information private. Adjust the privacy setting on your personal profiles so that you can control who views your pictures.

On your mobile - Don't give out your mobile number to people you don't know. Keep your security number or PIN private. Keep your mobile hidden when you're on the street

### **Keep it cool**

Online - If you are being bullied online you have a right not to have to deal with it on your own. Save any bullying messages or conversations, and show them to an adult, or member of staff, you trust to help you deal with the problem on your mobile - If you start getting texts that upset or annoy you, don't reply.

Keep a record and report the texts to an adult, network operator or the police. You can also

speak to a member of The Accommodation Team, a Learning Coach, a Counsellor or member of the Safeguarding Team

### **Keep it legal**

Online - Be aware of the effects of your online activities. This includes illegally downloading media, as well as bullying others. You are not anonymous online, and things can be traced back to you.

On your mobile - If you receive a rude or embarrassing picture or text about someone, don't pass it on. Sending sexual pictures of other young people by mobile phone is illegal.

### **Keep in mind**

Not everything you see or everyone you meet online is trustworthy. People you have met online are still strangers, no matter how long you have been talking to them. Anyone can put or say anything on the internet. On your mobile - think before you send a picture or video from your phone. Don't give out anyone else's number or take a photo of them without their agreement.

### **Keep in control**

Adults who go online to chat to young people and arrange to meet in order to have sex are breaking the law. If a person you are speaking to online makes you feel uncomfortable, tell an adult you trust, report it to the police or contact the Safeguarding Team. If you are uncomfortable about any pictures or messages that you are sent, keep a record of them as they could be used as evidence. Your network operator may be able to help against nuisance calls. You can also speak to a member of The Accommodation Team, a Learning Coach or member of the Safeguarding Team Remember ... keep safe and healthy If you need help contact a College Counsellor on 01509 618333 or the Safeguarding Team on 07979 737474

## **F**

In this section you can find information on:

- Facilities
- Fees and how to pay
- Financial support



- Fire Safety
- Fire Equipment
- First Aid
- Food deliveries
- Food health and safety checks
- Fridges and freezer space
- Furniture

## Facilities

Each student will be provided with a furnished single study bedroom in good order. The halls of residence operate to the ANUK/ Unipol Code of Standards for Larger Student Developments, which can be seen at <https://www.nationalcode.org>. Under-18 students are accommodated in compliance with Ofsted inspected standards for housing under-18-year-old students which can be seen here: Further education residential accommodation: national minimum standards – GOV.UK

## Fees and how to pay

[Accommodation Payment Options 23.24.xlsx](#)

Your accommodation contract includes details about your accommodation fees, the payment instalment dates and amount due on each date. This information is also included in the link above.

All residents are required to pay for the first term's fees prior to arrival, or on collection of keys. If there is a reason why you are not able to do this, there are several payment options available. A minimum payment of £500 and an agreed arrangement for payment by instalments will still be required before keys will be issued to you.

You can pay your fees by WisePay\*, credit or debit card, cash or cheque.

You will be asked to pay the second and third terms' fees by Direct Debit payments.

Please bring ID with you so that the Direct Debit Mandate can be completed. Suitable ID includes a driving licence, utility bill (the address on this should be your current address) or passport. You must also provide a bank statement in the name of the person who will be paying the fees, and that person must sign the Direct Debit Mandate either prior to your arrival or on the day you arrive.

**Funding:** Where there is an application for funding, proof of application for funding will be required together with payment of £500.00 and a signed Direct Debit for nine months in advance of collection of keys.

When funding is awarded, a reconciliation of the account payments and direct debit will be arranged.

**Student Finance:** Where there is an application for Student Finance (SFE), proof of application will be required together with a payment of £500.00 and a signed Direct Debit for the balance of Term 1 Fees, Term 2 and Term 3 fee payments.

\*You will receive a separate email after you receive your offer of accommodation with instructions to create your College Account. You will then be able to make online payments. If you need further information, please visit [WisePay – Online Payments – Helpdesk \(loucoll.ac.uk\)](https://loucoll.ac.uk/Helpdesk)

If for any reason you experience any difficulty when making a payment, please call the Finance Team on 01509 618306.

## Financial Support

The Student Finance Team at the main campus can offer support and information on a wide range of subjects including funding opportunities, financial hardship, bursaries and problems with Student Finance Authorities.

If you suffer from unexpected financial hardship while you're at college, please speak with them.

Contact the Student Financial Team at [studentfinance@loucoll.ac.uk](mailto:studentfinance@loucoll.ac.uk)

## Fire Safety

Prior to arrival, you will be required to complete an online induction, which will include fire safety advice.

