



HARTPURY
COLLEGE



RESIDENTIAL HANDBOOK

For college students

2023 entry

Welcome to

Hartpury

College



Your Accommodation Licence

It's important to note that the details contained in this Residential Handbook form part of the Accommodation Licence including the Residential Regulations and Procedures. Please read thoroughly to ensure you understand this information.

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Welcome to Hartpury College. I hope your stay in our accommodation is one you'll remember for many years to come.

Your Residential Handbook will help you with day-to-day residential life. Please keep it in a safe place so you can refer to it throughout the year. If anything's unclear, please visit Student Services and we can help with any questions you have.

We pride ourselves on our friendly, supportive and customer-focused service. During your time in Hartpury accommodation, our Residential Life, Safeguarding, Residential Support and Wellbeing teams will be your first point of contact if you need any help or information.

You're joining a residential community that's like a family. You can help us to maintain this by caring about yourself and others in accommodation.

Finally, to ensure the smooth running of our community, there must be some rules. We've outlined these in your Residential Handbook. Please ensure you understand and follow these.

In particular, you must adhere to the Accommodation Licence including the Residential Regulations and Procedures. This can be found on our website at www.hartpury.ac.uk.

On behalf of the Residential Life, Student Services, Safeguarding, Residential Support and Wellbeing teams, I look forward to welcoming you to our accommodation and wish you every success with your studies.

Lesley Worsfold

Deputy Principal - Resources



A-Z

Residential Life Information

This section is set out alphabetically to make it easy to find what you need. This information applies directly to you as a residential student. Please take the time to read the rules and regulations, and ensure you understand and follow them. After all, these are in place to provide a safe space and enjoyable experience for everyone in our residential student community.

Absence

Under-18 students

Parents/carers should inform Hartpury of any absence including college holiday and work experience periods using the absence webpage or the parental app.

Visit our absence webpage at absence.hartpury.ac.uk

This will automatically update Hartpury's evening registration reports to show the student has been granted authorised absence. Parents/carers must enter their unique pass key before they authorise the request. Parents/carers must complete a pass key request form before this facility can be utilised. This allows Hartpury to contact the parent/carers if there is an emergency and it also assists the Residential Support team in checking the facilities in the event of an evacuation.

Please note:

- Parents/carers will be contacted at any time during the night if the overnight absence process has not been followed.
- Parents/carers must sign students out at all times within the parameters of the academic year including holiday periods i.e. September to June.
- Students with authorised overnight absence are not allowed to return to campus until 7am the next day.

Adverse weather

Check the website and student portal for up-to-date weather information if snow is expected. Hartpury's Adverse Weather Policy is available to view on the website.

Alcohol

Students under the age of 18 are not permitted to purchase, be in possession of, or consume alcohol on our campus. Under-aged students found purchasing or consuming alcohol will be subject to the behaviour management process.

All of college accommodation is alcohol free at all times. This applies to all college students including those who are over 18 years old.

Appliance manual

An appliance manual can be found on the residential MS Teams site as well as in the kitchen/communal area in every hall.

B

Ball games

For health and safety reasons ball games and similar pastimes are not allowed on any of the open areas adjacent to the halls or in the halls – other than the table tennis tables provided.

Playing field areas should be used if you wish to play ball games.

Bicycles

Bicycles must be kept in the designated bicycle storage areas. Keys or access codes are available from Student Services for a deposit of £10 (payable though the Hartpury shop), refundable on return of the key.

You should take reasonable precautions to ensure the security of your bicycle, which is brought onto campus entirely at your own risk. You're strongly recommended to insure your bicycle. You can upgrade the basic contents insurance we provide for residential students.

Bicycles must not be stored in your hall because they may impede the evacuation of the building, in the event of an emergency, and are prohibited under the fire regulations. Any bicycles found inside accommodation will be removed immediately.

Bus/Minibus service

A service to Gloucester operates regularly during term time and less frequently during the holiday periods. The current timetable and charges will be available on the transport section of the Hartpury website.

www.hartpury.ac.uk/college-transport

C

Car parking

Hartpury residential students are not encouraged to bring cars on to the campus. If a vehicle is brought on to the campus, advertised parking rates must be paid.

You can purchase a parking permit online via the Hartpury website.

Vehicles are checked regularly and cameras are in operation. If an appropriate parking permit is not displayed, you won't be allowed to bring your vehicle on campus. If students don't purchase a parking permit, they may be subject to Non-Academic Behaviour Management action.

