



Burnley.gov.uk

Sandygate Hall Handbook



University of
Central Lancashire
UCLan

Contents

| | | | | | | | |
|--|---|---|-------|--|----|---|-------|
| Our commitment to you | 3 | If you need something | 8 | A few important rules | 19 | Leaving accommodation to move into the private sector | 23 |
| Sandygate staff team | 3 | Security | 8 | Smoking / drugs policy | 19 | Withdrawal from University | 24 |
| Useful things to know before you arrive | 4 | Repairs/maintenance | 8 | Noise | 19 | Summer vacation residence | 24 |
| Insurance | 4 | Hall office | 8 | Guests | 20 | Departure / end of tenancy | 25 |
| Inventory | 4 | Community living | 9 | Overnight absence | 20 | Accommodation charges | 26 |
| Mail | 4 | Cleaning | 9 | Pets | 20 | Keys and key cards | 26 |
| Launderettes | 4 | Kitchens | 9 | Damages | 20 | Damages / replacement charges | 27-28 |
| Car parking | 4 | Environment and sustainability | 9 | Respect for your flat and hall | 21 | Response times for repairs | 29-30 |
| Bicycles | 4 | Recycling | 10 | Posters | 21 | Information about UCLan support | 32 |
| Transport | 4 | Accommodation safety | 1 | Ball games | 21 | Student Support | 32 |
| Banking | 5 | Fire safety | 11 | Litter | 21 | Other sources of support | 33 |
| Health and medical services | 5 | Electrical safety | 12 | Items not permitted in halls | 22 | Student Services videos | 34 |
| Internet, Wi-Fi, TV and flat telephones | 6 | Gas safety | 13 | Bedrooms | 22 | Student Health Guide | 34 |
| Flat inspections | 6 | Personal safety | 13 | Communal areas | 22 | Useful numbers | 34 |
| What to bring to halls | 7 | Access to rooms | 14 | Contractual / hall information | 23 | Complaints and suggestions | 35 |
| | | Health and safety visits by staff and contractors | 14 | Changing your accommodation and moving rooms within your accommodation | 23 | | |
| | | Heating | 15 | | | | |
| | | Kitchen appliances | 16-18 | | | | |

Our commitment to you

Sandygate Hall is new purpose-built student accommodation owned by Burnley Borough Council (BBC). We are committed to providing you with the highest standards of accommodation and service.

Sandygate Hall staff team

Your hall service provider is currently UCLan, and the friendly and approachable team are on hand to help you and to ensure that your living environment is safe and comfortable. The Accommodation Office is located on the ground floor of the hall at the main entrance.

Email: accommodationburnley@uclan.ac.uk

Tel: **01772 896245**

UCLan Security Burnley:

Email: securityburnley@uclan.ac.uk

Tel: **01772 896060**

Further support is also available from UCLan Security at Preston on **01772 892068**. For emergencies contact **01772 896333**.

[View the Burnley Campus map](#)

Useful things to know before you arrive

Insurance

BBC strongly advises that you take out a personal insurance policy to cover theft/damage to your property contained in your room and on your person.

Inventory

(This is a statement of the condition of your room, furnishings and fittings). Information regarding your online inventory will be issued to you after you arrive. It is important that you check and agree this inventory and note any discrepancies as requested.

Please do not remove any council-owned property from either your room or residence, as you will be deemed responsible for any subsequent damage/loss.

Mail

Mail is delivered to your flat post box in the reception area by Royal Mail or couriers. All mail should be clearly marked with your name and flat number and sent to the following address:

Sandygate Hall, Sandygate Square, Sandygate, Burnley, Lancashire, BB11 1EX

Please note: Hall staff are **unable** to accept parcels or mail on behalf of students. There are multiple Amazon collection points in the town centre, the nearest Amazon Lockers are at the Texaco petrol station on Trafalgar Street which is a short walk from our halls of residence.

You could also order deliveries for click and collect if you are not sure you will be available to take delivery of a parcel. If a courier cannot access the building to leave your parcel they will leave a missed delivery card in the external box which will be placed by staff into your flat post box so that you know you have missed a delivery.

At the end of the Accommodation Contract in July all mail is returned to sender and it is your responsibility to inform people that your address has changed.

Launderette

There is a launderette situated on the ground floor of the building to the rear of the Reception. There are two washing machines and two tumble dryers. The launderette is run by an external company, Circuit Launderettes. Their contact details, as well as instructions on how to use the machines, are publicised in the launderette or can be accessed at:

circuit.co.uk

You can download the Circuit app onto your phone which will allow you to pay for the wash/dry cycles using your phone via a QR code. Before you bring laundry down from your room you can use the website to check if a machine is free.

circuit.co.uk/circuit-view

Car parking

There are a very limited number of car parking spaces available at Sandygate Hall. Permits for parking will be issued in line with university car parking policy (onsite spaces will only be available for blue badge holders).

Further information can be found on the University website.

Bicycles

Electric and non-electric bikes and scooters must not be stored in bedrooms, hallways or stairwells because they can obstruct fire evacuations and fire exits. Electric bikes and scooters also come with an increased fire risk and for this reason must NOT be charged within any area of the building, especially not flats and/or bedrooms. They will be removed from the building in order that the fire safety regulations can be maintained. Secure bicycle storage is located on the lower ground floor accessed via Neptune Street.

The code for the internal access door is **3579**. If you have a bike and wish to access the external lower ground floor rear door, please let us know so that your swipe card can be coded as generally students cannot enter via this door.

Transport

Sandygate Hall is conveniently located and is close to Burnley Manchester Road Station, with trains to and from Preston, Leeds, Manchester, York and Blackpool, a 10 minute walk away. Bus routes run along Westgate and Trafalgar Street. Burnley Town Centre is a 6 minute walk away and the bus station a 14 minute walk away.

Banking

All major banks and building societies are represented in the town centre. Be aware of your surroundings when withdrawing cash from ATMs, especially during the hours of darkness.

Health and medical services

Please refer to information about registering with a local GP here:

nhs.uk/live-well/healthy-body/getting-medical-care-as-a-student

Internet, Wi-Fi, TV and flat telephones

Internet: Internet access is both hard-wired and wireless. For all issues with your internet connection, please contact the UCLan LIS Helpdesk on **01772 895355**.

Television and licences: Each flat has a television provided in the Lounge/ Kitchen area. A TV licence has been provided for this television. However, rooms at Sandygate Hall are fitted with a TV aerial point. If you do bring your own television onto the premises then you need to purchase an individual TV Licence, and you may still need a TV Licence if viewing TV programmes on a device other than a television, so for more information visit:

tvlicensing.co.uk/students

Flat telephone: There is a telephone handset in your kitchen area, which is available for internal only calls to UCLan numbers and to seek medical advice. If you need to call NHS 111 for medical advice please dial 7111.

You can also make and receive calls using these telephones to the other flats within Sandygate Hall. To contact students in another flat 734 followed by the two-digit flat number (eg for Flat 1 the number is 73401, for Flat 25 the number is 73425)

You can also call the Sandygate office to speak to accommodation staff, the number is programmed in via the top button.

