

HALLS OF RESIDENCE

HANDBOOK

2024-2025



Welcome!

Failte gu Edinburgh!

Welcome to Heriot-Watt University!

We are delighted to welcome you to your new home, where you will study new things and make new friends.

For many of you, this will be your first time living away from home, and this new experience may seem a little daunting as well as exciting. You are in a brand-new living environment with lots of unfamiliar faces, so you may understandably feel a little bit nervous. It is completely natural to feel nervous during this transition period, but rest assured that you are not alone, everyone else is nervous too!

There are plenty of social activities on campus such for you to get involved and hopefully meet new like-minded people and make friends.

Living in a community also carries a responsibility to ensure your actions do not negatively impact on others. This handbook sets out our expectations, rules, and guidelines that all residents need to be familiar with during their stay on campus. These rules and guidelines have been established to foster a supportive community that promotes the physical and mental welfare of all individuals while also providing an atmosphere conducive to academic pursuits.

Your wellbeing and safety are really important to us, and it is our aim to provide you with a safe, inclusive, and supportive community within the halls of residence. Should you ever have any concerns or questions, please don't hesitate to reach out.

The handbook is subject to updating and updates will be available from the WattLiving website.

We hope you enjoy your stay in the halls!

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MEET THE TEAM

Accommodation Team

Our Accommodation team manages your accommodation contract, room allocation, and more. Their operating hours are **Monday - Friday, 8am to 4pm** and you can contact them via email at halls@hw.ac.uk.

Please do not speak to halls in person without an appointment. If you need to speak to somebody in person, it's best to contact ResLife.

Main Reception

Main reception is a friendly point of contact to welcome you to campus and assist you throughout your stay. It's the place to buy a bedding pack, get a set of replacement keys or if you just need some help with directions. The main reception opens Monday to Sunday, from 9 am to 5 pm. You can reach them on 0131 451 3501 or FrontDesk@hw.ac.uk.

SafeGuarding Team

SafeGuarding team is available 24 / 7, to respond to any emergency and to provide out-of-hours support to all students on campus. They can be contacted through the SafeZone App, which we highly recommend, or by calling 0131 451 3500 or emailing safeguarding@hw.ac.uk. In an emergency, you may use the red phones that are located in your halls and around the campus

Residence Life (ResLife) Team

The ResLife team is here to help you settle into your new home and become part of the Heriot-Watt community. You can come to the ResLife team with any concerns and issues, from maintenance to noisy flatmates - or if you simply want to have a chat over coffee - they are here for you.

Look out for ResLife events on their Instagram, TikTok, Facebook (@HWRReslife) and on their website, WattLiving.co.uk, which is full of useful, up-to-date information.

The Residence Life Hub is in Christina Miller West, and their opening hours are Monday to Sunday, 9.00am - 10pm. They are reachable on reslife@hw.ac.uk.

Residences Team

The Residences team provides cleaning in your halls and manages the building operational, to ensure that your hall is safe and secure. The team is reachable on residences@hw.ac.uk.

MEET THE TEAM

Student Wellbeing Services

Student Wellbeing Services provide a range of support, guidance and advice to help students to be their best, and get the most from their university experience

The Wellbeing Services is open **Monday to Friday, 9am to 4pm**. Contact the team at studentwellbeing@hw.ac.uk, or make an appointment through the myHWU app.

Disability Services

The Disability Services provide advice and guidance, and are here to discuss the support you need and how you can access this support.

The Disability Services is open **Monday to Friday, 9am to 4pm** Contact the team at disability@hw.ac.uk or make appointments via the myHWU app.

Medical Centre

We have a purpose-built health centre housing the University Health Service and Dental Practice, which provides a full range of UK National Health Service (NHS) medical and dental services.

You must register with the on campus GP when you arrive!

To register with the Doctor you will need to complete a General Practice Registration (GPR) form. The registration forms can be downloaded from the Medical Practice website at www.riccartongenralpractice.co.uk, or by visiting the health centre in person.



IMPORTANT NUMBERS

Emergency services (Police, Fire and Ambulance service): 999

Safeguarding team: (24/7) : 0131 451 3500 / Safezone App / Red phones

If you require emergency assistance from the Police, Fire Services or Ambulance First Responder, please contact the Safeguarding Control room as they can direct the emergency service quickly to the correct location on campus.

Non-emergency NHS 24: 111

Main reception: 0131 451 3501

University Medical Centre: 0131 451 3010

Mental health Assessment (Royal Edinburgh Hospital) : 0131 286 8137

Circuit (Laundry): 01422 820040

Glide (Internet): 03333 800 800



ARRIVAL

Accommodation Offer

Before arriving to campus, you must have accepted your accommodation offer and read the contract, terms and conditions properly to make sure you know your responsibilities. If you have any questions about your contract, contact the accommodation office at halls@hw.ac.uk.

To review your agreed contract please login into your accommodation account: <https://accommodation.hw.ac.uk/>

Online Inductions

You must complete the induction via the Accommodation portal and WattLiving Student Welcome before arriving on campus to collect your keys. Please log onto the accommodation portal to complete the accommodation induction and look out for the email for the WattLiving Student Welcome which will be emailed to you closer to your move-in date.