Students should not park in disabled parking bays, unless they have the appropriate authority and parking protocol should be observed.

All students are expected to park and drive considerately at all times.

Cash box

Lockable cash boxes are available from Student Services. A refundable £10 deposit is required.

CCTV

The campus is monitored by CCTV for security purposes. Cameras are located in external areas and internally in entrance lobbies and some corridors.

You can find our CCTV policy on the Hartpury website.

Cleaning your room

Students are responsible for keeping their bedroom, en-suite shower room (if applicable) and communal areas clean and tidy. The Residential Support team will conduct regular room inspections. The communal areas will be cleaned regularly Monday-Friday and bedrooms once a week (under-18 rooms only).

Each common room has a bin that is emptied daily (Monday-Friday) by the Residential Cleaning team. Students are expected to empty the recycling bags provided on a regular basis. The bins in the common rooms are for food waste and non-recyclable packing only, they are not to be used for personal rubbish. Bins are provided in every bedroom for this purpose.

All students are expected to be respectful to others and to take ownership for the cleanliness of their hall. This includes Hartpury's commitment to recycling.

If students don't show respect for others and the accommodation, a hall charge may be applied for additional cleaning to return the area to an acceptable condition.

Please note: Toilet rolls will only be provided in accommodation that has communal washing facilities. If you have been allocated an en-suite room you'll need to supply your own toilet paper.

Cleaning standards and requirements

The Residential Cleaning team will clean the facilities but students are also required to keep the following communal facilities clean to the following standards.

Common rooms

- Refrigerators must be cleaned inside and out.
- Floors must be cleaned any spillages should be cleaned up.
- Keep the sinks/drainers clear.
- Work surfaces to be wiped down after use and kept tidy.

Shower rooms

- Sinks and shower cubicles must all be kept clean. Please also remember to remove hair etc. from the shower drain.
- Clean the toilet thoroughly.

Hallways, staircases and landings

- It's the responsibility of all residents to ensure that these areas are kept clear and tidy.
- No personal belongings are allowed to be left in hallways, landings, stairs or foyers.

General

- All carpets should be vacuumed on a regular basis. Burns and stains are not considered fair wear and tear.

Common room: Heroes Lounge

Heroes Lounge is a great social space for all college students during the college day. In the evening, it's your space to relax with friends.

Watch SkySports, stream Netflix, play table tennis, pool, or unwind on the comfy sofas. You could get involved in fun activities in the evenings and at weekends, including quizzes, bake-offs, craft sessions, and movie nights.

Upcoming activities will be advertised via the Residential MS Teams page as well as the Heroes Instagram channel. Student feedback is important to us, so let us know the types of activities you'd like us to run.

In Heroes Lounge, you'll find the Residential Support team's office. They're always available in the evenings, if you'd like to have a chat.

Complaints

Hartpury's Complaints Policy can be found on our website. This process must be followed when making a formal complaint.

Communication

Communication is an important part of Residential Life. All residential halls have a designated MS Teams site that you are expected to check daily for updates.

MS Teams is our preferred method of communication. Please also check your Hartpury emails daily for other communications.

D

Decorations

Decorations used to celebrate birthdays, Halloween, Christmas etc. must be non-combustible i.e. no paper or tinsel. No decorations of any type are allowed in corridors or foyers. Decorations must be placed away from any heat source, this includes your bedroom radiator.

Drugs, substances and smoking

Hartpury adheres strictly to the law. The use or storage of drug paraphernalia and illegal drugs, including cannabis and legal highs, is not acceptable in campus accommodation. Students found in possession of or supplying these substances will be subject to Non-Academic Behaviour Management procedures.

It's at the discretion of Hartpury as to whether the Police are notified of an incident. Illegal substances seized will be confiscated and destroyed where appropriate in accordance with Hartpury's Search and Confiscation Procedure.

Smoking is forbidden in all halls of residence. Please note this includes all forms of e-cigarettes and vapes. If you wish to smoke, please do so at designated smoking points and dispose of your cigarette butt in an appropriate manner. Smoking of illegal substances is banned and will be treated as serious misconduct.

E

Eating outlets

There are a number of eating outlets on campus offering a wide range of choice.