Flat inspections

All rooms/flats in Sandygate Hall are inspected by staff prior to you taking up residence and the condition of your accommodation will be notified to you via the room/ flat inventory. You will be emailed and given advance notice of any room inspections of your room, which are planned to take place during the academic year.

Your room/flat will also be inspected when you vacate halls and if any recharges are to be made because of damage, etc., these will be notified to you via email, together with details of the appeals procedure.

Remember: all flat occupants have a responsibility to report communal damage as it may occur.



What to bring to halls

Do not bring too much - you can buy most supplies cheaply and easily once you are here. There may be limited storage space in your kitchen, especially fridge and freezer space, so plan your shopping accordingly.

Essentials

You must provide your own:

- Bedding including pillows and mattress protector
- Towels and tea towels
- Toiletries, including toilet roll
- A small amount of crockery and cutlery, bottle openers, and can openers.
- Pots, pans and basic utensils
- Other small electrical items such as irons, sandwich toasters, etc. (But please note that toasters and kettles ARE supplied in all halls' kitchens).

All electrical appliances should be rated for 220-240 volts and compliant with the relevant British Safety Standards.



If you need assistance

Security

The Security Team maintains 24 hour cover and they are pleased to help with any enquiries or issues you may have. They patrol the halls of residence regularly, responding to any incidents that occur. They can be contacted by ringing ext. **6060** from your flat telephone or **01772 896060** from a mobile phone.

In case of emergency, Security can also be contacted by calling extension **333** from any internal University telephone.

Never let strangers into the halls and always lock your door and secure windows when you are not in your room. Please note the window stays are there to prevent the window being blown completely open during windy weather and are not a security device to prevent a burglar gaining access. In an emergency Security can be contacted at any time.

Repairs / maintenance

If anything in your accommodation needs to be repaired or replaced, please telephone: **01772 896245**.

(In an emergency don't leave a message - call Security on **01772 896060**).

You may also email your request to the Sandygate inbox:
accommodationburnley@uclan.ac.uk

After you have requested a repair, your halls staff will respond to your request as soon as possible. If a repair is needed in your room, they will first knock and wait for you to reply. If you are not in, they will enter, assess the work required, and if possible, will try to complete the repair straight away, in order that you receive a speedy and efficient service.

Sometimes a contractor will need to be called to complete a repair. If you have any queries or concerns regarding the progress of a job, please contact your halls staff.

If an emergency occurs outside reception opening hours please contact Security on **01772 896060** who will call out a contractor if necessary.

Community living

Cleaning

Accommodation cleaners will clean the stairwells and landings in your hall, but you are responsible for maintaining the cleanliness of your room and the communal areas of your flat. All flat occupants may be charged if extra cleaning is required in the communal areas.

Kitchens

You are responsible for cleaning after cooking and removing any rubbish. You will be charged for excess cleaning if kitchens are left in an unacceptable condition. Be aware of food hygiene, and do not store any uncovered food unless it is stored in a plastic bag or container to eliminate cross contamination. Do not store uncooked meat/poultry in the fridge alongside or above food items that will be eaten raw, such as cheese, salad, etc.

Any items of food that have past their use by date should be thrown away to avoid decomposition and smells.

Environment and sustainability

BBC are committed to energy conservation and it is the responsibility of everyone to conserve energy where they can. This can be achieved by simple actions such as turning off lights and other electrical items when leaving your room and ensuring that the correct temperatures are used when cooking. Ensure that all fridge and freezer doors are closed and that there is not a build-up of ice that prevents closure, if in doubt contact your halls staff.

Any excessive consumption will be investigated and may be followed with a written warning to the student(s) concerned. If this warning is not heeded, then an excess charge may be subsequently levied on the student(s) responsible.

Excessive energy consumption is usually caused when a student uses an unauthorised extra heating appliance, or one student takes excessively long showers and depletes the hot water supply for other flatmates.

Recycling

Students are encouraged to recycle their waste packaging etc., via the recycling bins that are placed in the bin store at the halls of residence. To enable you to carry your recycling to the bins you will find **blue and white** recycle bags in your kitchen area.

White bag

- Paper - flattened
- Cardboard - flattened
- Cardboard tubes - flattened

Black/grey bins

- Anything that's not recyclable
- Must be in the bin and lid closed

Blue bin/blue hessian sack

- Food/drink cans - rinsed
- Empty aerosol cans
- Empty tin oil containers
- Metal bottle caps
- Plastic bottles - rinsed
- Soft plastic tubs
- Glass

The recycling is collected on Thursdays, and general waste is collected on Fridays.

If the bins are contaminated, they will not be collected. You cannot put polystyrene in the paper bins, or any packing materials (especially plastic wrapping) that deliveries come in other than flattened cardboard.

If you put plastic bags or dirty food packaging in the blue recycling bins the whole bin is classed as contaminated and cannot be taken.

There should only be one bag of rubbish in any kitchen at any time and any full bag of rubbish must be disposed of as soon as is practicable. Letting rubbish build up in the flats can cause issues with pests such as flies and mice. If pest control treatments are required because your flat has not dealt with waste promptly the cost will be recharged to occupants.

Students are advised to double bag rubbish to prevent any seepage from waste staining carpets and causing odours.

If persistent contamination of bins occurs, all residents may be charged for the disposal of the contaminated waste.

Accommodation safety

Fire safety

If the fire alarm sounds:

DO vacate the building as quickly as possible, even if you think that there is not a real fire

DO contact Security staff if you know the cause and location of the activation

DO co-operate with Security staff and/or the Fire Brigade

DO NOT return until you are advised it is safe to do so

If you discover a fire:

DO make sure fire doors are closed

DO vacate the building as quickly as possible

DO activate the fire alarm at the nearest break glass unit if it has not already been activated by the flat smoke/heat detectors

DO NOT stay behind to try and fight a real fire yourself

DO NOT return until you are advised it is safe to do so

Every student has a responsibility in the avoidance of fire risk and must take notice of all advice given, written or verbal, by Fire Officers, Security and halls staff. The Security staff take initial control of incidents in the halls of residence and all students must act upon their advice and instructions at all times and not hinder them or the emergency services in the execution of their duties. Fire blankets and fire extinguishers are provided in cooking areas and the extinguishers are of the foam variety.

Failure to evacuate is a severe breach of your Conditions of Residence

Fire escapes: the maintenance of the means of escape is part of your responsibility in fire risk avoidance.

DO NOT block any fire exits

DO NOT block hall corridors

DO NOT leave anything in stairways, landings and hallways

DO NOT block the interconnecting fire doors between flats

DO ensure that electrical cables and leads do not cause trip hazards in the communal areas

DO NOT tamper with fire detection equipment. This equipment is there to protect the lives of all of the occupants as well as staff and fire fighters

DO NOT cover or disable smoke/heat detectors, or remove the warning sticker

DO NOT attempt to disconnect smoke/heat detectors

DO NOT tamper with fire extinguishers

DO NOT wedge open fire doors, ie the kitchen, flat and room doors

- If you tamper with fire detection equipment someone could lose their life as a result.
- If you tamper with fire detection equipment you are committing a criminal offence and could be investigated by the police and prosecuted.
- If you tamper with fire detection equipment you could jeopardise your future at the University.