Residents' safety in the event of a fire is a priority, and we can assure you we have the following in place to ensure your safety:

- Robust fire risk assessment that is reviewed regularly
- Buildings, policies and procedures comply with all existing regulations
- Automatic fire detection system in all buildings, including bedrooms, kitchens, plant rooms and communal areas
- Staff are trained to undertake proactive and reactive fire safety management, which includes building inspections and routine fire alarm testing

On arrival you should read the Fire Evacuation Procedure displayed in your room and familiarise yourself with the fire exit routes. The fire alarm is directly linked to the Fire Service and false alarm responses may result in charges being applied. These charges will be passed on to the person/s responsible for the fire alarm activation.

If you discover a fire:

- Immediately operate the nearest fire alarm call point (break glass)
- Leave the building closing doors behind you and go to the designated assembly point
- Telephone the emergency services on 999
- Ring The Accommodation Team on 07909 892602

On hearing the fire alarm:

- Immediately leave the building or area, closing doors behind you
- Report to the fire assembly point
- Do not re-enter the building until permission is given
- Listen and follow instructions given to you by staff

## Fire Equipment

The spread of smoke during a fire kills more people than the actual fire. Fire doors, smoke/heat detectors and fire fighting equipment, plays a vital role in allowing people to escape from the building, but the fire equipment cannot do its job if it is misused.

It is therefore prohibited to:

- Wedge fire doors open, this includes kitchen doors
- Block fire escape routes, including the corridors in your flats

- Cover smoke/heat detectors
- Tamper with or move any firefighting equipment
- Damage fire doors
- Exit fire doors and leaving them open when there is no fire evacuation

### **First Aid**

Any accidents or injuries must be reported to the Accommodation Team as soon as possible, who will complete a form with you and administer First Aid as required. Any injuries that occur while you are away from Halls such as at a sports game or training should be reported to your coach at the time who will advise on any medical treatment necessary.

Life threatening or serious injuries refer to [Medical assistance and emergencies](#).

For more information around Head Injuries see [Concussion Protocol](#).

### **Food deliveries**

You must be available to receive any grocery deliveries that you have ordered. The Accommodation Team will ring you when they arrive, and you must come down from your room to meet the driver in the carpark.

The Accommodation Team cannot take in food deliveries for you or store them anywhere, they are your responsibility.

### **Fridges and freezer space**

Fridges and freezers are provided in the shared kitchen. Decide with your flatmates how you want to arrange food within this space.

Remember to label with dates and cover leftovers or batch cooking.

For more information see [Food Health and Safety](#) checks.

## **Food health and safety checks**

Every weekend The Accommodation Team conduct checks on the food stored in fridges to ensure any food that is unsafe to eat is disposed of to prevent illness and contamination of other food. Staff must dispose of any food which is past its 'Use By' date and will use their judgement on food items which have a 'Best Before' date. Batch cooking or leftovers must be stored in appropriate containers, covered, and labelled with the date you cooked it. It is advised that these are consumed within 3 days before disposing of it. Label any food in the fridge that you are defrosting with the date you took it out of the freezer; defrosted food should be consumed within 24 hours.

A list will be left in your kitchen after each check, detailing what has been disposed of and why. Compensation cannot be given for food disposed of if it is out of date, appears past its best or not labelled.

All students will be enrolled on a Food Hygiene course which will provide you with all the information necessary to store and cook your food safely. Anything you are unsure of around food safety, please come and ask the Accommodation Team.

## **Furniture**

Your room is furnished with a bed, wardrobe, a desk and chair so there should be no need to provide additional furniture. If anything breaks during your stay, please report it to the Accommodation Team.

## **G**

In this section you can find information on:

- Grounds
- Guarantors

### **Grounds**

You are encouraged to make use of the grounds, however, please be considerate of other residents by keeping noise to a minimum and don't play music outside. Students causing noise disturbances will be asked to return to their flat. Ball games are not allowed due to the lack of space, parked cars, windows, and busy main roads. Dispose of all rubbish in the bins provided. Don't throw rubbish out of your kitchen or bedroom windows.

### **Guarantors**

The guarantor agrees to guarantee your ability to pay the accommodation fees, along with any further payments required from damage that occurs during tenancy.

All accommodation applicants must provide the details of a guarantor. The guarantor must also sign the Guarantor & Emergency Contact Form.

Should there be a default on fee payments and/or failure to pay for any damage caused to the property, the college will proceed against the tenant and the guarantor for payment to be made.

## H

In this section you can find information on:

- Harassment
- Heating

### Harassment

We want you to always feel safe and we will not tolerate any form of harassment to other residents or staff.

Here at accommodation, we operate to the same FREDIE values as the College:

**Fairness** – All individuals will be treated fairly, consistently, and equally by ensuring everyone has a voice.

**Respect** – Everyone will be treated with respect and decency throughout their time here.

**Equality** – Everyone will be given the same opportunities throughout their time here.

**Diversity** – We will work towards being diverse by ensuring all people are represented and have role models to aspire to.