- **The Feed Room:** This is situated in the Equine Indoor Arena and is open for breakfast and lunch on weekdays only.
- **Graze:** In our main campus restaurant, you'll find a great selection of hot and cold food to eat in or grab on the go, as well as drinks including Costa Coffee.
- **Shop facilities:** The Graze shop sells food and drink options as well as student essentials. Additional items such as toiletries, medicines, and stationery are available to purchase from Student Services.
- **Fresh Food Van:** This is a mobile catering outlet located at our Home Farm on campus. It offers breakfast and lunchtime snacks, Monday to Friday.

If you have any specific dietary requirements, suggestions or problems regarding your meals or service, please speak with the Catering Manager or Head Chef.

Electrical apparatus and Portable Appliance Testing

Students are responsible for ensuring that any equipment they bring to Hartpury is electrically safe and suitable for UK electrical systems. Electrical equipment must not overload the electrical supply. Individual electrical items shall not be rated above 1kw. One CE approved fused multi-adaptor (rated at 10 amp with a maximum four ways) for use with low wattage equipment only, such as a PC and printer, is permitted in each room. All plugs and adaptors must comply with BS1363.

Hartpury will undertake an electrical test for all appliances, if deemed necessary. Electrical items belonging to students that are placing an excessive load on the electrical systems, or which, in our view, are unsafe or unfit for use, will be removed and stored until the end of year. Power supplied is 240v and 3-pin plugs must be utilised.

Items that should not be brought into halls include:

- Cubed adapters/cable drum extension leads
- Microwaves/toasters
- Rice cookers/slow cookers
- Items requiring a continental electrical adapter in order to work
- Personal fridges/freezers
- Electrical room heaters of any type
- Electric blankets, ionisers or air purifiers
- Deep fat fryers
- George Foreman grills or similar (past experience dictates that these items are inherently dangerous due to a combination of an accumulation of fat and poor washing-up practices)
- Sandwich makers/toasters
- Any mains powered electric fairy lights/strings of lights, including LED i.e. only battery operated lights are permitted
- Large speakers
- Bass boxes
- Electric heated clothes driers

This list is not exhaustive. We reserve the right to reasonably remove anything deemed to compromise electrical or fire safety.

It's acceptable for students to have their own kettles and small fans in their bedrooms.

Items that are forbidden and found in student rooms will be confiscated by staff and returned at the end of the academic year.

Emergencies

Fire

On discovering a fire

- Operate nearest fire alarm.
- Leave the building by the nearest signed exit.
- Report to assembly point.
- Don't attempt to extinguish the fire. Don't put yourself at personal risk.
- Call 999 and ask for the Fire Service.
- Contact the Residential Support team and inform them that you have discovered a fire and that the Fire Service has been called.

On hearing the fire alarm

- Leave the building by the nearest signed exit.
- Report to assembly point.
- You must leave when required, even for a practice. It's a behaviour management matter if you refuse.
- Contact the Residential Support team and inform them that the alarm has sounded.

Don't stop in the building to collect personal possessions or re-enter the building until the fire service or Residential Support team have given permission.

First aid

During office hours (8.30am to 5pm)

If you discover a situation where first aid or emergency medical treatment is necessary, you should call the mobile numbers listed below.

Equine: 07971 150769

Main campus and Student Zone: 07896 826446

Sports Academy: 07969 766584

Farm: 07766 417304

Out of office hours (5pm to 8.30am)

Urgent medical treatment can be called by telephoning the Residential Support team. If an ambulance is needed, dial 999 and ask for the Ambulance Service and then contact the Residential Support team immediately after the ambulance has been called, so that the ambulance can be directed to the correct location.

An accident on campus must be reported to the Health and Safety Manager as soon as is practical.

Emergency action: Security

If you notice a breach of security, please report this in the following way.

- **During office hours (8am to 5pm)**
Report to Student Services.
- **Out of office hours (5pm to 8am)**
Report to the Residential Support team who are present on campus in the evening and overnight. They can be contacted on 07768 091041.

Emergency action: urgent repairs/breakdowns out of hours

Emergency repairs i.e. serious leaks, complete loss of electrical power etc. must be reported immediately.

- **During office hours (8am to 5pm)**
Report to Student Services.
- **Out of office hours (5pm to 8am)**
Report to the Residential Support team who are present on campus in the evening and overnight. They can be contacted on 07768 091041.

End of contract

You're expected to vacate your room by 6pm on the last day of each term. If you stay later, just like a hotel an additional charge will be levied. If you need to stay later than the last day of term, please speak to the Accommodation team who may be able to extend your booking. Rooms are used for conferences during the holiday periods, so it may not be possible to grant your request. If you don't fully vacate your room when asked to do so, your belongings will be removed and you'll be charged for the service and storage.