Students who activate Fire Alarms due to carelessness or ignore the Fire Regulations and repeated failures to observe Fire Regulations are a serious breach of your conditions of residence

Don't activate the fire alarm through careless or thoughtless behaviour:

DO NOT cook in your room

DO NOT leave cooking unattended

DO NOT cook using a dirty grill pan or hob

DO NOT wedge open fire doors - ie, the kitchen, flat and room doors

DO NOT spray aerosols directly beneath the detector in your room or the corridors of your flat or on the stairs (ie anywhere there are smoke/heat detectors)

By following the few simple procedures above, the number of accidental activations will be reduced, which in turn could help save lives at a real fire elsewhere.

Tampering with smoke/heat detectors, extinguishers and other firefighting equipment is a criminal offence.

Electrical safety

You must permit halls staff / authorised contractors to inspect any item of electrical equipment belonging to you and/or kept on the premises and make such items of equipment available for inspection if required to do so by BBC. Any item of electrical equipment which BBC reasonably determines to be unsafe or undesirable must be removed from the premises.

Any electrical appliance used for cooking must not be left unattended for any reason. This includes appliances with automatic cut-offs and it must not be presumed that such systems will work.

All electrical appliances and leads must comply with BS1363.

To avoid danger from electric shock or fire:

- **DO NOT** use personal electrical appliances which are faulty or dangerous. This includes cables and leads
- If you are in any doubt as to the safety of your equipment, the halls staff will give you advice.
- **DO NOT** overload sockets by plugging in too many appliances at once, and remember that joining cables or wires together is **extremely dangerous**
- Cooking of food is not permitted in bedrooms
- Your electrical plugs and sockets must be compatible with the socket outlets in the halls, which are to British Standard Specification. Many electrical adapters and plugs attached to appliances brought into the country from abroad are dangerous. Examples include ½ pin plugs and flat pin plugs. Please replace all non-British Standard plugs with ones to the correct specification.
- BBC can impose an inspection, at the resident's cost, of any appliance that is deemed unsafe, and remove any such items from the accommodation.
- All extension leads must be protected with a correctly rated fuse
- All electrical items brought into the country must conform to British Standard Specifications
- Be aware that the voltage used in the UK is 220 to 240v and any appliance must be able to operate on this voltage

Gas safety

If you smell gas:

DO stay calm

DO open doors and windows

DO extinguish all naked flames

DO use your flat phone (**not a mobile phone**) to call the University Emergency Number **333** or Security **6060**

DO evacuate the flat

DO keep people away from the area

DO NOT turn on or switch off any lights or electrical switches/appliances as this may cause a spark

DO NOT cause a naked flame to be ignited in the vicinity

Every gas installation and appliance is subject to an annual safety test and all necessary maintenance will be carried out during this safety test. All these gas safety certificates are available for residents to view.

There are no gas appliances within the flats, although the building is supplied with gas for communal water heating; if you smell gas please do report it immediately.

Personal safety

Always secure your door and windows when not in your room.

Occasionally, unauthorised people may try to access the halls. Such people should be actively discouraged; it is a disservice to yourself and your fellow students to allow them to enter or remain in the residences. Remember, it is your property and amenities that are threatened. If in doubt, contact Security on **01772 896060** straight away.

Money and valuables should never be left unattended in public areas.

Always keep your room locked when you are not in it. If you don't, not only could you suffer considerable personal loss, you are also responsible for the loss or damage to any BBC property in your room.

See also the advice regarding insurance and crime prevention:

Be aware that CCTV surveillance is in operation in and around the Sandygate Hall and that this is monitored 24 hours per day. If you require any further information regarding health and safety issues and statutory testing information pertaining to your accommodation (such as information regarding fire risk assessments, fire extinguishers, means of escape, fire alarms, emergency lighting, portable appliance testing, legionella, asbestos, notifiable diseases, etc.) please contact the halls staff.

Crime prevention advice:

- Secure **all** doors and windows when your room / flat is unoccupied even if only for a short time
- Using your home address, postcode all valuable property using a UV marker or an engraver and include your house number
- Never put expensive items in view of windows
- Carry debit/credit cards with you at all times
- Report crime or damage to the Police and the halls staff, this enables early action and repair
- Report strangers found wandering in residential areas on campus to Security

Access to rooms

If you have requested a repair, a member of staff or authorised contractor will respond as soon as possible, and as detailed in the Response Times for Repairs, which is included at the end of this handbook. If the repair is needed in your room, they will first knock and wait for you to reply. If you are not in, they will enter, assess the work required, and if possible will try to complete the repair straight away, in order that you receive a speedy and efficient service.

Health and safety visits by staff and contractors

We are legally obliged to visit the communal areas of your flat to check on such items as the emergency lights, the fire extinguishers and adherence to Fire Regulations. Periodically, contractors will also need to visit your residences in order to carry out vital work to ensure that BBC is complying with legislation to safeguard your health and safety whilst you are in residence.

For instance, there is a planned maintenance programme to help prevent any outbreak of Legionnaires Disease. You will be given 7 days' notice of any visits by contractors who will be carrying out this statutory maintenance. In some circumstances, however, immediate access to your room may be required by staff, authorised contractors or emergency services personnel – e.g., during fire alarm activations, water leaks, urgent maintenance repairs, unattended music systems playing loudly, etc.

All authorised holders of master keys are permitted to enter a room in such urgent circumstances, if, having knocked on the door, there is no reply. Halls staff and authorised contractors have master keys to access storage and maintenance areas and to unlock rooms in case of emergencies.

Portable Appliance Testing

University owned electrical items

The periodic testing of Portable Appliances to ensure they are safe is a regulatory requirement - Electricity at Work Regulations 1989.

It is the responsibility of the University to have all university owned appliances placed in halls tested by a competent person. As testing proceeds, any failed appliances will be labelled by the tester as 'dangerous - do not use'. In all instances, fails will be notified to the Estates Team. All defective portable appliances will be replaced.

On completion of testing in each building, dated certification and a schedule of testing will be provided by the contractor. The schedule will highlight any defective appliances. Every appliance tested will be date tagged with a self-adhesive PAT label.

Student owned electrical items

The Residences Team will ensure that as far as is reasonably practical, appliances brought to the University by residents are safe.

While there is no regulatory requirement to test personal electrical appliances, both residents and residency staff owe a duty of care and must report any appliance which is thought to be unsafe, especially appliances in kitchens and common areas.

Be aware, the University can impose an inspection, at the resident's cost, of any appliance that is deemed unsafe, and remove any such items from the accommodation.

All electrical appliances and leads must comply with BS1363.

If you would like to report any issues related to PAT testing or an electrical item, please contact your Residences Team: 01772 89 2079.