Key Collection

Once you have completed your Online Induction and Student Welcome, you will be directed to a page where you can book a time slot to collect your key and move into your new home.

What should I bring to my key collection slot?

- Photographic ID (Driving license, Passport)
- A copy of your Arrival Pass (either printed or electronic copy on your device)

- Room assignment letter (this will be emailed to you a day before your arrival)

Inventory

Once you have settled into your room, you need to complete the room audit form within 14 days of your arrival. Please ensure all defects and missing items are recorded, as you may be held responsible for repair or replacement costs.

Register with the Medical Centre

As required by the accommodation contract, you **must** register with a local GP. This part is easy- we have a medical centre on campus!

Register online at www.riccartongeneralpractice.co.uk where they have the registration form, medical questionnaire and a handy instruction on how to complete your registration.

If you prefer a hardcopy form – visit the Residence Life Hub or the Medical Centre.

Insurance

Your accommodation comes with basic contents insurance from Endsleigh. The basic insurance only covers certain items in your room, and we strongly recommend you check what is covered and decide whether you require additional cover.

<https://www.hw.ac.uk/uk/edinburgh/accommodation/insurance.htm>

ACCOMMODATION

Fees and Payment

Once you have arrived and are fully enrolled, you can pay the remainder of your accommodation fees in full or in monthly instalments (recurring card) in the same way that tuition is paid.

If paying by monthly instalments, the first payment will be taken on 25 October 2024. This will be followed by 7 instalments on the 15th of each month in November, December, January, February, March, April, and May. For postgraduate students, your instalment will continue to June and July'

Prior to collecting your key, you will need to accept your accommodation offer and settle your advance rent payment. The advance rent payment will be deducted from your total accommodation invoice.

The University offers several ways to make payments:

- Through your student portal using a debit or credit card
- Bank transfer (details on request)

Students can also choose to pay by fixed instalment plans arranged through the student portal at no additional cost from the University. For more information, please visit HWU Online payment or contact the Student Service Centre on MyHWU.

<https://www.hw.ac.uk/uk/services/payment/online-payments.htm>

Accommodation Contract

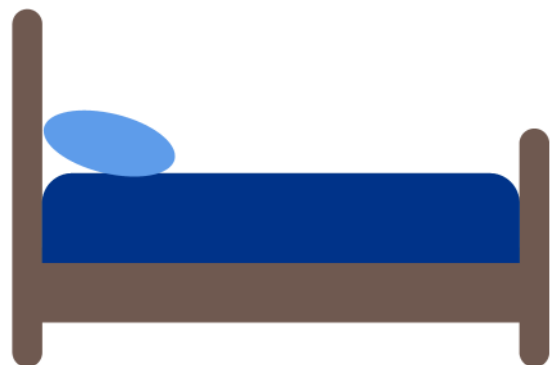
The Accommodation Contract is legally binding. We encourage you to read your Accommodation Contract carefully. Your contract contains full details of your agreement and the terms and conditions of your occupancy.

At the End of Your Contract

Make sure you are aware of the day and time that your accommodation contract ends.

Please return your key or key card to the main reception, failure to do so may result in a replacement charge. Please make sure that you report any damage before you depart as any unreported damage to your room/flat will lead to charges.

As you prepare to leave, please look out for the donation points where you can donate your unwanted items.



ACCOMMODATION

Moving Rooms

Room moves are only granted in exceptional circumstances and will depend on availability on campus.

If you are having issues with your room and would like a change of room, consider these points first.

1. We encourage you to discuss the situation with the Residence Life team first. We will attempt to resolve any maintenance issues, conflicts or points of difference before considering a change of room.
2. If, after discussing the situation with ResLife, you would still like a change of room, you may apply in writing to the Accommodation team.
4. Any change of room is at the Accommodation team's discretion.
5. If we are able to offer you another room, you will be required to pay an administration fee of £75 when you change room.

Please note we do not accommodate room moves to be with friends as our policy is not to allocate friends together as it creates an imbalance in the shared kitchen.

Room Swap

Please note we do not allow any room swaps without the expressed permission of the Accommodation Office. If you swap without permission, you are breaking the terms and conditions of your lease. For student visa holders, you will also be in breach of your visa conditions.

Relocation

The Accommodation Contract contains details on our rights to ask you to move to another room in the hall, a different room type within the hall, or to a different university hall of residence or other type of accommodation.

Keys / Key cards

You will be issued a room key or key card, which will allow you 24/7 access to your hall, kitchen and bedroom, on arrival. You are not permitted to make copies of these keys and key cards.

If you lose or break your keys or key card, you will be required to pay for a replacement, which can be purchased from the main reception. A new key card can also be purchased from the Residence Life Hub. A replacement key costs £25 and a key card costs £20.

Do not permit others to possess or use your key/key card. If you do, any repercussions are your responsibility.

Access Assistance

Hopefully, it will never happen often, but if you do get locked out, contact SafeGuarding at 0131 451 3500, on the [SafeZone app](#) or pick up the emergency red phones.