**Inclusion** – We will create an inclusive environment that celebrates everyone's individuality.

**Engagement** – We will ensure a more diverse and engaged community by ensuring effective communication, representation, feedback, and collaborative working.

If you feel harassed, please speak to a member of the Accommodation Team who will support you.

Harassment offenders will be subject to disciplinary procedures.

### Heating

The heating in the bedrooms will normally be on from October to the end of April. All radiators have a temperature control, please use this to regulate your room temperature. During the warmer months between May to September the heating system is turned off.

If you have any concerns about your radiator not heating up or does not turn on between October to the end of April, please speak to a member of the Accommodation Team.

## I

In this section you can find information on:

- Insurance
- Internet access
- Inventory forms
- Inspections

## **Insurance**

The College accepts no responsibility for the safety and security of students' personal belongings (including food, bikes, cars, clothing). Residents are strongly advised to insure their belongings as they are NOT covered by the College's insurance policy. This may be done through existing household policies or as a separate, individual policy. There are many policies specifically designed for students in halls of residence; Endsleigh is a well-known provider: <https://www.endsleigh.co.uk/> but there are many options for you to explore.

Keep your flat doors and room doors locked to protect your items. Window restrictors are there for your safety and security, do not remove or break them.

## **Internet access**

The installation and personal Wi-Fi routers is not permitted.

Internet access both wired and wireless is available at The Gables Halls of Residence. This is included in the accommodation fees. This access becomes available once you are enrolled on at least one course and have received your Student ID. Games consoles, mobile phones, tablets, PCs and laptops may use the wireless connection provided in bedrooms and communal areas, but availability cannot be guaranteed in the grounds. Accommodation staff can provide you with a list of the details that IT support require to enable your devices access to the internet. Without providing these details, your devices will not work. There is no limit to the number of devices you can use in Accommodation.

The Gables Site's internet connection is ran over the College's 10 Gig internet connection on a 1 to 1 connection ratio to the Janet network . There are no restrictions to the Accommodation internet for residents. Access is managed through the College Firewalls, which will restrict access to illegal and explicit websites in accordance with the College's IT Policies. IT also provides regular reports of misuse to the College, Accommodation Department and Head of IT. Sometimes websites get blocked that may be classed as acceptable. Please contact IT Support on the email below if you believe that a website may have been blocked in error.

If you need any further Information regarding the Internet at the Halls of Residence or need to report a blocked website, please contact the IT Team directly on: [ITHelpdesk@loucoll.ac.uk](mailto:ITHelpdesk@loucoll.ac.uk)

## **Inventory forms**

On arrival, you will be given an inventory to complete for your accommodation, which you should use to record any faults or defects that you find in your room when you move in. This inventory is used to assess the condition of your room after you vacate it at the end of the academic year before your damage deposit is refunded. It is therefore very important that any faults are recorded on arrival so that you are not charged for their rectification when you leave.

## **Inspections**

Termly Health and Safety room inspections will be conducted by the Accommodation Team. You will be told in advance what week they will be happening but not the day.

These inspections will check the general cleanliness of your room, the health and safety aspect of any electrical equipment such as sockets not overloaded and a check for any banned items. Dirty

plates, glasses, mugs etc. must not be left in your room. Food and takeaways must be disposed of in the outside bins, once finished.

You will be informed if your room has passed or if it will be reinspected along with the reasons for this. You are expected to comply with all recommendations made for improvements to the condition of your room. Any resident failing to maintain their room in a clean and tidy condition could be subject to disciplinary action and may have their Licence terminated.

## **K**

In this section you can find information on:

- Keys/door cards
- Kitchen Inspections
- Kitchen equipment
- Kitchen Talks

### **Keys/door cards**

For the halls of residence to remain safe and secure as well as for your personal safety, security must be a priority for all residents. Keys and door cards allow entry to site, outer doors of blocks, flat doors, and bedroom doors. These keys and door cards must not be shared with anyone.

- Under no circumstances must you force open any of the outer doors for blocks or press the emergency release panels. If you have lost or forgotten your card and/or keys please come and talk to the Accommodation Team who will support you.
- The charge to replace a lock is £250.00 and replacement keys cost £50.00

Breaching security of the site and other students by forcing open doors or sharing keys may result in disciplinary action.

### **Kitchen Inspections**

Kitchen inspections are conducted weekly to ensure hygiene levels are being maintained to avoid pest infestations and illnesses. You are expected to wash up your items and put them away. Food should not be left out, use the cupboards and fridge/freezers to keep work surfaces clear. No items to be stored on top of fridge/freezers due to this being a fire risk. The housekeeping team will empty kitchen bins Monday to Friday, but it is your responsibility to do this over the weekend by bringing the bin bags out to the bin store, a build up of rubbish in kitchens is not acceptable.