Heating

Instructions for the wall mounted heaters in bedrooms can be found at the following links.

hyco.co.uk/downloads/AC500T-AC2000T-instructions-v1841.pdf

timeguard.com/media/2035/FBT4_FBT5_67_058_505_Iss2.pdf

The heater has timed periods of operation which you choose via the options on the small white box to the side. You can only select a time period once the heater is switched on via the isolation switch, then the switch on the middle right of the heater itself, and finally the power button on top.

The heating in the communal kitchen/lounge is centrally controlled to make the building more energy efficient; if you are unhappy with the temperature please let halls staff know and it can be adjusted for you.

Kitchen appliances

Cookers

All cookers in halls are electric with ceramic cooking rings, a grill and an oven. The controls for these are on the front panel of the cooker and are clearly marked. There are two circular switches grouped together that control the cooking rings, grill and oven. The cooker will only work once the clock has been set; if the display is flashing the appliance will not heat up.

All cookers can be isolated by the "cooker switch" which can be found on the wall by the cooker. When the unit is not in use the switch should be in the **off** position.

The grease filter on the extraction unit should be kept clean to minimise any risk of fire. You should remove and wash this in soapy water at least once per month.

If any item is faulty, report it straight away on **01772 896245**

or email your Hall Office or if out of office hours, call Security on **01772 896060**.

When cooking:

- Make sure the window is open
- Make sure the oven/grill is clean
- Make sure the extractor fan is switched on and working
- Make sure the cooking utensils are fit for purpose
- Make sure no metal objects are used in the microwave
- Make sure you switch off the cooker at the wall after use
- Make sure that your cooking area is clean and grease-free
- Make sure the kitchen door is closed - never wedge or prop it open, it is a fire door

Care and maintenance

- Always disconnect the appliance from the power supply before undertaking any cleaning or maintenance.
- Steam cleaners must not be used when cleaning this appliance.
- You should use a non-abrasive cleaner to clean the hob top. Any abrasive cleaner (including Cif) will scratch the surface and could erase the control panel markings.
- Sugar and starch can cause permanent damage to the surface of the hob. Wipe away any spillages immediately but be careful given that the hob top will be hot during and after usage.
- Avoid letting pans boil over where possible to ensure that the need for cleaning is minimal.
- Always use a soft sponge or cloth where possible. Utensils such as scouring sponges and some brushes could cause scratches to the hob top.

Cleaning guide

- Light cleaning - wipe over the zone to be cleaned with a sponge and hot water, and then wipe off with a soft dry cloth.
- Accumulated baked on stains/ dirt, sugar spills or melted plastics - wipe over with a sponge and hot water, use a ceramic scraper to remove any large marks or stains and then wipe off with a soft dry cloth.
- Rings and hard water residues - pour a small amount of warm white vinegar onto the stain, leave it to stand, and then wipe off with a soft dry cloth.
- Shiny metallic streaks - use specialist vitroc ceramic glass cleaner (preferably one with silicone for its protective properties).

Refrigeration

All refrigeration in Sandygate Hall is electric. All refrigeration is controlled by a rotary switch found inside the cabinet or a rotary switch on the rear of the casing. The temperature is affected by the surrounding temperature so the maximum setting may be required in summer.

Be aware that when a door is opened an internal light should switch on; if it doesn't check that the unit is switched on at the socket and report any fault on **01772 896245** or email accommodationburnley@uclan.ac.uk or if out of office hours, call Security on **01772 896060**. Keep the fridge clean and be aware of hygiene when storing cooked and raw meats. Wipe any spills and monitor use-by dates on your food items.

In the unlikely event of a suspected coolant leak from your fridge or freezer, please:

- Open the kitchen windows and leave immediately, closing the kitchen door behind you.
- Contact Security immediately from the corridor phone on Ext **6060**, or your mobile on **01772896060** and advise them of your suspicions.
- Do not re-enter the kitchen until allowed to do so by a Security Officer.

Freezers

If the temperature control is set too high the freezer will frost up over time and it will become necessary to defrost the unit.

Microwave

All microwaves in Sandygate Hall are for re-heating food and cooking frozen meals. The controls in use are "power settings" and "timer". Before using any microwave check that the unit is clean and if necessary clean any splash marks from the inside of the cabinet. It is advisable to buy a plate cover for use when warming food up to prevent splashing onto the cabinet walls. Before heating frozen food through, read the instructions on the food container thoroughly, if the exact power setting advised on the food is not shown on the microwave, set to the nearest one and then set the timer accordingly. Never leave your cooking unattended when using a microwave.

Dishwashers

You should set which programme you require when you open the dishwasher. Dish washing tablets must be used in these machines, you must **not** use washing up liquid.

Vacuum cleaners

Vacuum cleaners in halls are the "upright" type. With a number of people using one machine the dirt collection compartment can fill up very quickly and this must be emptied on a regular basis.

Appliances - user guides

Please see below for user guides for appliances found within your flat. Each item provides a link, which you need to click on.

Fridges and freezers

montpellier-appliances.com/product-details/montpellier-mff196w-no-frost-combi-fridge-freezer

beko.co.uk/frost-free-combi-fridge-freezer-cfg1501-silver-white

Cookers, ovens and dishwasher

manual-hub.com/manuals/cda-wc142-01-pdf-manual

cda.eu/connector/downloads/manual/12311/SC223_im.pdf

manualslib.com/manual/1354212/Cda-Hc7621fr.html#manual

manualesearcher.com/cda/ech91ss/manual?p=2

Toasters, kettles, microwaves and vacuums

manuall.co.uk/h Hoover-wre07p-001-vacuum-cleaner

shop.swan-brand.co.uk/products/swan-turbopower-upright-vacuum-cleaner

dropbox.com/s/dj2bvpl7gglvqv/195579%20-%20Haden%20Microwave%20IM.pdf?dl=0

dropbox.com/s/mclve9dawh6uio0/Stoke%20kettle%20IM.pdf?dl=0

dropbox.com/s/xfj3e0gdm7lyj84/Stoke%20toaster%20IM.pdf?dl=0

manualslib.com/manual/2140462/Haden-195579.html#product-195579

currys-ssl.cdn.dixons.com/manuals/LOGIK%20BRUSHED%20STAINLESS%20STEEL%20KETTLE%20L17JBS17%20Manual.pdf

currys-ssl.cdn.dixons.com/manuals/LOGIK%20Stainless%20Steel%202%20SLICE%20TOASTER%20L02TSS17%20Manual.pdf

currys-ssl.cdn.dixons.com/manuals/LOGIK%202200W%20Steam%20Iron%20L220IR20%20Manual.pdf

currys-ssl.cdn.dixons.com/manuals/ESSENTIALS%20Bagless%20Cylinder%20Vacuum%20Cleaner%20C700VC18%20Manual.pdf

Televisions

lg.com/uk/support/manuals?csSalesCode=43UM7050PLF.AEK

downloadcenter.samsung.com/content/UM/201909/20190919132100565/MUSATSCR-4.0.0_EM_MUSE_USA_ENG-US_190731.0.pdf

downloadcenter.samsung.com/content/EM/201910/20191016090700110/BN68-09480A-01_UM_RU7100_ZA_ENG_191014.0.pdf

downloadcenter.samsung.com/content/EM/201910/20191016090700110/BN68-09480A-01_UM_RU7100_ZA_ENG_191014.0.pdf

Soundbar

downloadcenter.samsung.com/content/UM/202006/20200609141349251/HW-Q60T_XU_FullManual_01_ENG_200401.pdf

assets.bose.com/content/dam/Bose_DAM/Web/consumer_electronics/global/products/speakers/bose_smart_soundbar_600/pdf/877935_og_smart_soundbar-600_en.pdf

A few important rules

Smoking/drugs

Smoking of any substance (including e-cigarettes) is not permitted in the halls of residence. Any student found smoking in the halls of residence is in breach of the accommodation contract. Do not stand close to any building whilst smoking outside, smoke may drift into rooms through open windows and cause annoyance to residents. The designated smoking area is at the base of the steps going down from the square to Sandygate. Please be aware that all of Sandygate Square is public land belonging to Burnley Borough Council and you may receive a fixed penalty notice for littering if you drop cigarette butts.