Excessive lockouts (more than 3 times) will lead to a £50 charge. So always keep your keys/card on you!

For more information, please visit www.WattLiving.co.uk

ACCOMMODATION

Right of Entry

Heriot-Watt members of staff (including ResLife, Residences, SafeGuarding and the Maintenance team) may enter your room, including in your absence, for the following purposes:

- Ensuring your safety and wellbeing
- Ensuring the wellbeing of other residents
- To attend to other serious health and safety concerns, including in an emergency to carry out repairs or maintenance.
- To attend to maintenance issues reported by the student for repair
- To carry out drills and check for fire alarms check.

Members of staff will always knock loudly and announce who they are before entering. Residents are not permitted to obstruct any employee of the University, or authorised technicians in the performance of their duties.

We do not permit any other person, including friends and relatives, to access your room without your written permission



Mail and Parcels

The University handles all Royal Mail post and parcels. Letters will be delivered to your mailbox, for which you will be given a key. Royal Mail parcels can be collected from the Parcel Room next to the Residence Life Hub.

You will be notified by email when you have a parcel ready to collect.

Please visit our parcel Guide on [WattLiving](#) for more information

The University is not responsible for any parcels delivered by private courier – delivery should be arranged directly between yourself and the courier.

Parking

As detailed in your contract, resident students are not allowed to park on campus. In exceptional circumstances, please contact carparking@hw.ac.uk to see if you would be eligible for a parking permit.



ACCOMMODATION FACILITIES

Bedroom facilities

All of our accommodation is self-catered and most include a private bathroom. Although there are some variations in sizes and layouts of flats/rooms in each hall, each student's bedroom and bathroom will be provided and equipped with

- Single bed or 3/4 size bed, mattress protector, desk, desk chair, desk lamp (stand-alone or built-in)
- Wardrobe
- Bookshelf
- Pinboard
- Bathroom
- Wash hand basin
- Shower
- Toilet
- Shower curtain
- Complimentary bathroom cleaning set

Bed linen, duvet and pillows are not provided, but you can purchase a bedding pack from our main reception on arrival for £30.00.

If you live in a studio or in the traditional non-ensuite, the facilities and items provided will be slightly different.

Please see our webpages for more information:
<https://www.hw.ac.uk/uk/edinburgh/accommodation/pg/self-catered-rooms.htm>

Kitchen facilities

Your kitchen will be equipped with the following appliances and items:

- Cooker
- Fridge
- Freezer
- Kettle
- Sweeping brush
- Dustpan and brush
- Bucket and mop
- Swing-top bin
- Cupboard
- Breakfast table
- Stools

Students are expected to share the kitchen facilities as well as the responsibilities to keep the kitchen clean and tidy.

For more tips on how to have a happy kitchen, please visit WattLiving.

Refuse sacks are issued weekly so that you can safely dispose of refuse in the appropriate recycling bins.

You are not allowed to bring your own furniture to halls. Personal furniture brought into halls will need to be returned. Failure to do so may lead to disposal.

ACCOMMODATION FACILITIES

Common Rooms

Common rooms such as lounges and study lounges are available for all residents to use. Please ensure they are left clean and tidy when you leave, including removing all rubbish and recycling.

Please be advised lounge misuse (vandalism, excessive noise) will result in the lounge being locked.

For details on how to use the lounges in halls, visit WattLiving

Laundry

Laundry facilities are located within each hall and are operated by external company Circuit. Each laundry room contains both washers and dryers, along with ironing facilities. Purchase of a wash/dry cycle can be made using a top-up card (available by machine in the laundry) and downloading the Circuit app.

If you experience any issues or need to report a fault, please note the number of the faulty machine and **contact Circuit directly**. Contact information is displayed in each laundry and can be further found at: <https://www.circuit.co.uk/>

For more information on laundry locations, facilities and instructions (including a guided video) – visit our WattLiving.

Internet

Wi-fi is provided in halls by Glide. Simply connect to the network from your device and follow the prompts to register for service!

Glide:
<https://my.glidestudent.co.uk/support>

The hardwired speed is 100Mbps. Wireless speed depends on your device.



ACCOMMODATION FACILITIES

Use of Facilities

You must use the facilities for their intended use. Sensible behaviour in halls is expected at all times and no activity that puts residents or the building in danger is permitted. No roller skates, bikes, roller blades, scooters, hoverboards, skateboards or other similar items may be used in the buildings. No ball or frisbee games are to be played in and around the buildings.

Subletting your bedroom is not allowed at any time and will be considered a serious accommodation contract breach.

Use of Bedroom and Kitchen

- All studios and kitchens are equipped with fridges and freezers, which you are responsible for keeping clean.
- You may only put posters or decorations on the pin notice boards provided, but not on the walls or doors as this can be a fire hazard.
- Please make sure to remove them when you leave.
- Please be advised any work required to repair damage caused by tacks, nails, adhesive tape, hooks, etc., will be charged to you.
- There is no need to vacate the hall or remove your belongings during Christmas or Easter holidays.



