

St Mary's  
University  
Twickenham  
London



University Managed Accommodation  
Residents' Handbook 2019/2020

# Welcome to St Mary's University

On behalf of Student Services, we would like to welcome you to St Mary's University managed halls of residence. We hope you will enjoy the experience of living in St Mary's accommodation. Joining a university community is an exciting experience, and we aim to provide a safe and comfortable environment for you to live and study in. This handbook has been put together to give you useful information that will help you settle in and get the most out of your time living in halls of residence.

Please take the time to read through this handbook and the terms and conditions of your Accommodation Licence (found at the back) before you arrive.

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# Accommodation Service

The Accommodation Service provides dedicated support for students in university accommodation and also helps students with the transition into private accommodation.

The Accommodation Service is part of Student Services located on the second floor of J building.

Opening hours:  
Monday-Friday 9am-5pm  
Wednesday 10am-5pm

## Accommodation Service

[www.stmarys.ac.uk/accommodation/simmSPACE/services-students/accommodation](http://www.stmarys.ac.uk/accommodation/simmSPACE/services-students/accommodation)

E: [accommodation@stmarys.ac.uk](mailto:accommodation@stmarys.ac.uk)  
T: 020 8240 4034/4385

Going to university and, in many cases, moving away from home for the first time is an exciting and sometimes daunting experience. We aim to help you make that transition as smooth as possible while you are settling into halls.

## Student Life Coordinators

Your Student Life Coordinator (SLC) is a members of Student Services. Your SLC is on hand to help create a supportive, inclusive and vibrant student residential community. They are available to guide, support and assist you throughout your St Mary's journey.

Your SLC works closely alongside your Resident Mentors, Student Services and the Students' Union, and are a point of contact for students with any issues concerning their accommodation, or who require advice or assistance on personal matters. If you would like to contact the Student Life Team for support, or want to find out about events, then please get in touch on the contact details below:

**[studentlife@stmarys.ac.uk](mailto:studentlife@stmarys.ac.uk)**  
**020 8240 4048**

The Accommodation Service also includes a team of Resident Mentors and student Senior Residents, who provide residential support for students living in university managed accommodation.

## Resident Mentors

Resident Mentors are members of staff who reside in the halls of residence. Their role is to support and assist residential students living in their halls. For example, should you fall ill and need assistance the Resident Mentor should be called. If the Resident Mentor is unable to assist you with a personal matter, they will advise you on the appropriate support services. Resident Mentors also ensure that students do not cause a nuisance or damage, and have responsibility for ensuring that resident students abide by the terms and conditions of the Accommodation Licence.

### **Student Senior Residents**

Student senior residents are usually second or third year students who have lived in university managed accommodation during their first year, and their role is to assist and support you during the time you live in university accommodation.

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All members of the Accommodation Service Team are committed to providing you with the highest level of support and service. With your cooperation, we are confident that you will enjoy your time in university accommodation.

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## **Arrival**

For most students the moving in date will be Sunday 8th September 2019. You will receive a designated arrival slot and parking permit.

### **Keys**

For some halls you will be given two keys, the outside door key and your room key. Most halls use proximity card access for the main door. Bring a key ring with you for your keys and make sure it's easily recognisable (but not with name or room location in case of lost/stolen keys). If you lose your keys you will be charged for replacements and in some circumstances replacement locks. Please look after your keys at all times.

### **Inventory**

Once you have registered and collected your keys, you will need to complete an online inventory. It is important that you check every item and note anything that is missing or damaged. This will be compared to the condition of the room when you leave. You will be charged for any missing items or damage from your £200 deposit at the end of your licence. You will be sent a link to the inventory when you arrive, and you will have seven days to complete it.

### **Resident Mentor/hall meeting**

Generally, each hall or group of residences has a Resident Mentor. You will meet them in the hall when you arrive (they will give you your keys). All residents are required to attend a compulsory hall meeting held by their Resident Mentor during the first week of term. This is a good opportunity to meet other residents.

You will also be told about any conditions or regulations which apply to your particular hall and any questions will be answered. You will be required to attend regular hall meetings as advertised within your hall.

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### **Health and safety**

All residents are asked to attend a fire briefing during the first few days in residence. Information will also be provided on health and safety issues and personal safety.

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## Your accommodation

Your bedroom is your space where you can relax, study and socialise.

### **Your room**

You will be notified of your room number in your offer which forms part of your Accommodation Licence.

### **Your Accommodation Licence**

Please ensure you read your licence fully. This is a legally binding contract which outlines your responsibilities to the University and other students within your hall of residence. The licence period is shown in your allocation letter; for most students this will be 37 weeks. In some cases, depending on the course of study and term dates, this may need to be extended. Please check your term dates and notify the Accommodation Service as soon as possible if you require an extended licence period and where possible we will assist you. Additional payment will need to be made for any extra days in halls.

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Please note that the Christmas closure period is from Sunday 15th December 2019-Friday 3rd January. Residents are required to vacate by 12 noon on Sunday 15th December and will not be permitted to return before 12 noon on Friday 3rd January.