Under the Misuse of Drugs Act, 1971, it is a criminal offence for BBC knowingly to permit the use, production or supply of any controlled drugs in residences. It should be clear, therefore, that any student involved with the possession, use or supply of illicit drugs on any of our premises will be reported to UCLan and the police, who may take action against you. You may also be asked by BBC to leave your accommodation.

UCLan makes available health information regarding drugs for its students. If you have a problem or are concerned about drugs, you should seek advice from Student Support and Wellbeing, or your GP.

Noise

Excessive noise is not acceptable at any time.

You must remember that other residents may want to sleep or study. The volume of audio devices and TVs should be kept down at all times. The most common complaint in any community is noise and one anti-social person can keep the whole flat/floor awake because noise travels easily in this sort of communal building.

Slamming doors and talking and shouting in the corridors can be extremely irritating to someone trying to work or sleep. If you are being annoyed by noise, and you are not comfortable in approaching the offender then you should raise the matter in the first instance with Security. If necessary, get together with other residents and make a joint complaint.

Persistent offenders of anti-social behaviour may be asked to withdraw from the halls. You may telephone Security anonymously regarding noise abuse from neighbours, and staff will attend to solve the problem without involving you.

Please also be considerate to other people who live and work in the Sandygate area. Students are expected to respect the privacy of the local residents and avoid bringing either BBC or UCLan into disrepute.

Contact UCLan Security to report any noise concerns.

Tel: **01772 89 6060**

Email: SecurityBurnley@uclan.ac.uk

Guests

You may have guests for up to three consecutive nights during any week, three times per semester. Guests must be 18 years of age or older. We do not allow overnight guests during the first two weeks of semester, when students are settling into their accommodation. You must obtain a guest pass from Halls staff at Reception prior to their visit, please request this at least 48 hours in advance so that accommodation staff have enough time to deal with your request.

Please ensure that you have spoken to your flatmates regarding your prospective guests and that they agree to your guest having use of the services available in your flat. To obtain a guest pass bring a copy of a letter which they have signed as their agreement to your guest staying. Guests are monitored on the frequency of their visits to ensure that constant visits do not cause friction. BBC and/or the Halls Staff reserves the right to refuse permission.

Remember that your guests are your responsibility while on site - this includes being responsible for (and paying for) any damage they may cause. Also, if you have an unauthorised guest who is discovered in the halls they will be told to leave the building irrespective of the time of day/night.

Overnight absence

If you intend to stay away for more than two nights, you should, if possible, inform your flatmates and Security, leaving an address where you can be contacted. Please co-operate with this, as emergencies do occur and it is then essential that the halls staff or BBC can contact you or account for your absence. If you change your contact details, home address, mobile telephone number, etc., please contact studentaccommodation@uclan.ac.uk with your new details, as they manage the online system for allocations and rent payments on behalf of BBC.

Pets

All pets are prohibited in the halls of residence and we strongly advise against feeding animals which you may think are strays. This could lead to an animal being enticed away from its owner causing distress to the animal and owner. Please do not forget that you are only resident in halls for a 42 week period. If you think an animal is a stray please contact the RSPCA.

Damages

Any damage to your residence should be reported immediately. Cases of unreported and un-attributable damage to communal areas will be charged to residents in that area. Repairs to any damage caused by you will be charged to you, so that Burnley Borough Council do not suffer any financial loss. The communal areas will be inspected when you vacate your room - this could be after a room transfer, withdrawal from the university or at the end of contract, and any issues found that could involve a recharge will be notified to all students living in that flat.

All flat occupants have a responsibility to report communal damage as it may occur.

When the communal areas are inspected after your departure, you will be notified of any charges via your personal e-mail address and appeals against all charges must be submitted to accommodationburnley@uclan.ac.uk via email.

Any appeal should be submitted by 31 August of the academic year in which the charge was made. Any appeals made after this date will not be considered.

Respect for your flat and hall

Posters

Each year we find that some students attach self-adhesive hooks, posters, etc., using blue tac, white tac, drawing pins, sticky tape as well as other self-adhesive items which inevitably causes damage to the painted wall surfaces.

Therefore we strongly advise the following:

- Do not attach any items to the paintwork by any means.
- Use white-tac to attach to wooden surfaces only.
- Use drawing pins to attach to notice boards.
- Do not attach posters to walls - this is likely to cause damage to the paintwork and if this occurs you will be charged for repainting costs.

Ball games

Ball games are not permitted, either inside or outside the halls of residence, whether a sign is displayed or not.

Litter

In the halls of residence students are expected to dispose of litter/rubbish in a proper manner via the correct containers that are placed by their accommodation, including recycling containers.

There should only be one bag of rubbish in any kitchen at any time and any full bag of rubbish must be disposed of as soon as is practicable.

Items not permitted in halls

Not permitted in bedrooms

- ✗ Heaters
- ✗ Any portable gas appliances
- ✗ Microwave ovens
- ✗ Plug-in cookers/hobs
- ✗ Deep fat fryers
- ✗ BBQ trays
- ✗ Washing machines
- ✗ Driers
- ✗ Rice cookers
- ✗ Toasters
- ✗ Kettles
- ✗ Fridges
- ✗ Freezers
- ✗ Pets
- ✗ Bicycles, e-bikes and e-scooters
- ✗ Candles, incense sticks, tea-lights, fireworks or any other items operating with a flame
- ✗ Any dangerous or illegal substances
- ✗ Any firearms flare guns, weapons, replica weapons, knives, airguns, swords or ammunition.
- ✗ Nitrous Oxide or pressurized gases of any type, in cylinders of any size and type, except for prescribed medical use
- ✗ Any substance which is capable of producing a psychoactive effect in a person who consumes it, and is not an exempted substance under the Psychoactive Substances Act 2016