An inspection report will be left in your kitchen once the inspection has taken place and will be reinspected in 24 hours if necessary. If there is a build up of dirty dishes and pots, they will be removed due to this being a health and safety issue.

### **Kitchen equipment**

The following items are provided in all communal kitchens:

- Fridge
- Freezer
- Cooker

- Microwave
- Kettle
- Bins

If any of them break or develop a fault, please inform the Accommodation Team.

Large gatherings of people are not allowed in kitchens, it can be intimidating for flat mates and can create too much noise. Large groups will be asked to disperse.

### **Kitchen Talks**

Kitchen talks will take place when you first move into your accommodation. This is a chance to go over all the terms and conditions of your Licence Agreement.

Throughout the year, further talks will take place to address other areas such as wellbeing and student voice, where you will have a chance to tell us any ideas or suggestions that you have.

## **L**

In this section you can find information on:

- Laundry
- Licence agreement
- Living together in halls
- Living in the wider community
- Lost property

### **Laundry**

The launderette was upgraded in April 2021 and it has 4 new washing machines and 4 new dryers. There is reservation and cashless payment system to use the laundry equipment which is facilitated by WashStation. The app for WashStation which can be downloaded from the App Store, Google Play or Huawei AppGallery.

The laundry room is located next to the student common room in Gables C Block. The washing machine currently costs £2.70 per wash and £1.20 for the dryer.

You must provide your own washing detergent, taking care not to overload the machines, and you must remove the lint from the dryers after use. The dryers will work efficiently and effectively to dry a full wash load. It is recommended that you only dry half of your wash load at a time.

The Accommodation Service does not accept any responsibility for loss or damage to any items of clothing whilst using the washing and drying machines. Ironing facilities are available for use in the laundry room. You are not permitted to iron in your bedroom, but if you do bring your own iron, you may use it in the kitchen in your flat.



## **Licence to Occupy Accommodation Agreement (Contract)**

The Licence to Occupy Accommodation Agreement (Contract) is binding for the period of occupancy as specified on the licence. The college ensures that students are informed of this prior to signing the agreement and moving into their allocated accommodation.

Please note that for the purposes of Consumer Protection (Distance Selling) Regulations 2000, your right to cancel the contract ceases as soon as you take up occupancy.

The premises are provided for the purpose of enabling the student to attend a designated full-time course at Loughborough College and consequently the Licence (Contract) does not create a secure tenancy being exempt by virtue of Paragraph 10 of Schedule One of the Housing Act 1985.

The accommodation allocated to the student is in accordance with the terms of this Licence/Contract. By this agreement the college grants the student a Licence to Occupy the accommodation for a period of weeks within the academic year according to the enrolment dates for their course. A full academic year licence is 43 weeks long with the following term dates below:

Term	Start Date	End Date	Weeks
Term 1	Sunday, 3 September 2023	Saturday, 6 January 2024	18
Term 2	Sunday, 7 January 2024	Saturday, 6 April 2024	13
Term 3	Sunday, 7 April 2024	Saturday, 29 June 2024	12

## **Living together in halls**

Every resident has the right to fully enjoy their time here. Help us achieve this by:

- Everyone has different timetables for both study, sporting activity and leisure time, be respectful by keeping the noise levels low
- Everyone has different tolerances including different types of humour and what they feel are acceptable levels of behaviour and standards, be mindful of this and respect personal space and keep communal spaces clean
- Respect all staff and listen to their instructions. Filming of staff conducting their duties is not acceptable and may result in disciplinary action.
- If you are experiencing difficulties with other people you are living with, you could first try talking to them and attempt to work together to resolve it. Sometimes this may seem difficult but often a simple conversation can go a long way to solving compatibility issues.
- If you find you are unable to resolve the situation, seek advice and help from the Accommodation Team as soon as possible who will work with to find a solution.

## **Living in the wider community**

Loughborough is a friendly busy university town with plenty of shops, places to eat and outdoor space. Please be respectful when you are out and about, keep noise levels down if out at night and place rubbish in bins.

## **Lost property**

Any property found or handed in will be logged and stored by the Accommodation Team and held for 2 months. We will attempt to find the owner if the item is marked. Unclaimed items will be donated to charity. If you have lost something, please make the Accommodation Team aware.

## **M**

In this section you can find information on:

- Maintenance
- Medical assistance and emergencies
- Mental Health Support
- MSUK
- Moving out of halls

### **Maintenance**

Planned and reactive

If during your stay you find any faults or defects in your room or hall, please inform the Accommodation Team, or email [accommodation@loucoll.ac.uk](mailto:accommodation@loucoll.ac.uk) as soon as possible so that we can request the repair to be actioned in a timely manner, we cannot rectify faults if we do not know about them.