STUDENT WELLBEING

Your stay on campus is supported by a network of departments, aiming to make your time in student accommodation as enjoyable and stress-free as possible.

Residence Life Team

The Residence Life Hub is a welcoming place where all resident students can find support for any challenges they may be facing. The friendly team can offer practical information, emotional support, and signpost to relevant university services.

ResLife is here to help students who:

- Are having difficulty settling into halls or University life
- Are facing conflicts with their flatmates, (eg/ cleanliness or noise)
- Require further support from the Wellbeing or Disability team
- Require support for mental health
- Are the victim of or have witnessed bullying or harassment
- Have any questions regarding campus life

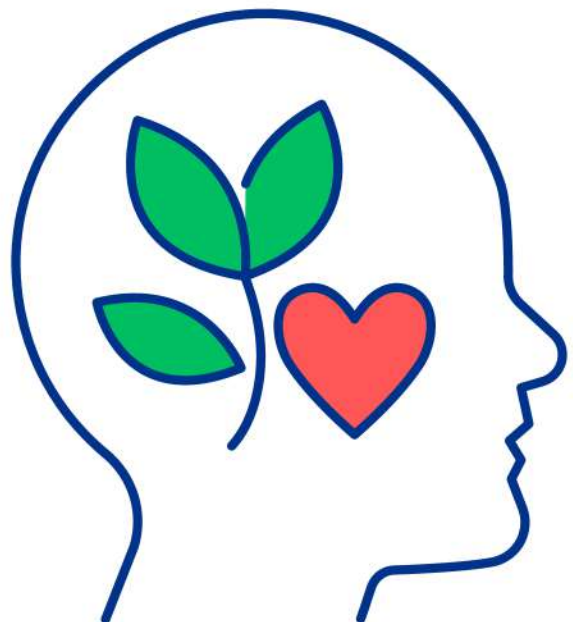
SafeGuarding

SafeGuarding is on campus and available 24 hours a day, 7 days a week. They respond quickly to incidents on campus, including student welfare. Trained in physical and mental health first aid, the SafeGuarding team are approachable and friendly.

Student Wellbeing and Disability Services

Student Wellbeing and Disability Services provide a range of support, guidance, activities and advice to help students to be their best, and get the most from their university experience.

If you are struggling to achieve your goals, or are facing particular difficulties which are affecting your wellbeing, mood or behaviour, then please contact the Student Wellbeing team.



STUDENT WELLBEING

Do not hesitate to ask for help from members of staff from other departments, such as within your academic school. Your tutor or supervisor will be able to support you and point you in the right direction if you need further help from a different department.

Student Union – Advice Hub

They are here to help with absolutely anything that life may throw at you—especially in these challenging times. Whether you need help filling out a mitigating circumstances form, need advice about housing, have concerns about your studies, or even just need someone to chat to.

They will always give the best confidential help possible, and if there is something they can't help you with, they'll direct you to an expert.

The Advice Hub service operates from 10:00-16:00, Monday – Friday. You can also email them on advice.hub@hw.ac.uk.

Confidentiality

We will not disclose your personal information to others (including but not limited to your family members and close friends), unless we have received your consent in writing or if we are concerned about your health, safety or wellbeing.

We will discuss your case with other relevant persons or teams in the following circumstances:

- If we consider you to be at serious risk, either from your own actions or from someone else.
- If we consider that may be a serious risk of harm to others.
- If we are concerned about you and we are not sure how to help you.

The University GDPR policy governs the collection, use, storage and disclosure of your personal information relevant to your residency in our hall of residences.

Flatmate Disputes

Maintaining a good relationship with your flatmates is vital for happy living conditions.

Disputes often arise over different expectations of cleaning standards, frequent guests or parties. Always speak to your flatmates with respect and address any issues quickly to avoid rising tensions.

Implementing a cleaning rota can often help to ensure the fair distribution of cleaning duties.

If you are unable to resolve the issue yourself, contact reslife@hw.ac.uk for support.

INCLUSION AND DIVERSITY

Welcoming the International Community

Heriot-Watt University is truly global and is proud to welcome students from all over the world. We understand that arriving in a new country and meeting new people can be daunting. But please don't worry – there are supports available on campus!

ResLife offers a variety of fun events to help you settle in and meet new friends. Follow their social media accounts [@HWUReslife](#) on Instagram, TikTok and Facebook or check [Wattliving](#), to see what is on offer.

The Chaplaincy also runs fun events, and fantastic trips to explore Edinburgh and Scotland. The Chaplaincy is open to all students, of all faiths and none. To find out more – find them on Facebook and Instagram ([@HWUchaplaincy](#)).

The Student Union is a fantastic place to meet new friends and try new things! We encourage all students to browse the huge range of societies available and join those that interest you.

The full list can be found here: <https://www.hwunion.com/get-involved/societies/>

The Sports Union welcomes all students whether you are looking to start a new sport or develop existing skills. The Sports Union is based on Oriam – Scotland's Sports Performance Centre. For more details go to: <https://sportsunion.site.hw.ac.uk/>

Welcoming the LGBTQ+ Community

Heriot-Watt University welcomes all students including those from the LGBTQ+ community. The Student Union run a welcoming and fun LGBTQ+ group (<https://www.hwunion.com/be-represented/equality/>).