When leaving your room at the end of the academic year, please start clearing it a week before you leave. Please clear all pin boards of posters and clean out cupboards and wardrobes, i.e. remove all personal possessions. If rooms and the communal areas are left in an unacceptable state requiring additional cleaning, you'll be charged for this service. It's the student's responsibility to clean microwaves and fridges, where applicable. If any of these are left in an unacceptable state you'll be charged for this service.

Please follow all guidance issued regarding departure. If you leave accommodation before the end of your course, please contact our Accommodation team for instructions on how to return your key.

Evening registration

All under-18 students must be in their halls of residence, after swiping into their hall using their Student ID card, by 10.30pm.

Please respect others in your hall and keep noise levels down after 11pm. The Residential Support team will ensure that evening registration has been met and that noise levels are at a minimum. Halls will be checked for compliance with this ruling by the Residential Support Officers.

F

Fire precaution

You're expected to comply with fire precautions at all times and should familiarise yourself with fire alarm break-glass switches, emergency routes and the location of fire-fighting equipment. Your room comes fully equipped and students must not remove and/or replace Hartpury furniture with their own items. This includes the mattress.

Fire practices are held at regular intervals; wilful failure to participate in these practices is viewed as a serious matter and treated as misconduct. The removal of or tampering with firefighting equipment, fire/smoke detection installations, or the misuse of any other device installed to provide protection against fire are criminal offences under the Regulatory Reform (Fire Safety) Order 2005. Please note the fire alarms are tested weekly on Wednesdays.

Female hygiene

Hartpury support the period poverty initiative. You'll find a selection of products available in your accommodation hall, which are there for you to use free of charge. If you require any additional products, please speak to the Residential Support team.

Fridge: bedroom

Most bedrooms are provided with a small fridge. Students are responsible for keeping it clean. The temperature dial is best kept at no. 3. When vacating please leave the fridge turned on. Please ensure you don't move your fridge in front of the heat sensor as this will stop your heating from coming on. Students who require a lockable fridge to store medication should request this in advance by contacting the Accommodation Office using the details on the back page.

Furniture

Your room comes fully equipped and students must not move/remove or replace Hartpury furniture with their own items. This includes the mattress, window blind and light bulb.

Fireworks

No fireworks or other explosives are allowed on campus, including sparklers and indoor fireworks.

Hazard in your accommodation

If you see something in your accommodation that you think is dangerous, report it to Student Services, the Health and Safety Manager or Residential Support team as soon as possible.

Fire hazards

- **Fire Doors:** Keep shut at all times. Don't wedge open.
- **Escape routes:** The hallway, corridors and stairs are your escape route – keep them clear at all times. Outdoor footwear and boots should only be stored in your room, a boot room, or any official boot storage facility (bin/rack) in the entrance hall where provided.
- **Cigarettes:** All accommodation is non-smoking, this includes e-cigarettes, vapes and puff bars.
- **Candles:** Don't use candles, joss sticks, electric fairy lights or other naked flames.
- **Flammable liquids:** Don't store flammable liquids such as kerosene, lighter fluid, petrol, paraffin, methylated spirits or BBQ lighting fluid.

Slips/trips and fall hazards

- **Stairs:** Use them responsibly and carefully.
- **Floors:** Keep them clear e.g. free from trailing electrical cables and spilt liquids.
- **Windows:** Never remove window restraints or attempt to climb in or out of windows.
- **Common areas:** Corridors and stairwells must be kept clear of personal belongings.

Electrical hazards

- **Sockets:** Don't overload. Use only fused, trailing extension leads. Don't use cable drum extension leads or cubed electrical adaptors.
- **Appliances:** Don't use items where the cable is worn or frayed.
- **Heaters:** Never cover electric heaters. Don't bring your own heater into the room.
- **Voltage:** If you're an international student, you'll need to ensure that electrical appliances are suitable for use with 240V electrical supply. We strongly encourage you to use only electrical appliances purchased in the UK.

Personal safety

- **Alcohol and drugs:** These will decrease your ability to judge hazards and increase the risk of injury both inside and outside your accommodation.
- **Security:** Keep all doors locked and only allow your own visitors (other college residential students) to access the building.

Housekeeping

Good housekeeping creates a pleasant environment and keeps your accommodation safe. Poor hygiene can attract germs and pests.