Not permitted in communal areas

- ✗ Heaters
- ✗ Any portable gas appliances
- ✗ Deep fat fryers
- ✗ Washing machines
- ✗ Driers
- ✗ Plug-in cookers / hobs
- ✗ BBQ trays
- ✗ Fridges
- ✗ Freezers
- ✗ Pets
- ✗ Bicycles, e-bikes and e-scooters
- ✗ Candles, incense sticks, tea-lights, fireworks or any other items operating with a flame
- ✗ Any dangerous or illegal substances
- ✗ Any firearms flare guns, weapons, replica weapons, knives, airguns, swords or ammunition.
- ✗ Nitrous Oxide or pressurized gases of any type, in cylinders of any size and type, except for prescribed medical use
- ✗ Any substance which is capable of producing a psychoactive effect in a person who consumes it, and is not an exempted substance under the Psychoactive Substances Act 2016

Contractual / halls information

Changing your accommodation and moving rooms within Sandygate Hall

If you have any queries about the terms of your contract then please email studentaccommodation@uclan.ac.uk

Below are the answers to some of the most frequently asked questions:

There are a number of reasons why you may want to change rooms and although we accommodate these requests wherever possible, it obviously depends on whether there are other rooms available. All room changes must be approved in writing and are subject to an administrative levy of £25. Students who have unauthorised debts with BBC will not be allowed to change their accommodation until their payments are up to date. Please note that unauthorised transfers will incur a financial charge.

To request a room move please fill out your details at uclan.ac.uk/moverrequest

Leaving Sandygate Hall to move into the private sector

You have signed a legally binding contract of accommodation. This means:

- That you can move within Sandygate Hall if vacancies exist.
- You cannot normally move out of Sandygate Hall to the Private Sector before the end of your contract unless you find a replacement to take your room who is not currently a resident in Sandygate Hall and is acceptable to BBC.
- If you do move out without finding an approved replacement you will still be liable for the total charge for your accommodation. You can contact studentaccommodation@uclan.ac.uk if you still want to move to the Private Sector, who will do their best to assist you to find a replacement.

If you wish to be released from your accommodation contract you should be aware of the following:

- There is no guarantee that a replacement student tenant will be found.

- The onus to find a replacement student tenant is yours - the replacement student tenant must be acceptable to BBC.
- The allocations system prioritises rooms where no student is contracted, this means other rooms may be re-let before yours.
- At certain times of the year new students arrive on campus unexpectedly, if we have your room key we are more likely to be able to re-let the room to these students, thus releasing you from your obligations. The decision to leave your key with us before the end of your accommodation contract, however, is entirely up to you, and you will still be able to change your mind and recollect your key to access your room until an acceptable replacement is found or your contract terminates.
- If you return your key and we have not already re-let your room you are free to make arrangements to recollect your key by telephoning the accommodation office on **01772 895636** during normal office hours. Please refer to the Conditions of Residence.

Withdrawal from the University

Your attention is drawn to the Conditions of Residence:

Option to terminate if not a student

- (i) BBC grants the Student the right to occupy the Premises in order to enable him/her to attend the University as a student. The Student occupies the Premises under Schedule 1 Paragraph 8 of the Housing Act 1988 and not by virtue of any assured tenancy. If the Student fails to enrol with the University or fails to take occupation of the Premises or ceases to be a student of the University (for whatever reason) BBC may bring the Accommodation Contract to an end by giving at least 28 days' notice in writing to the Student.
- (ii) If the Student withdraws from the University he/ she should provide written notification of this to the Student Accommodation Service studentaccommodation@uclan.ac.uk as soon as possible. On receipt of this written notification, the Accommodation Contract shall terminate:
 - (a) 28 days after the date of written notification of withdrawal given by the Student to the Student Accommodation Service or, **if later,**
 - (b) the date on which all of the keys or means of electronic entry for the Premises are returned to the Student Accommodation Service.

Termination is conditional upon verification of the Student's withdrawal from the University. The Student shall remain liable for the Total Charge up until the termination of the Accommodation Contract or if later, the date on which all of the keys and/or means of electronic entry for the Premises are returned to halls staff at Sandygate Hall Reception.

It is **your** responsibility to inform the Student Accommodation Service, by email to studentaccommodation@uclan.ac.uk that you have withdrawn from the University.

Summer vacation residence (if available)

During the summer vacation major refurbishment and maintenance programmes take place in the halls of residence. Halls are also used for conference guests in order to help keep the rents low for students. With this in mind if you require accommodation during the summer vacation you must re-apply by the required date. We do advise current student residents of the deadline date for applying for summer accommodation as availability is limited.

You may not be able to retain your term-time room and if this is the case you will be transferred to other residences provided there is availability. The Conditions of Residence and University Regulations continue to apply during the vacation. Students who have unauthorised debts with the Council will not be allowed to take up vacation residence.

Holidays / vacations

When vacating your accommodation for a period of time, take all valuables with you. Inform Security of a telephone number you can be contacted on in case of need.

Departure / end of tenancy

The contract you signed when you agreed to take on the room will stipulate the date on which your contract expires and you must vacate the Hall on or before that date. Towards the end of the summer term, you will receive an invitation to complete our electronic check out procedure. This will advise you where you need to return your keys and access card to.

At the end of your contract, or whenever you move out of the Hall your key and electronic card must be returned to reception at the Hall.

If you fail to return your key and electronic card by the end of the contracted period you may face a continuing charge for your room or be charged for replacement locks and/or replacement keys/electronic cards.

If you fail to vacate your room at the end of your accommodation contact BBC may take legal action against you.

When returning your key and electronic card you can ask for a receipt that has a unique reference number printed on it. Please quote this number in any communication re keys and electronic cards.

The accommodation must be cleaned prior to your departure. Failure to do so will result in a charge for additional cleaning together with an administrative fee.

There should be no deterioration of the property (including communal areas) beyond fair wear and tear. Any deterioration caused by neglect or malicious damage will be charged for.

It is important that all rubbish and waste is disposed of at the end of your tenancy. Failure to dispose of items may result in an additional cleaning charge.

Important: When your flat/accommodation is vacated permanently at the end of the accommodation contract, please make sure all fridges and freezers are switched off/unplugged and the fridge and freezer doors are left open.

In the past fridge/freezer units have been turned off with food still inside them, or empty fridge/freezer units have been left with their doors closed, and the units have been ruined by the rotting food or mould. If any unit is found in this condition, the cost of a replacement fridge/freezer will be charged to the appropriate residents of the flat concerned.

Accommodation charges

The residential charge entitles you to stay in this room for the dates stipulated on your Accommodation Contract. If you require accommodation beyond this time you must contact the UCLan Student Accommodation Service by emailing studentaccommodation@uclan.ac.uk

Any student involved in breaching the Conditions of Residence may not be considered for future BBC accommodation or extensions to existing contracts. The fees, per person, for your accommodation are as stated in the Accommodation Contract. These fees are inclusive of electricity, water and gas. You should have made arrangements for payment of accommodation fees prior to arrival. If you have any queries regarding payment, please email studentaccommodation@uclan.ac.uk

If you feel that you have a financial problem that will not allow you to meet your accommodation payment deadlines, you must contact us, sooner rather than later. It may be possible to re-arrange your payment schedule.