Gender-neutral facilities are available throughout the main university.

Welcoming the Disabled Community

Accessible rooms are available (contact halls@hw.ac.uk for more information), and all halls have lifts.

If you have, or suspect you may have a disability, medical or mental health condition, or a specific learning difficulty such as dyslexia which may impact your studies, please contact disability@hw.ac.uk.

Support can also be put in place for temporary disabilities, for example, a broken leg, so ensure you contact disability@hw.ac.uk if required.

It is important to disclose this to the University so that the appropriate support can be arranged during your stay on campus.

BULLYING AND HARASSMENT

No student should have to tolerate bullying or harassment on campus.

The University's official statement:

"Heriot-Watt University is committed to a working, learning and living environment that is free of discrimination and intimidation. Harassment is contrary to the University's Charter and Statutes, disability discrimination is contrary to the Equalities Act 2010. Harassment may seriously worsen working and social conditions for staff and students at the University and therefore any incidents of harassment will not be tolerated, will be regarded extremely seriously and may be grounds for disciplinary action including dismissal or expulsion."

If you have experienced or witnessed harassment or bullying, please report this to ResLife or Wellbeing. The university has dedicated Harassment Advisors who will support you.

Complaints can be handled informally, or formally depending on the severity and the wishes of the student.

Reports can also be made anonymously through the "Report It" button on your myHWU homepage. For more details please see:
<https://www.hw.ac.uk/uk/students/doc/anti-harassment.pdf>

Examples of harassment include (but are not limited to):

- Unwanted physical contact or physical attack.
- Offensive, suggestive or derogatory remarks, gestures, mockery, taunts, pranks, jokes, insults or ridicule; in person, on the telephone, by emails or on social networking sites.
- Using an individual's known disability to demoralise them.
- Ridicule for cultural differences such as appearance, dress, diet, religion or ethnic background.
- Sexual harassment includes unwelcome conduct of a sexual nature, or other conduct based on sex, affecting an individual's dignity, in the teaching, learning, living or working environments, which causes the recipient discomfort or humiliation.
- Racial harassment includes unwelcome and/or repeated derogatory statements or racially derogatory remarks by individuals or groups based on race, colour, nationality or ethnicity, which are offensive or objectionable to the recipient. The harassment may relate to racial discrimination and may involve inappropriate racial comments or activities in the teaching, learning, living and working environments. Racial harassment includes hostile or offensive acts or expressions by an individual of one racial or ethnic origin against an individual of another racial or ethnic origin, or incitement to commit such an act.

MAINTENANCE

Maintenance requests are processed and dealt with according to their level of priority. The table below explains our priority levels.

Emergency Repairs

- Danger to the health & safety of students (i.e. flood, complete loss of power in bedroom/kitchen).
- Attended on the day reported.

Non-urgent Repairs

- Day-to-day repairs (i.e. broken shelf).
- Dealt with depending on priority

Reporting Faults & Maintenance Issues

If you have a non-urgent maintenance issue in your room, please scan the QR code in your kitchen using a smartphone and fill in the online form. You will receive email confirmation that the fault has been reported and one of our friendly maintenance team will attend.

You do not need to stay in your room as the maintenance team will have access.

Any emergency repairs, for example, a loss of power or flooding, should be reported to reslife@hw.ac.uk between 9 am – 4 pm on Monday - Friday. Out with these hours please call Safeguarding on [0131 451 3500](tel:01314513500) or contact them through the SafeZone App.

Planned Maintenance Works

On occasion, it may be necessary to conduct planned maintenance works in your accommodation. You will receive notification by email and on the screens in your hall of any planned works at least 24 hours in advance.

Please be advised that the maintenance team's working hours are Monday – Friday, 09:00 – 16:00.



DAMAGE

Individual Liability

The Accommodation Contract requires you to:

- keep the facilities (this includes your room, the hall, and all fixtures, fittings, and chattels within the hall) clean and tidy, and pay for any cleaning, damage, repair, and maintenance for which you or your guests are responsible.
- Keep your room in the condition it was when you arrived (fair wear and tear excepted). Examples of costs for which you may be liable include costs to repair damage caused by your guests, the cost of cleaning, repairing and/or repainting your room, and the cost of repairing damage to walls caused by adhesive tape.

Joint Liability

We encourage those at fault to take responsibility for their actions.

However, sometimes damage or theft of University property will occur that cannot be attributed to individual residents despite our best efforts.

Under the Accommodation Contract, if, due to damage of any kind, any cleaning, repair, or maintenance (including replacement) is required to the facilities and responsibility cannot be attributed to individual residents, **you will be liable for a pro-rata share** of the cost of such cleaning, damage, or maintenance, as determined by the University.



CLEANING

The Residences and Cleaning team is responsible for cleanliness in halls. Any questions or concerns regarding the cleaning team should be directed to the ResLife team who will then contact the relevant cleaning supervisor.