The Premises Officer will prioritise maintenance work on a daily basis to ensure compliance with health and safety requirements.

Any deliberate damage, use of any materials likely to block the toilets or drains, and misuse of property and equipment will result in charges being made to students to rectify the situation.

**Maintenance Reporting** The approved reporting procedure should be used to report to site staff any minor defects in your room or problems such as a drain blockage, lights not working or loose handles. The fault will then be investigated and repaired as soon as possible. **Maintenance - Planned and Reactive** Where it is necessary for maintenance work to be carried out in your room, we will seek to give you 24 hours' notice. Where the work is of an emergency nature, we reserve the right to enter your room without prior notice. We will endeavour to keep you informed about contractors working in the communal areas and give you as much notice as possible. You may, however, see them working in the communal areas without receiving prior notification. Contractors employed to work at the college are verified in the same manner as college staff. Accommodation, housekeeping, and maintenance staff working in halls will wear college identification badges attached to appropriate lanyards.

### **Medical assistance and emergencies**

When there is a life-threatening emergency or a serious injury, the Accommodation Team will contact 999. Parents will be kept informed as to what has happened, the advice and action taken from the 999 call and told which hospital their son or daughter is going to. A member of staff will accompany students to hospital if they are under 18 and stay with them until a parent/guardian

arrives or the student is admitted to hospital. For those students over 18 we would encourage a friend to attend with them but would deal with these incidents on an individual basis depending on the emergency.

### **Mental Health Support**

For more information see [Wellbeing](#), If you don't feel able to talk to a member of the team, we can provide a list of independent support services.

### **Moving out of halls**

At the end of the academic year, you will need to follow the moving out instructions, which will be sent to you via email in May 2024.

You will need to vacate your room no later than 10am on Saturday, 29<sup>th</sup> June 2024 after your last night of stay.

You should hand in all keys issued to you to the Accommodation Service Team at final departure.

Failure to hand in your keys will result in replacement charges being made.

Please ensure that you take all personal property with you and that your room is left clean, tidy and in the same condition that you found it when you moved in. We are not responsible for storing belongings after departures

As you return your keys, you will be asked to complete the Accommodation Service Deposit Return Form. You will also be asked if you would like any post to be held for you or if you would like us to redirect any mail to you. We can hold post we might receive up until 30<sup>th</sup> September 2024. After this date any post which has been held for you, unless collected will be returned to sender.

When you have returned your keys, your room and flat will be checked and any damages recorded. See [Damages Charges](#) and [Deposits](#) for more information.

### **MSUK**

The Accommodation team work closely with MSUK to ensure levels of behaviour here at The Gables are adhered to. Not conforming the Terms and Conditions of your Licence Agreement at The Gables will be reported to MSUK.

## **N**

In this section you can find information on:

- [NFL Academy](#)
- [Nightly safe and well checks](#)
- [Noise](#)

### **NFL Academy**

The NFL Academy will have their own Charter for players to sign and adhere to. This will be in addition to all the terms and conditions here at The Gables.

Students over the age of 18 are accommodated in E Block as part of the NFL. Students from E Block must not enter into any other blocks and students from other blocks must not go into E Block. The Common Room may be used for socialising together.

### **Nightly safe and well checks**

Accommodation for under 18 students has been inspected by Ofsted for compliance to the National Minimum Standard for Accommodation of Students Under Eighteen by Further Education Colleges, under Section 87A of the Children Act 1989 as amended by the Care Standards Act 2000.

To ensure students get enough sleep, in preparation for their college day and sporting activities, all residents must be back in their rooms for the nightly safe and well checks. Sunday through to Thursday night this is 11pm and on Friday and Saturday this is 11.30pm. All residents who have not notified us of an absence must be accounted for. Once the check has been completed by staff, residents are expected to stay in their flats and not leave their flat or block to visit anyone else on site.

To ensure each resident is safe, the staff will ask that each resident shows their face at their bedroom door, so they are physically seen. If there is no response from the staff member knocking on the door, the staff will announce they are coming into the room to check the resident.

We appreciate some residents may not want to wait up until either 11pm or 11.30pm so they can text 07909 892602 to say they are going to bed early, and the staff member will come to their room shortly afterwards to physically see them. This is called an early check-in. Early check-in's can be requested up to 15 minutes before the nightly checks are done, after this staff are preparing for the nightly safe and well checks so may not be available.

Anyone who is seen around site after they have checked in may be subject to disciplinary procedures.

### **Noise**

Halls are shared buildings where people live in close proximity to each other. It's therefore essential to remain mindful of the noise level. Everyone should expect to work and sleep in their own rooms without being unduly disturbed.

It is inevitable that noise will happen and is normally unintentional. Often, asking other residents to be quieter politely can resolve it. However, if you are faced with persistent noise or noise that you cannot resolve yourself, please call 07909 892602 for support from staff. The Accommodation Team will work with flatmates to find a resolution.