Health, illness and injuries

- The Nurse is available, term time only, via appointment. Appointments are booked

by visiting the Wellbeing Centre.

- Doctor's appointments are available Monday to Friday mornings at Staunton and Corse Surgery for students registered with the practice. Appointments with the Doctor are allocated by the Nurse.
- Transport to Staunton and Corse surgery and Gloucester Royal Emergency Department is provided for those without their own transport. Students need to make their own transport arrangements for all non-emergency outpatient appointments.
- Repeat prescriptions can be ordered via the Wellbeing Centre for those students registered with Staunton and Corse surgery. Prescriptions will be available for collection from the Wellbeing Centre three days after placing your order. You'll receive a notification when your prescription is ready.
- You should return home if you become unwell, particularly if your illness is likely to continue for more than a couple of days, or is infectious to others, or if you sustain an injury and are advised you may need monitoring more closely. International students should seek advice from the Residential Support team.
- Students who are injured away from Hartpury should inform the Residential Support team before returning to campus, particularly when the nature of their injury requires additional wellbeing checks, prevents you from exiting a building at a normal walking pace, or restricts you from raising an emergency alarm.
- For urgent medical issues out of hours, please contact the Residential Support team.

Heating

The heating is on between 6am to 12am (midnight) and is dependent on movement in the room to initiate it coming on. Before reporting your heating doesn't work please ensure that the switch on the trunking is switched on and that you haven't put items in front of the sensor, which detects movement.

Heating operates between October and May. It does not operate when the weather is mild. This may change due to extreme weather conditions. For health and safety reasons students are not permitted to bring their own heaters in to residences.



ID cards

All students will be issued with an ID card and lanyard when moving into accommodation. Your ID card will be used for identification purposes at student events, accessing your campus accommodation, for payment of meals in the eating outlets and for use in the library. Hartpury is a cashless environment. ID cards/lanyards must be worn at all times when on campus. If you have misplaced your ID card, please visit Student Services to get a replacement card for £7.50.

Insurance

We provide basic student contents insurance for your accommodation. If you need any information to submit a claim, please contact our Accommodation team.

Irons and ironing boards

If you would like an iron and board delivered to your room, please contact Student Services.

IT facilities

All residential students on campus have free access to the residential network (resnet), which allows fast wireless internet access in all student bedrooms and various locations around campus. Students will need to supply their own wireless enabled laptop or tablet PC. Smart phones can also be connected to this service.

A wired network port is also provided in each bedroom to allow students to connect their desktop computer, games console or Smart TV to the internet. The required network cable can be purchased from Student Services for £5 or you can bring your own cable. Please contact IT Services if you require your port to be activated.

Chargeable printing services are available in the CLC and some classrooms.

Where to find IT support

The IT Service Desk is located in the Student Zone. Students can go for advice and help with any IT problems they experience at Hartpury.

Opening hours

Monday to Friday: 8.30am to 5pm.

They can also be contacted by calling 01452 702180 or emailing itsupport@hartpury.ac.uk

Hartpury provides access to computing and IT resources to help students and staff with their studies. If a user violates the IT Acceptable Use Policy (AUP) they may have their access rights limited or withdrawn, be subject to Non-Academic Behaviour Management action, or even criminal proceedings in the most severe cases. The IT Acceptable Use Policy is published on our website.

Keys and accommodation door access

On arrival you'll be issued with a Student ID card that allows access to your designated residential hall and a key for your bedroom door. Keys must be returned when you leave. Always report a lost or stolen ID card or key as soon as you realise it's missing.

Keep your bedroom door locked at all times for security reasons. You should remember to bring your key back when returning after a weekend or holiday period. If staff are called to let you into your room, there may be a charge of £10.

If a key or student ID card is lost or damaged, you'll be charged the full cost of replacement: £15 per key, £7.50 per Student ID card. The charge will be deducted from your deposit. If you find your lost key and return it to Student Services within five days of it being reported lost, a credit will be given. If more than two keys are lost during an academic year, in the interests of security within all residential halls, the lock will be changed and you'll be charged a minimum of £75. If a key is subsequently found once a lock has been changed, there will be no credit given. Keys should not be copied and nor can they be passed onto third parties for use.

You must swipe your Student ID card every time you enter and exit the front door of your accommodation hall. If you live in Catsbury, Dingle 1 or Dingle 2, you'll also need to do this when entering your designated corridor. 'Tailgating' is not permitted. This is particularly important for under-18 students who must swipe into their hall before 10.30pm, before going to bed and out of

their hall before 10.30am for registration. Failure to do so will result in a check of the bedroom and the student's parents being called about an unauthorised absence.