The University does not provide bedroom cleaning services. The team provides assisted cleaning in your kitchen, but it is still your responsibility to keep your bedroom, bathroom, and kitchen clean and tidy.

For tips and tricks to keep your flat clean, visit [WattLiving](#).

Bedrooms and En-suite Bathrooms

Your bedroom and en-suite bathroom are your own quiet space to relax. These will not be cleaned by our staff, but please keep your accommodation clean, tidy and hygienic at all times.



Kitchen

Our cleaning team will provide an assisted cleaning in your kitchen. However, you are still expected to:

- Washing your dishes
- Cleaning and wiping up spillages on the hobs, ovens and work surfaces
- Ventilating the kitchen when cooking
- Taking your waste and recycling from the kitchen and bedroom to the designated skips, outside the buildings.

Do not leave bins/bags outside your door, in corridors or staircases, as this obstructs escape routes and poses a fire hazard. If you need more bin bags, please speak to your cleaner or ResLife

Messy kitchen process

In the first instance, the flat will be given the opportunity to tidy the area. However, if the mess is not cleared, or the flat is regularly reported for mess, the residents of the flat will be charged the additional cost of the cleaning team clearing and cleaning communal areas; this may include charges for the cleaning team's time, materials and repair of any damage, plus an administration fee.

If your kitchen is deemed unhygienic, the team may clean your kitchen without notice, and the flat will be charged for the extra cleaning.

CLEANING

Cleaning Inspections

Inspections are conducted once every semester, you will be notified by email in advance (minimum 24 hours notice).

It is preferable that you are present during the inspection, but we reserve the right to check in your absence. If your room and/or bathroom is found to be unsatisfactory and you will not, or cannot, rectify this in the time required, your room may be cleaned by our cleaners at your expense.

During these inspections, we will also check for banned items and remove any fire hazard items. You will be given notice to remove certain unauthorised items or risk having them confiscated.

Please note that you may also receive a disciplinary fine.

You can collect confiscated items at the end of your stay by contacting ResLife team.

Waste and Recycling

We are keen to ensure that our waste is managed efficiently and as sustainably as possible. Your kitchen is equipped with a general waste bin, a mixed recycling bin and a food waste bin.

Please familiarise yourself with the recycling posters in the kitchen for more information on what can be recycled and where.



BEHAVIOUR AND CONDUCT

Living in a shared accommodation such as halls of residence is fun and exciting, but it can also be challenging and confusing. Guidelines and regulations are important to ensure the safety and wellbeing of all residents.

Any breaches reported will be investigated and appropriate sanctions will be applied to reflect the seriousness of the breach. Repeated and/or more serious incidents will be forwarded to the Accommodation Manager and Student Conduct team.

Information relating to the allegation of breaches may be forwarded to Residence Life, Residences, Accommodation team or SafeGuarding team.

A copy of the Student Discipline Policy and Procedures can be downloaded at <https://www.hw.ac.uk/uk/students/doc/discguidelines.pdf>

House Rules

We want you to have the best experience possible while living in Heriot-Watt University accommodation. Therefore we have developed a set of house rules to ensure you can have fun while keeping yourself and others safe.

Guest & Visitors

We understand that it is important to be able to have guests and visitors in halls, and how it plays an essential part of hall living.

However, please observe the following guidelines:

- **Permission is not automatic**, please do not promise others before you have obtained written permission from the Residence Life team.
- You need to request permission at least 24 hours before your guest arrives.
- **Only one overnight guest at a time in your room / flat, for a maximum of 3 days per calendar month.**
- You also need to inform your flatmates of your guest. Please be advised that if the flat is uncomfortable with your guest, we will ask your guest to leave campus.

Please be advised that **the behaviour of your guests and conduct is your responsibility**. Your guests must follow the same rules and regulations as other residents.

If your guests misbehave or cause damage to the University's property, you will be held accountable for their conduct and will be liable for the repair or replacement cost of any damage or disturbance caused by you.

Please note, that the Residence Life team and/or Safeguarding team can ask your guests to leave the premises at any time.

BEHAVIOUR AND CONDUCT

Noise

One of the most common complaints in halls is noise. Whether it is loud music, overly loud conversation or slamming doors, persistent disturbances cause annoyance and distress which can affect a person's study and rest time.

Please be aware you will be living in a building with 200 other people, therefore some noise is to be expected. The accommodation will not be as quiet as a private home.

Excessive noise at any time of day which causes nuisance and disturbs others sleeping or studying will not be tolerated, no matter the time of the day.

The Residence Life team or Safeguarding team shall be the arbiter of whether noise is excessive, and their decision shall be final.

The house rules below are designed to help ensure everyone has the right to a peaceful living environment.

- Always keep the volume down - whether it is a phone call, playing music or chatting to your pals in your bedroom, please keep it down.
- Noise that can be heard outside of your study bedroom is not acceptable.
- **The quiet hours in halls are 23:00 – 07:00.** Any disturbance complaints during quiet hours will be reported to Safeguarding and ResLife, and may lead to disciplinary action.