Persistent noise offenders could face disciplinary action.

For more information see [Living together in halls](#)

## **P**

In this section you can find information on:

- Parties
- Personal safety
- Pest control
- Pets and animals
- Post and parcels
- Prayer Room

### **Parties**

No parties are allowed.

### **Personal safety**

Personal safety:

- Avoid being out on your own after dark
- Avoid dark alleys, parks, and isolated areas
- Let your friends know you are going out and what time to expect you back
- Be back in for the nightly safe and well checks if living in an under 18 block
- Lock your bedroom door
- Keep flat doors locked
- Do not use emergency release buttons to exit blocks or the pedestrian gate

### **Pest control**

Common causes of pests in halls are poor housekeeping, especially in kitchens. It is important to keep kitchens clean and tidy. Pests may also be brought into accommodation by accidental import in luggage and food. It's best to avoid keeping any food in your bedroom.

If you are concerned or see any pests, please report this to the Accommodation Team on 07909892602/01509515435 or via email: [accommodation@loughborough.ac.uk](mailto:accommodation@loughborough.ac.uk)

A specialist pest control company will investigate any reports and we will address the issue in line with their recommendations.

### **Pets and animals**

Pets are not allowed in the halls.

If you have a support animal, please speak to the Accommodation Team as requests for therapy animals to stay at halls must be supported by a medical professional who is part of your care package.

### **Post and parcels**

Letters will be delivered in the evenings to your post boxes in the entrance to your block.

Any parcels will be kept in the main office in the EAPC. You will need to come and collect them and sign the book to confirm you have taken them.

Any special deliveries that require a code upon delivery will be accepted if you notify us of the code either prior to delivery or if we call you whilst the delivery driver is on site.

Postal address for deliveries is:

Name  
Block/room number  
The Gables Site  
115 Forest Road  
Loughborough  
Leicestershire  
LE11 3NW

### **Prayer Room**

There is a multi-faith room available for you to use at the College Main Site and also one at Loughborough university. The Accommodation Service Team will be able to show you where the rooms are and provide information about the Chaplaincy Service.

## **R**

In this section you can find information on:

- Recycling
- Room moves
- Respect

### **Recycling**

Please follow guidance in your kitchens with regards to recycling your kitchen and bedroom rubbish.

### **Room moves**

If you have a request to move room during your stay, come and talk to the Accommodation Team to explain why. We will look at each case on an individual basis and will assist where we can but cannot guarantee that moves are always possible.

If you do move room, a departure inventory will be conducted on your old room to access for any damages, and you will need to conduct an arrival inventory on your new room and sign an updated Licence Agreement to reflect the new room number. There may be financial implications to the move too as not all the accommodation is the same price, we can advise you on this.

### **Respect**

For more information regarding respect please see [Living together in halls, Living in the community and Noise](#)

We expect you to respect the Accommodation Team that are here to support you as well as being here to ensure all rules are adhered to.

## **S**

In this section you can find information on:

- Safety responsibilities
- Safety of possessions
- Security
- Sexual Health
- Sickness
- Smoking
- Social Events
- Special circumstance release
- Storage
- Student Induction
- Support staff

### **Safety responsibilities**

Your responsibilities:

- Comply with all safety rules and instructions
- Report any accidents or near misses to the Accommodation Team
- Do not interfere with any safety equipment
- Always stay with guests
- Maximum speed on site and college is 5 mph when driving, always wear your seat belt and have the right insurance cover
- Do not press emergency release buttons on Block doors or pedestrian gate
- Complete your absence forms if you are away from The Gables so we can confirm your whereabouts with parents/guardians

### **Safety of possessions**

For more information refer to [Insurance](#).

Use bike lockers, lock your car, keep bedroom secure by locking door and insure valuable items.

For those living in ground floor flats, do not have expensive items on show.

Keep flat and room doors locked.

### **Security**

STUDENTS MUST CARRY THEIR COLLEGE ID CARD WITH THEM AT ALL TIMES For the halls of residence to remain safe and secure, as well as for your personal safety, access to all residential accommodation must be a priority for residents. Keys and door/gate entry system cards issued to

you for the gates/outer doors, flat doors, bedroom doors, post boxes and bicycle storage are your personal responsibility. You should therefore ensure that:

- Main entrances are kept secure. Under no circumstances should these doors be wedged open, tampered with, or left in an insecure manner at any time. The doors are there to provide safety and protection for everyone.
- Keys and door entry system cards must always remain in the resident's possession because you may not be able to gain entrance immediately to the site if you do have them because the Accommodation Staff may be away from the system, they use to remotely open the vehicle and pedestrian gates. If you need assistance to gain access to the site and the intercom system is unanswered you can contact staff to assist you by calling 07909892602
- Keys and door entry system cards must not be given to anyone else under any circumstances.
- Lost keys and door entry cards should be reported immediately to the Duty Accommodation Support Officer or Accommodation Service Staff to maintain security. A charge of up to £250 is made for lock changes. Replacement keys can cost up to £50 each.
- You are not permitted to get copies of keys cut privately, as only specialist suppliers are legally allowed to replicate the suited keys for security purposes.
- Always keep your room and flat door locked even when you are away for just a couple of minutes.
- Your property should be security marked and insured.
- Keep ground floor windows closed and curtains/blinds closed when out.