Telephone Student Accommodation: **01772 892529**
or email: studentaccommodation@uclan.ac.uk

There is advice on avoiding student debt and this can be found at: uclan.ac.uk/studentssupport

Keys and key cards

Access to the main entrance of the hall is via a programmed swipe card.

Locks are fitted to the entrance doors of individual flats. At the start of your tenancy you will be issued with a key with an encoded identity of your flat and room and access control proximity card which allows you access to the building entrances. Any lost keys and cards must be reported immediately to your Hall Office during office hours and to Security at any other time. Depending on the circumstances, keys and electronic cards are replaced for a charge of £9, and £5 respectively. Replacement post box keys are £5

Keys are not able to withstand being thrown repeatedly to the ground from upper floor windows to give guests access to the halls. When permanently vacating your room, keys and cards should be returned to the Halls Office.

Failure to return the keys and cards may result in a continuing charge for your room and a charge for your key.

You should not provide your key to any other persons, guests or other residents.

Staff and authorised contractors are instructed to lock your room in your absence, even if your room was open when they entered it, so please keep your key with you at all times. If you become locked out of the building security will need to verify your identity before they can allow access to your room. Ideally this will be your student card, if you do not have this you can obtain it from the library at Sandygate Mill.

Damages / replacement charges

Damages in individual flats are charged to all occupants unless a resident admits sole responsibility. Damages in individual study bedrooms are charged to the occupier. Damages caused in stairwells can be charged to the entire block. The following list is a guide, is not exhaustive and damages will be recharged according to the actual costs (inclusive of labour and VAT) that have to be met by the University at the time.

Labour charges

| | |
|-------------------------------------|---------------------------------------|
| Admin charge, per item | £17.50 |
| Electrician, per hour | £45 |
| Plumber, per hour | £45 |
| Joiner, per hour | £35 |
| Heating engineer, per hour | £45 |
| Cleaning per hour | £32.50 (minimum 1 hour charge) |
| Call out charges for bedroom blinds | £117.40-£234.79 |

Call out charges may also be charged when trades people have to attend incidents out of office hours. These prices are approximates and are subject to change.

Replace flooring (prices from)

| | Full room | Full kitchen | Full corridor |
|--|-----------|--------------|---------------|
| | £1,415.88 | £1,490.91 | £1,600 |

Repaint (prices from)

| | Full room | Full kitchen | Full corridor |
|--|-----------|--------------|---------------|
| | £350 | £425 | £450 |

Damages / replacement charges

| Description (prices from) | | | | | | | |
|--|-------------|---------------------------|---------|----------------------------|-----------|---|---------|
| Cleaning | | Blinds | | Chair | | Bedroom | |
| Kitchen | Hourly rate | Blind | £84.81 | Dining chair | £42.20 | Mattress | £100.80 |
| Room | Hourly rate | Blind chain | £150.00 | Armchair | £263.75 | Noticeboard | £38.52 |
| Cabinet | | Plus call out charge | | Modular corner unit | £362.05 | Bedframe | £192.60 |
| Kitchen unit door | £80.87 | Glass | | 3 seater sofa | £419.40 | Wallboard | £58.40 |
| Drawer pack | £439.30 | Window pane - bedroom | £680.00 | Study chair | £67.05 | Wardrobe | £473.45 |
| Rangemaster tap pack | £118.11 | Window pane - kitchen | £992.00 | Bathroom | | Wardrobe door | £35.30 |
| Wall unit single | £119.87 | Mirror | | Roll holder | £10.09 | Wardrobe drawer front | £17.65 |
| Wall unit double | £188.06 | Bedroom | £36.50 | Seat | £12.03 | Wall mounted shelf | £127.85 |
| Work surface | £97.40 | Bathroom | £19.05 | Towel rail | £15.66 | Table/Desk | |
| Fire | | Kitchen Appliances | | Shower bi-fold door | £109.23 | Dining table | £208.80 |
| Fire blanket | £16.00 | Cooker | £289.97 | Door - Fire | | Study desk | £409.40 |
| Extinguisher water | £38.50 | Ceramic hob | £379.97 | Bed/flat/bath/WC | £216.69 | Drawer unit | £195.70 |
| Extinguisher powder | £40.00 | Extractor | £169.97 | Kitchen door | £443.53 | TVs/Electricals | |
| Extinguisher foam | £91.00 | Splashback | £93.40 | Vision panel | £175.00 | 43" | £379.00 |
| Extinguisher CO ₂ | £50.00 | Fridge/freezer | £424.97 | Handles and Closers | | 50" | £429.00 |
| Locks and Keys | | Dishwasher | £266.21 | Bedroom door | £75.00 | 75" | £899.00 |
| Mechanical lock cylinder - bedroom | £61.04 | Microwave | £77.00 | Bedroom closer | £150.00 | Soundbar | £499.00 |
| Mechanical door key cluster/bedroom | £9.00 | Vacuum | £49.99 | Window handle | £75.00 | TV remote | £17.99 |
| Postbox keys | £5.00 | Kettle | £14.99 | Pool Table | | All prices shown are inclusive of VAT at the current rate. All prices shown above are plus admin and labour charges and are subject to change. | |
| Access control proximity cards | £5.00 | Toaster | £19.99 | Pool table | £1,231.67 | | |
| End of tenancy non-return of keys access control proximity cards | £9.00 each | Iron | £14.99 | Pool cue | £33.31 | | |

Response times for repairs

Category A

Emergency - immediate response

Type of repair

All gas leaks

Dangerous structural faults

Dangerous electrical faults

Major water leaks which cannot be turned off

Major fire, flood, lightning and storm damage

A need to gain entry when no other access available

Blocked drains - depending on problem, may be emergency to 14 days.

Loss of electrical power**

Burglar alarm that won't turn off

Any problems which pose immediate major danger to health and safety of residents

Other emergency works not covered above

****N.B. These repair priority categories do not include areas which are the responsibility of Statutory Utility Providers (eg gas / water / electricity).**

Category B

Response within 24 hours

Type of repair

Insecure flat entrance door

If replacement door required see Category F. All efforts will be made to effect a temporary repair in the meantime.

No Mains Water**

Broken external window (where security breached)

Board within 24 hours.

Broken internal glazing (eg door or inner pane of double glazing)

Glazing will be made safe.

For replacement see Category F.

No heating (in Winter)

If problem cannot be repaired within 24 hours, then portable heaters may be supplied.

Faulty WC (if only one in residence)

Major leaks that can be turned off

Faulty light (when only light in room)

If repair cannot be effected within 24 hours, then desk lamp may be provided.

Faulty freezer

Whilst awaiting repair/ replacement, then food to be transferred to Housekeepers' freezer.

Category C

Response within 48 hours or, if after 4pm on Friday, on next working day)

Type of repair

Defective main cooker (i.e. all hobs and oven not working)

If repair or replacement is not possible within 48 hours, then a portable cooker and/or a microwave to be supplied.