- You are not allowed to play musical instruments in the bedroom unless it is connected to headphones. If you need a practice room, you can contact Chaplaincy or the Music Cottage.

Returning to halls after a night out or gathering to smoke in the vicinity of the building's entrances area can also create a disturbance.

Please be considerate when returning to halls and keep any outdoor activities away from the residences, especially during the quiet hours period. A small group of people can disturb the whole residence, therefore we rely on a certain degree of cooperation from our student residents to ensure a peaceful environment.

If you are being bothered by noise, please speak to the offender politely. If they do not respond positively, you should raise the matter with the Residence Life Team who may take disciplinary action for excessive noise or disturbance. For any disturbance during quiet hours, please contact the SafeGuarding team for support.

Noisy individuals or groups will not be tolerated and students who persistently make noise may be required to leave residences.

BEHAVIOUR AND CONDUCT

Smoking

Smoking or vaping, including electronic cigarettes and vaporizers, is not permitted in any University building. Smoking whilst leaning out of a window is also not permitted. You may smoke/vape outside your hall, however, you should be more than 5 metres away from the building to prevent the smoke from drifting back in.

Students found to be smoking in or near residences will receive a disciplinary fine and will be asked to attend a mandatory Fire Safety workshop. Repeated offences may result in further disciplinary action.

Photographic ID

Your photographic ID (HWU student card/passport/driving license, etc) is only to be used by you and you should not let others use it. Students who are using other student's IDs may receive a warning from the University.

Please carry a form of photographic ID with you at all times. Student residents must show their HWU student card upon reasonable request by a member of University staff (Residence Life, Safeguarding and Residences). If you do not have your ID with you, your identity may be confirmed via HW number. Failure to provide your ID or providing false details may result in disciplinary action.

Banned items

You must not bring or use any hazardous substances (including, but not limited to, any combustible materials) anywhere in the halls and this includes any materials obtained from University laboratories.

The following list of banned items is not exhaustive and the University reserves the right to add or remove any item:

- Pets (including fish).
- Mini fridges, freezers, coolers, deep fat fryers.
- Electrical fairy lights (battery-powered ones are fine).
- Heating appliances (portable heaters, oil burners) and electric blankets.
- Cooking appliances in your bedroom.
- Candles and incense sticks (including fragrance burners and shisha pipes).
- Washing machines, tumble driers and dishwashers.
- Any additional furniture.
- Any illegal drugs/substances including legal highs and nitrous oxide.
- Any explosive materials (including fireworks).
- Weapons (including replicas), darts, and dartboards.

Note: All appliances must be unplugged when not in use and must be PAT tested (unless the items have been purchased in the UK/EU within the last 12 months).

You can bring appliances such as a rice cooker, a coffee machine or a microwave to use in the kitchen, but only if it has and have been purchased in the UK/EU, and has been PAT tested. Please do not bring cooking appliances from outside the UK/EU!

BEHAVIOUR AND CONDUCT

Banned items (cont.)

If you need to store refrigerated medicines in your room, you must contact the Disability team at disability@hw.ac.uk and provide supporting medical evidence before arriving on campus.

Dangerous and prohibited items

It is a disciplinary offence for any student to have the following items in their possession or control on campus:

- An offensive weapon.
- Any item capable of causing injury or adapted to cause injury.
- Any dangerous items.

This includes some types of hunting knives, flick knives, CS gas, air weapons, firearms, imitation firearms or anything that has the appearance of being a firearm.

Where a weapon or an article capable of causing injury or being adapted for that purpose is required to be kept in a student's room in halls, to engage in a recognised sporting activity, it will be the responsibility of the student concerned to make this known in writing to the Residence Life team.

Students will need to clarify how the item(s) will be secured when not in legitimate use and ensure that written permission is received in return. A copy of such permission will be forwarded to the Accommodation team and Safeguarding team.

The University does not permit the use (or storage) of fireworks, similar pyrotechnics or the release of sky lanterns on University grounds or within University residences.

The storage of nitrous oxide canisters in halls is also prohibited on safety grounds.

Drugs

Heriot-Watt University has a zero-tolerance policy on drugs. Any drug-related incident will be investigated by the University and will be considered a major disciplinary offence. Please be advised that any drug-related incident may be referred to the police.

Drug-related activities include the use or possession of controlled drugs or intoxicating substances in the halls, possessing items to constitute drug paraphernalia (including but not limited to items such as shisha pipes and homemade bongs) or allowing drugs to be used in your room/flat/kitchen.

If you need further information, advice or support on drugs or other intoxicating substances, please contact the Wellbeing team or Medical Centre. You can also speak in confidence with the Residence Life team who will be able to signpost or help you to find the right professional support.

Please note that most new psychoactive substances or "legal highs", including those that are not yet banned by the Misuse of Drugs Act, are considered by the University to be intoxicating substances.

BEHAVIOUR AND CONDUCT

Cars on Campus

Students are not permitted to bring a car to university or keep a car on campus overnight. However should you require to have your car on campus for any reason, you may apply for a permit by contacting carparking@hw.ac.uk.