SECURITY PLAN, GABLES SITE, HALLS OF RESIDENCE The following measures are in place to ensure security on the Gables site:

- 24/7 site support is available. This is actioned by the Accommodation Service Team and the Accommodation Support Officers working to a rota which enables them to have a physical handover of shifts. In addition, a senior member of staff holds a call-out phone, which the Accommodation Support Officer can use for support in the event of an emergency.
- Access to entrance doors is by a lock or an electronic card door entry system.
- All internal doors are lockable and are on a secure suited system.
- The building has external lighting, which is operated by a daylight sensor.
- Security cameras with external views are situated at appropriate points on the Gables site.
- Security cameras are installed in the entrance halls.
- Accommodation Support Officers have access to the use of a bodycam, which will be used in the event of an incident occurring.
- All windows have restrictors fitted.
- Security issues are addressed during hall inductions, particularly locking doors and closing windows.
- Residents in ground-floor rooms are advised not to leave valuable items on show.
- Staff and students are required to complete Safeguarding and Prevent training.
- Staff and students must always wear and display their lanyards.

Pressing emergency release buttons on Block doors and the pedestrian gate is a serious breach of security that puts all student's safety at risk.



## **Sexual Health**

The C-Card service is available at The Gables. This is a confidential service; your details will not be shared with other staff. It provides free condom packs and sexual health advice, in association with the NHS.

## **Sickness**

Please notify us if you are unwell.

It is your responsibility to inform college that you will be absent through your ILP.

## **Smoking**

Smoking is not allowed in your rooms or any part of the buildings. Covering up of smoke detectors compromises the safety of yourself and others and will result in disciplinary action.

A smoking area is provided on the grounds for those students who smoke or vape.

## **Social events**

The Accommodation Team organise regular social events and will publicise these through social media platforms with all residents.

If you have any ideas or suggestions, please come and let us know.

## **Special circumstance release**

Residents wishing to terminate their Licence to Occupy Accommodation Agreement (Contract) prior to the end of their agreed occupation period should apply in writing to be released from the contract.

The application for Special Circumstance Release must be sent to the Accommodation Services Manager, stating in full the reasons for their request. If there is a change of circumstances that affects residency occurs, such as medical grounds or change to personal and/or financial circumstances, evidence of the change of circumstance will be required.

Any accommodation fee refunds, or adjustments will be made in full weeks only, with the return date of the keys or the agreed academic withdrawal date, whichever is the latest, being the date used for calculating the number of full weeks fees to be refunded.

## **Storage**

We do not offer a storage service of belongings, for example if you were staying for a second year, we don't have the space to keep your belongings here. Over the summer period maintenance works and deep cleans are conducted so bedrooms must be clear.

A list can be provided of local storage companies for you to contact should you wish to store your belongings with them rather than bring them home.

## **Student Induction**

You will receive a link to complete an online Induction to the Halls of Residence which will cover the main rules and safety guidelines. Once completed you will receive a certificate and the Accommodation Team will be notified that this has been completed and passed.

Part of this induction will include a link to this handbook which you will be signing to say you have read and understood all its contents.

It is compulsory that this is done.

## **Support staff**

For more information refer to Accommodation Support Office

24/7 support available on 07909 892602

## **T**

In this section you can find information on:

- Terms and Conditions
- TV licences
- Toilets
- Transport

## **Terms and Conditions**

The terms and conditions of your Licence Agreement has been thoroughly covered in this handbook. Summary is listed here:

- Premises are provided for the purpose of enabling a student to attend a full-time course at Loughborough College
- Deposit must be paid once you sign and return your Licence Agreement
- Payment plans for rent must be kept up to date
- No change to allocated room unless agreed with Accommodation Service Manager
- Premises only to be used as a residence, no trade, profession, or business shall be conducted in any Halls or their grounds
- Licence Agreement cannot be transferred, and rooms cannot be sub-let
- Services can be suspended in the event of a Critical Incident
- Any resident who sustains a head injury or is diagnosed with a contagious illness must inform the Accommodation Team immediately
- Residents are responsible for cleaning of their rooms and must keep them tidy, failure to do this could result in disciplinary action
- Access must be given to staff who request to inspect your room
- Disciplinary action will be taken if any regulations are broken and rules not adhered to, accommodation link in with curriculum staff and Academy staff to work together to ensure conduct of students is consistent
- You must always keep the site secure by using your lanyard, not releasing Block doors or the pedestrian gate, not using fire exits unless in the event of a fire