If you lock yourself out of your accommodation, you'll need to go to Student Services during office hours so they can identify you by checking your records before letting you in. After office hours you'll need to ring the Residential Support team to ask to be let back into your room. There may be a charge for this service.

L

Lake

Swimming in the lake is prohibited. The lake is also a no-go area when it's dark i.e. after sunset and before sunrise.

Laundrette

The college launderette is located at the centre of the Rudgeley Complex; near Rudgeley 17, the access code is C168OZ.

Our laundrettes are operated using an app on your smartphone. You have the option of reserving a machine from your room and you'll receive alerts informing you of when your wash or dry is finished. Payment is made through the app. Any problems with the machine should be reported directly to the laundry company through the app.

We ask that all students kindly wipe the seal of the machine after using ready for the next user.

Please note, Hartpury cannot be held responsible for damage caused to washing while using the laundry facilities. Students are responsible for the laundering of all personal items. Machines must not be used to wash items worn or used by animals i.e. equine items. Please do not leave your washing unattended. Hartpury cannot be held responsible for lost washing.

Litter

Please help us to keep the campus tidy and use the recycling and waste bins provided, ensuring you separate recyclable and non-recyclable items.

Lost property

All lost and found items will be taken to Student Services. Please visit Student Services if you wish to report a lost item.

M

Mail

Your incoming mail can be collected from Student Services and the campus Amazon lockers, which can be found in the Student Zone.

Opening hours

College term time

Monday-Thursday 8am-6pm

Friday 8am-5pm

Out of term time

Monday-Friday 8am-5pm

On-campus mail is managed in the following manner. All parcels and registered packages are to be signed for by students. To collect your mail, you must show your ID card. You may post items for internal staff at Student Services. There is a post box for external mail in the Student Zone.

After you leave campus accommodation it is your responsibility to ensure you have let the relevant companies and individuals know your new address details. Any mail not collected will be returned to the sender one week after the end of the accommodation agreement.

Your incoming mail should be addressed in the following format:

**Your name (student)
c/o Student Services
Hartpury College
Gloucester
GL19 3BE**

Maintenance

To report an issue with your room or hall please scan the QR code on this page. If you have any difficulties with this please speak to your hall Residential Support Officer – you'll find their contact details on your hall notice board in the foyer.

Scan here



Microwave

Each communal area is supplied with a microwave. Please remember to use it correctly, not to overfill with water when heating pasta and ensure you wipe it over after use so it's clean for the next person. Don't heat dry non-food items such as wheat bags in the microwave and never leave the microwave unattended.

Morning registration

You must register by 10.30am in the morning by fobbing out of your hall. The Wellbeing and Absence Administrator or Residential Support team will monitor to ensure compliance.

N

Noise in halls

Please be considerate to others when playing music. Large amplifiers and speakers are not allowed and music should not be heard outside your room. Equipment will be removed if it causes a nuisance. Shouting, door slamming and general messing about causes disturbance to others who should not have to put up with unreasonable behaviour.

Please call the Residential Support team should you wish to report a noise disturbance.

P

Posters in your room

Please confine any posters or similar displays to the notice board area provided. They should not be fixed to other areas of walls, ceilings or doors because this can cause damage to the fabric of the room and create a fire hazard.

Pets

No pets are allowed in student accommodation, except accredited Assistance Dogs registered with Assistance Dogs UK or one of their partner agencies. Please refer to Hartpurys's Dog Policy found on our website.

R

Residential Support team and security

The Residential Support team are responsible for ensuring the safety and wellbeing of all students. External doors must be closed at all times and you should not let unknown or unauthorised people enter the campus buildings. Ground floor windows should not be left unsecured.

Please contact the Residential Support team if you feel the security of your hall has been breached.

Anyone who jeopardises the safety and security of Hartpurys, its students, staff or visitors and related property may be liable to possible dismissal from residence.

Residential Life Programme

Your Residential Life team are here to support your experience whilst living on campus. Your attendance at Residential Workshops is expected and we encourage you to participate in the social events too. They're a great way to make friends. If you're interested in becoming a Residential Life Rep, please let us know.

You could also get involved in Hartpurys Active, our recreational sports programme.

We offer three types of activities:

- **Recreational exercise sessions:** Fitness based and doesn't require regular commitment or membership.