No hot water (when affecting sole bathing supply)

Insecure block entrance / bedroom doors

Minor leaks

Lift failure (if occupants not trapped and access for wheelchair users unaffected)

Category D

Response within 7 days

Type of repair

Replacement showers / shower valves

Replacement of faulty freezers

Replacement of faulty fridges

Faults to part of main cooker (eg a hob or oven not working)

If repair or replacement is not possible within 48 hours, then a portable cooker and/or a microwave to be supplied.

Faulty lights, where light is not only source of illumination in room (excluding desk lamps)

Faulty door closers

Blocked sink

Suspected infestation (i.e. rodents, pigeons, insects) Resolution will depend on nature of treatment and co-operation of residents.

Faulty microwave

Repairs / replacement locks, to block entrance/ bedroom doors (where not a security issue)

Faulty taps

Repairs to broken items of furniture

No hot water (where not affecting sole bathing supply)

Ease doors

Minor repairs to windows (eg easing windows, draughts)

Response times for repairs

Category E

Response within 14 days

Type of repair

Reglazing to broken external window (where security breached)

Non-dangerous electrical faults (eg faulty socket)

Damaged ceiling tiles

Faulty desk lamp

Faults with tiling in shower area

Repairs to / Replacement of tanks and cylinders

Category F

Response within a month

Type of repair

Faulty doorbell

Repair work to cupboard doors

Minor roof/gutter repairs
Dependant on weather conditions.

Replacement doors (for security reasons)

Reglazing to broken internal window / door

Replacement of broken item of furniture

Reglazing to external window where security not breached

Category G

Work to be carried out as part of annual refurbishment programme

Type of repair

| | |
|---|---|
| Replacement cupboard doors | Repairs to plaster |
| Roofing repairs | Painting and decorating |
| Sink units | Repairs to blocked or leaking gutters and fall pipes |
| Draining boards | Repairs to roof slates and tiles |
| Renew bath | If possible these repairs may be undertaken more quickly if minor, and weather conditions are favourable. |
| Non-dangerous flooring repairs / replacement | Repairs to rendering |
| Installation of repairs to tiled surround | Pointing to brickwork |
| Repair or renewal of skirting boards or architraves/ beadings | Repairs to paths and steps |
| Repairs to internal doors | Flagging and fencing |
| Replacement of door / window furniture | All other bricklaying, joinery or painting repair work |
| Replacement of doors and windows | New electrical installation work |
| | New plumbing installation work |



SANDYGATE
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HALLS

Information about UCLan Support

Student Support

Student Support aims to help you make the very best of your time at UCLan by providing a high-quality information and support service, which is accessible to all. They have a team of dedicated staff made up of experienced customer support advisers and recent graduates, who are on hand to provide you with advice, support and guidance during your time at university. No matter how big or small your query there will be someone there to help.

If you are an international student, you may have specific questions or require information to assist you during your time at UCLan. Student Support can provide advice and guidance on Tier 4 immigration and visa issues as well as supporting you from your arrival and enrolment through to your graduation.

Student Support also works in conjunction with the Wellbeing service to provide wellbeing support to you throughout your time at University. You can access this support and arrange appointments by attending one of their daily drop-in sessions or by speaking to an advisor at the front desk.

The team also operates as the front face of our Inclusive Support Service. You can disclose a disability or long-term condition to the team and receive information and guidance about available support that's right for you.

You can find out more about support services here:

uclan.ac.uk/burnley

If you would like to access wellbeing support, the online referral form can be found here:

msuclanac.sharepoint.com/sites/StudentHub/SitePages/Counselling-service.aspx

If you have any questions, please contact us by emailing wellbeing@uclan.ac.uk

Other sources of support

Lancashire Recovery College - Accessible and fun health and wellbeing courses, activities and volunteering opportunities.

lscft.nhs.uk/lancashire-recovery-college

The Big White Wall - A safe online community to support your mental health.

bigwhitewall.com

The Hub of Hope - Resource directory to find local support in your area.

hubofhope.co.uk

NHS Talking Therapies - Find a counsellor/therapist near to you.

nhs.uk/service-search/find-a-psychological-therapies-service

Lancashire Women - Emotional support, mentoring, groups, debt advice for women and men aged over 16 years.

lancashirewomen.org

Campaign Against Living Miserably (CALM) Mental health information and web chat page.

thecalmzone.net

Maundy Relief - Support ranging from food parcels, benefits support and counselling services. Accrington-based serving the community in Hyndburn.

maundyrelief.co.uk/services

Open Door - Pendle-based offering practical and emotional support as well as volunteering opportunities.

Spacious Place Food Bank - operates from Burnley.

spaciousplace.co.uk/food-bank or **01282 222030**

Mental Health Helpline 0800 9154640

Monday - Friday, 7pm - 11pm, Saturday - Sunday 12pm - 12am

The Helpline is a listening, information and emotional support service for those concerned about their own mental health, or that of someone they know.

NHS Non-Emergency Direct Line 111 or visit elht.nhs.uk/patients/feeling-unwell

The Samaritans 116123 (No dial code required) or text: **07725909090**

PAPYRUS HOPELine UK pat@papyrus-uk.org

HOPELineUK is a specialist telephone service staffed by trained professionals who give non-judgemental support, practical advice and information to children, teenagers and young people up to the age of 35 who are worried about how they are feeling and to anyone who is concerned about a young person.

Lancashire Victim Support - victimsupport.org.uk/livechat

Outside office hours - call Supportline on **08 08 16 89 111**

No Panic on **0844 9674848** 10am-10pm everyday

Helpline is answered by trained volunteers to give out information, show empathy and support for people who suffer from panic attacks, phobias, obsessive compulsive disorders and other related anxiety disorders.

SAFE Centre 01772 523344 24 hour service

The SAFE Centre offers medical examination, advice and support to women, men and children who have experienced sexual assault or rape.

Student Service videos

Click on the links below to view a range of videos outlining the support available to you at UCLan.

Inclusive Support: youtu.be/fAYIO4DJbiA

Wellbeing Support: youtu.be/uLeelqf4v4k

Student Support: youtu.be/pQXiHPyG5XU

Disclosing Disabilities: youtu.be/O4wHvb53obs

Yes To Respect: UCLan Values Video: youtu.be/kT90m_JqePY

Student Health Guide

issuu.com/healthguidepublishing/docs/shg_uclan_issuu

Useful numbers:

Sandygate Accommodation Office 01772 896245 Ext 6245

Security 01772 896060 Ext 6060

Student Accommodation Service (Preston Main Office)
01772 892529 Ext 2529

Student Support 01772 896050 Ext 6050

Wellbeing Services 01772 893020 Ext 3020

Emergency: Ambulance/Police/Fire 999/112

Police Non-Emergency 101

NHS Direct 111

Complaints and / or suggestions

Complaints

The Council's Service Provider, UCLan, will seek to deal with any concerns about the service provided on an informal basis.

Please email: accommodationburnley@uclan.ac.uk

If, however, a Student wishes to make a formal complaint, the Council's complaints procedure must be followed. Details are available at burnley.gov.uk

Suggestions

If you wish to make any suggestions relating to your accommodation at Sandygate Hall, please email:

accommodationburnley@uclan.ac.uk

Student Services