- Stairs and corridors must be kept clear of belongings, so fire escape routes are accessible, fire equipment must not be tampered with, and fire doors not left open
- Smoke and vape only in designated area, do not bring any illegal substances or paraphernalia onto site
- Respect your fellow residents, keep noise to a minimum and keep communal areas clean
- No bicycles to be kept inside flats or rooms, no ball games to be played on site, litter to be placed in bins
- No banned items to be brought on site, no cooking in bedrooms, no ironing in bedrooms
- No pets allowed unless there is medical proof that a therapy pet is needed

### **TV licences**

All students living in halls watching live television, either on a computer or on a normal television, will require their own television licence by law. You are not covered by the halls of residence's licence.

The authorities do check and can fine you for not having a licence. Please visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) for more information.

### **Toilets**

Do not flush wipes or sanitary products down the toilets as this will cause a blockage. Deliberately blocking toilets with other objects will result in charges which will be taken from your deposit payment.

Sanitary bins are provided for all female residents and are emptied regularly. You will be notified of the collection day and are asked to leave the bins in the corridor for contractors.

### **Transport**

Loughborough has a train station which provides links to major cities. There is also a large bus network including National Express. If you require any assistance or advice, please talk to the Accommodation Team.

## **V**

In this section you can find information on:

- Vaping
- Visitors
- Voting

### **Vaping**

Vaping is not allowed in your rooms or any part of the buildings. Covering up of smoke detectors compromises the safety of yourself and others and will result in disciplinary action.

A smoking area is provided on the grounds for those students who smoke or vape.

### **Visitors (sign in and out)**

Visitors must sign in and out at the main office situated in the EAPC house. You are responsible for your guest at all times and must not leave them unaccompanied. You must meet your guest at the pedestrian gate as they will not be able to or allowed to gain access to the site otherwise. Guests will not have access to the main block doors or flat doors without you, you must not give them your lanyard or keys to use. These rules apply for both residents under 18 and over 18, we need to know who is on site in the event of a fire.

### **Only one guest per resident.**

Visitors must sign out at the main office and be off site by **10pm**.

Visitors must not stay overnight. You must not allow visitors to use your room in your absence. Any damage caused by your visitors will be your responsibility.

The Accommodation Team reserve the right to ask visitors to leave if they are causing a disturbance, upsetting other residents, or not respecting the building. Any visitors found on site without a resident will be escorted off site. We may exclude visitors from site if we have reasonable grounds to believe that this is necessary for the safety and/or wellbeing of other residents.

Visitors also include other residents from different blocks and flats. All students to return to their own blocks and flats by 10pm. This will keep noise levels down for those students who wish to go to sleep prior to the nightly checks. Large gatherings are not permitted in kitchens due to noise levels.

### **Voting**

Residents over 18 can either register to be on the electoral register here or at your home address. If you are registered in two areas – at home and at The Gables – you can vote in local elections in both areas but only once at a general election/referendum.

If you aren't registered, you can't vote. The electoral register is also used in Credit Referencing when buying some items such as a mobile phone or opening a bank account.

## **W**

In this section you can find information on:

- Waste removal and recycling
- Wellbeing
- Window opening restrictors

### **Waste removal and recycling**

Bins are provided in your kitchens for general waste and recycling. These will be emptied by the Housekeeping Team.

Bins are provided in your bedrooms which you will need to empty yourself in the outside bin area. Do not fill the kitchen bins with rubbish from your room.

### **Wellbeing**

Mental wellness and wellbeing are very important to us, and we understand that everyone has a different response to different situations. To support you we have a wide range of staff available that can help you both here at accommodation and at the college.

We will meet with all of you on a 1:1 basis within the first half term and then again after Christmas to go through a short assessment to understand how you are feeling and how confident you are with independent living skills.

It can be difficult being away from home and feeling homesick is very natural. We can support you through this time and offer you regular meetings with a member of the team. Remember that you can contact us 24 hours a day on 07909 892602 if you ever need to talk.

There is a box in the foyer of C Block, outside the Common room which says Concerns and Worries. You can use this to write down anything that you need support with emotionally and a member of the team will link in with you. You can also text the Accommodation Team with the word "Blue" if you are really struggling with your mental health and want one of us to come and see you as soon as we can, we don't want you to suffer in silence in your room, please reach out so we can support you.

We have other staff from the college who are available for you to talk to if you wish and can offer a counselling service.

### **Window opening restrictors**

These are provided for your own safety and must not be tampered with. Any attempt to tamper with the restraints will result in disciplinary action and replacements will be charged to students.