- **Casual sports sessions:** These also require no regular commitment or specialist equipment (some exemptions apply, these are stated).
- **Non-academy teams:** Sports or activities that aren't linked to our elite sports teams. A membership fee is payable to represent and play for the team.

The timetable is based on student demand and feedback. Follow @PuryActive on Instagram to see what's on offer.

We recommended you download the TOTUM app to discover what's happening on campus.

S

Safeguarding

This is everyone's responsibility. We have a legal responsibility to safeguard students, staff and visitors. If you suspect abuse has taken place, if somebody discloses abuse, or you believe there is an imminent risk, you should inform the Deputy Safeguarding Lead on 07788148358.

Student safety

Students are asked to keep to well-lit areas of the campus after dark. As such, you shouldn't visit the farm, the lake and the woodland areas once the sun has set.

All residential students are required to download the 'Call My' app, which supports your personal safety. You'll receive full details of this when you move into accommodation.

We also recommend downloading the Hollie Guard free personal safety app.

www.hollieguard.com

T

Taxi service

We have a preferential service from Andy Cars. All Andy Car drivers have been DBS checked, have CCTV fitted for additional safety and know the campus well. To arrange your journey call 08009177945.

Television

If you have a television in your room or use a device to access live stream TV programmes, you must obtain a TV licence. Hartpury's licence only covers television sets in teaching accommodation and communal areas. It's the law and you could be fined for failing to have a licence.

Toilet

Please don't flush anything down the toilet except toilet tissue. Any type of face wipe, cleaning wipe and sanitary products must be disposed of in the waste bin.

V

Visitors/guests

College students aren't permitted to have visitors or guests in their accommodation hall. This includes includes non-residential Hartpury students.

Non-residential students are not allowed in residential halls. Residential students may visit other residential halls but must leave by 10pm for security reasons. No under-18 students are allowed in over-18 halls of residence at any time.

Visiting parents or carers are not permitted into residential halls unless at the start or end of the term to assist the student in moving in and out of their room.

Please note:

- There is no mixed visiting in Catsbury Halls at any time.
- If you're in a shared room, please ensure your roommate is happy for guests to visit. If not, please meet your guests in the communal space.

W

Wellbeing

Your wellbeing and mental health are important to us and our Wellbeing Centre can be found in the Student Zone. Our Wellbeing Team offer support to students via daily drop-ins and 1:1 appointments. The team also provide emotional support, guidance and referrals to internal and external specialist support services for a wide range of concerns including, but not limited to, loneliness, homesickness, friendship issues, financial and housing difficulties, drug, alcohol, gambling dependency, anxiety, stress, and other mental health concerns. Wellbeing support is available to students during the day, most evenings and weekends.

Our Wellbeing at Hartpury booklet provides further information about our services and useful tips to support your wellbeing. Our Student Assistance Programme (SAP) is available 24/7 and provides independent, confidential support which complements our wellbeing services.

Here are some handy tips to reduce waste

Packaging waste: Try to buy things in packaging that can be recycled. Get reusable shopping bags which are much easier to carry and reduce plastic bag waste.

Swap shop: If you're thinking of throwing something away that may be of use to someone else, see if you can swap it with somebody.

Be environmentally conscience: Save water by turning off taps. Conserve energy by turning off lights.



Student Conduct

As a residential student in Hartpury College accommodation, you're expected to contribute to the residential community. That means working and behaving in ways that reflect Hartpury's values and to be considerate and respectful of others at all times – while you're both on and off campus.

Please take some time to ensure you're familiar with the following information.

1. The contents of this Residential Handbook.
2. The Student Code of Conduct: on page 25.
3. Your Accommodation Licence including the Residential Regulations and Procedures
visit www.hartpury.ac.uk/college-accommodation



Student conduct

The Accommodation Licence including the Residential Regulations and Procedure is available on the website. Inevitably, to assist in the smooth running of a community there must be some rules that we ask you abide by. These are as follows:

1. Hartpury College students are expected to conduct themselves at all times in a manner supportive of a residential community.
2. Provide consideration for others in the halls of residence, as well as staff and visitors on campus.
3. Noise should be kept to a minimum. Excessive noise that interferes with the wellbeing of others is unacceptable.
4. Communal areas must be maintained in a fit state for their purpose. In particular common areas and toilet facilities must be kept clean and tidy.
5. Bedrooms must be kept clean and tidy.
6. Due attention should be given to the safety of other residents and oneself, particularly through the adherence to fire regulations.
7. Security precautions must be followed and doors to halls must be kept shut at all times. Student ID cards and keys must be used by the specific student to whom they are issued and should not be given out to other parties.
8. All Students under 18 years old must comply with the morning and evening registration processes.
9. Alcohol is not permitted in college halls, even if a student is over 18 years old.
10. Possession, supply and cultivation of illegal drugs are serious criminal offences (as defined by the Misuse of Drugs Act 1971) as is being involved with these activities. Students found to be involved in this type of activity will be fully investigated and risk being excluded from Hartpury residence and the matters

being reported to the police. We have a duty of care to all students living in our accommodation and as such remind all students that the use of so-called 'legal highs' or any other substances that put others at risk are also banned from use. In certain situations, Hartpury will conduct an oral drug test, please see the Drugs Related Incident procedure on the Hartpury website.

11. Paraphernalia such as 'bongs' or any other items that are clearly associated with drug misuse are also forbidden to be stored/used in all campus buildings including student accommodation and the Hartpury estate.

Students in breach of the Accommodation Licence, including the Residential Regulations and Procedures, are at risk of dismissal from accommodation and in some instances, exclusion from Hartpury itself. Each incident will be assessed on a case-by-case basis, depending on severity.

Misconduct concerned with assault, theft, weapons or the possession, supply, cultivation of drugs (or being involved in any of these activities) automatically become matters where Hartpury considers involving the police.

Damages and equipment replacement

As you live in Hartpury accommodation, we expect you to treat your surroundings as you would treat your own home. If you damage anything, you'll be required to pay to replace this. Please see the damage, cleaning and equipment price lists* below for full details

Damage and cleaning price list

Item	Costs start from
Bathroom clean	£40
Bedroom clean	£30
Carpet clean	Min charge £15, hourly charge £30
Communal area clean	£40
Electric RCD UNIT	£14.94
Fire alarm detector replacement	£27.25
Fire extinguisher	£46.25
Fire alarm main panel	£153.75
LED light fitting	£29.07
Shower head	£12.24
Shower hose	£17.38
Shower rail	£18.9
Shower rail supports/brackets	£2.39
Shelf (bathroom)	£21.12
Toilet seat	£22
Towel rails	£8.28
Window catch	£5.94
Window restrictor	£14.95
Window stays	£7.25

Equipment price list

Item	Costs start from
Bar stool	£52
Bedroom stool	£138
Blind	£71
Broom	£9
Bucket	£10
Beds	Bunk: £438 Single: £179
Chair (common room)	£106
Desk Chair (bedroom)	£50
Dustpan and brush	£7
Iron	£15
Ironing board	£24
Kettle	£28
Key	£15
Mattress	£103
Microwave	£80
Mop	£9
Student ID card	£7.50
Table top fridge	£107
Toaster	£36
Vacuum cleaner	£114
Wardrobe	£270
Washing up bowl	£1.50

All of the charges are subject to labour charges of £30 per hour with a minimum charge of £15 for half an hour. They have VAT added, plus labour and admin charge.

Charges greater than £75 maybe invoiced for immediate payment at the discretion of Hartpury. Noticeboards, furniture, doors, windows etc. will be charged at cost.

*This list should be used as a guide only and is not an exhaustive list of repair and replacement charges. Prices are correct at the time of publication.





Contacts

Bullying Helpline	01452 702327
Chaplain chaplaincy@hartpury.ac.uk	01452 702194
Counselling Service studentcounselling@hartpury.ac.uk	01452 702326 07788 148357
Residential Support team	07768 091041
Finance finance@hartpury.ac.uk	01452 702148
Residential Life residentiallife@hartpury.ac.uk	01452 702375
IT Service Desk itsupport@hartpury.ac.uk	01452 702180
Library Reception CLC	01452 702358
Nurse nurse@hartpury.ac.uk	01452 702174
Safeguarding safeguarding@hartpury.ac.uk	07788 148358
Sports Academy Reception sportsacademy@hartpury.ac.uk	01452 702688
Student Assistance Programme (24-hr free confidential helpline)	0800 028 3766
Student Finance	01452 702103 01452 702672
Student Services studentservices@hartpury.ac.uk	01452 702109
Wellbeing and Absence Administrator	01452 702327

Emergency (out of hours)

Residential Support team	07768 091041
Fire/Police/medical emergency	999
Safeguarding	07788 148358