Parking

If you have a parking permit, students may park in the designated student car park areas that are covered by the permit. Any instance of parking in an undesignated area- this includes disabled bays without displaying a badge and parking outside accommodation buildings- will result in parking tickets from Safeguarding and a fine up to £250.



BEHAVIOUR AND CONDUCT

Social Media

Social media is a great way to communicate and connect with other students, and a handy tool to keep up to date with community news and relevant events.

Please be mindful and respectful of other users in the group. Residents must not post anything that may be considered as discriminatory or harmful to, or bullying or harassment of, any individual on any social media platform.

Please report any inappropriate/offensive posts to the Residence Life team.



Recording

Think twice about recording people without their consent, even in public areas of the campus. You should always ask permission if you want to record something on your phone or for social media. Personal CCTV equipment in any public or communal areas is forbidden.

FIRE SAFETY

Weekly fire check

Fire alarms are tested weekly in the mornings and will result in 10-20 seconds of the fire alarm sounding. You are not required to evacuate the building during these tests. To find out your weekly fire alarm test schedule, please visit [WattLiving](#).

In the event of fire:

- Activate the alarm by breaking red break glass on your way to the Exit.
- Exit the building out of the nearest Fire Exit.
- Contact SafeGuarding control room as soon as possible via the SafeZone App or call 0131 451 3500.
- Wait at the designated area until SafeGuarding team allows you to re-enter the building.

Fire Drills

Fire drills take place once a semester in halls. You must treat every alarm as a real fire and evacuate immediately.

If any student is found inside the hall after a fire alarm has sounded, or has failed to evacuate within four minutes, disciplinary action will be taken.



Fire Alarm Activations

Activating the fire alarm, intentionally or accidentally, is a disciplinary offence, with a fine of £50 per instance.

The fire detection devices on the ceiling of your bedroom and corridors can be activated by smoke, heat, steam or other vapours. To minimise the risk of fire and avoid unnecessary fire alarm activations, please follow these guidelines:

- Never leave cooking unattended (this includes toasters and microwaves)
- Keep the oven, grill and hob clear of accumulated grease and ensure they are switched off after use.
- Open the window or run the mechanical extraction to clear cooking smoke.
- **Always keep the kitchen door closed.**
- Chip pans, deep fat fryers, or any appliance holding large quantities of oil are not permitted in halls.
- Never cook when you're drunk – get a delivery instead!
- Keep your bathroom door closed when showering.
- Do not spray aerosols (deodorant, hairspray) or use hairdryers, curling and straightening tongs directly under the detectors.

Noise-cancelling headphones can be a great tool to help you study or sleep in noisy halls, but be careful- you may not hear a fire alarm sounding!

You are required to evacuate the building when the alarm sounds. Late evacuation or refusal to evacuate, will be reported to the Fire Manager and will result in disciplinary action.

FIRE SAFETY

Fire Safety Equipment

Tampering with any fire safety equipment, including covering smoke detectors, is a criminal offence and is taken extremely seriously. Incidents may result in a heavy fine (up to £250) and expulsion from your accommodation. Any tampering with fire safety equipment must immediately be reported to reslife@hw.ac.uk.

Fire Safety equipment such as fire blankets, fire extinguishers, fire panels, smoke detectors and fire doors are there to keep you and your fellow students safe.

The fire extinguishers are for use by trained staff only. In the event of a fire, do not attempt to use the fire extinguisher.

You should focus on raising the alarm and evacuating the building. Fire blankets should be used to smother small cooking fires if you are comfortable using them. Please follow the instructions on the box to ensure your safety.

Fire doors must never be wedged or propped open.

Bicycles

Bicycles must not be taken or stored in halls. Storing bikes in halls can block essential access routes, and fire escapes and create issues for the health and safety of your building. Any bikes found in halls will be removed by the University.

You are responsible for securing your bicycle in the bike shed and the University does not accept liability should it be lost or stolen.

For help finding the right lock, equipment, or maintenance, please see @Bike Bothy on Facebook.

Open flames

The use of open flame items such as candles, oil burners, fireworks, joss sticks/incense, live coals, shishas, hookahs, flammable liquids and gases etc., is forbidden in halls, as they are a potential source of fire, can endanger life and cause damage to your possessions and University property.

The Residence Life and the Residences team reserve the right to confiscate and remove any banned items from the student's bedroom.

The lighting of fires, use of barbeques in non-designated sites, decorative candles or oil lamps and the setting off of decorative lanterns that use naked flames, are not permitted on University grounds.

Wiring and additional electrical equipment

Students are not to install any additional electrical wiring, computer cabling, television receivers or telephones.

No additional heating appliance may be used unless the University approves it as an interim measure to an ongoing heating problem. Cooking and other domestic appliances are not allowed in bedrooms.

Extra fridges and freezers are also not allowed in the kitchen. If you require to store your prescriptive medication in a fridge in your bedroom, please contact the Disability team.

Student accommodations are designed to be used with a limited range of electrical equipment such as laptops, TVs, microwaves, etc. You may be asked to remove any electrical items deemed unsafe, inappropriate or excessive to your room.