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With the exception of 16 Strawberry Hill and Benedict XVI House, all catered halls of residence are closed during the Christmas closure period. Students are able to leave their belongings in their room, however, the University takes no responsibility for any personal belongings.

## Furnishings

The residences are fully furnished, however, you will need to bring some personal items with you. Set out in this section are details of what is provided and what you will need to bring.

### All bedrooms contain:

Desk and chair  
Single bed and mattress  
Wardrobe  
Drawers/bedside table  
Waste bin

### Some rooms contain:

Shelving  
A washbasin  
En-suite  
Notice board

## Communal facilities

There are communal kitchenettes available in halls. These provide snack making facilities i.e. microwave, kettle, toasters and fridges. The kitchens also have irons and ironing boards. Students must not bring any cooking equipment into the halls of residence, however, small (mini) fridges are permitted.

There are shared bath/shower/toilet facilities in non en-suite halls of residence.

## Storage space

Space in your bedroom and in shared areas, such as fridges, may be limited so don't bring too much with you. Supplies are available locally and you can always bring more from home at a later date if needed.

## What to bring with you:

- Linen – duvet cover, pillowcases, sheets and towels
- Kitchen equipment – crockery (plate, bowl, cup/mug), cutlery (knife/fork/spoon), microwavable dish, washing up cloth and tea towel
- Limited consumables, i.e. tea/coffee, sugar and cereals
- A duvet, pillows and bed linen (please note that these are provided for international students).

You may also want to bring some of your own personal items with you such as a TV or photos, to make you feel more at home, but please be aware that the University takes no responsibility for your possessions.

## TVs and electrical equipment

Please note that a television licence will be required if you are watching TV live online or if you are watching on Catch Up too, as it is with a television set. Approved electrical equipment is subject to 'PAT' testing by our university electricians. For more information on approved equipment, please contact the Accommodation Service.

Please refer to the website for further information: [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

## Personal possessions insurance

Cover is provided by the University and the cost is included in the rent. Additional cover may be purchased as an option. If you need to make a claim, please visit [www.endsleigh.co.uk/reviewcover](http://www.endsleigh.co.uk/reviewcover) or call 0844 472 2507.



## Fire safety

Fire safety is an essential part of communal living.

It is important that you familiarise yourself with the fire notices in your halls and that you are aware of your escape routes.

### In the event of a fire

If you discover a fire, activate the alarm immediately by breaking the glass in red call points located throughout the residences. You should then exit the building and make your way to your assembly point.

When the fire alarm sounds you must leave the building immediately, following the fire exit signs, and make your way to the nearest assembly point. Once at the assembly point, students should await further instruction from the St Mary's Security Team and/or the London Fire Service, which should arrive within five minutes. Students do not have to call anyone as all alarm activations alert the Security Office.

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**Fire alarms are tested weekly to ensure that they are working correctly. On these occasions you do not have to evacuate the building unless the alarm sounds continuously.**

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St Mary's University is a member of Universities UK Code of Practice for University Managed Accommodation (the Student Accommodation Code). More information about the code can be found at [www.thesac.org.uk](http://www.thesac.org.uk).

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### Complaints

We are committed to delivering a high standard of service to our residents and are confident that any issues you may experience will be relatively minor.

Everyday issues should be raised informally with the person directly involved. Contact details for university departments are included later in this handbook. You should also make your Resident Mentor aware as they will be able to support you in resolving the matter.

Where a problem has not been resolved by informal means or you feel it is too serious, then a formal procedure is available which can be found on SIMMSpace (student intranet). The University's Students' Union and Conduct Team can support you through the complaints procedure.

Remember:

- Never wedge fire doors open
- Do not leave cooking unattended
- Smoking is not permitted in any campus buildings
- Do not leave material items (for example, clothes and towels) next to hot electrical items, such as straighteners or lamps
- When using aerosols, ensure they are not pointing at the detector
- Keep the bathroom door shut in order to prevent steam entering your room or corridor when showering

### **Candles/naked flames**

Due to the potential fire risk and risk of damage to property the burning of candles or any naked flames is strictly prohibited.

### **Tampering with fire safety equipment**

Anyone who is identified as recklessly or maliciously tampering with fire safety equipment will be fined a minimum of £100. All such cases will be dealt with in accordance with the University Disciplinary Procedure and any relevant legal procedures.

The following are examples of tampering with fire safety equipment:

- Obstructing fire exits
- Wedging open fire doors
- Sounding the alarm when there is no fire
- Interfering with the fire extinguishers or blankets
- Covering fire detectors

## Services and facilities

Living in university managed accommodation is very convenient, with a full range of services and facilities available to you on your doorstep.

### **Cleaning**

A cleaning service is provided in halls of residence. En suite bathrooms are cleaned every three weeks, however the cleaning of non-ensuite bedrooms is the students' responsibility.

Daily cleaning is provided for accessible communal areas, including shared bathrooms. Students are expected to maintain rooms to a tidy manner and keep the floors clear of any obstructions; this includes all washing up, wiping surfaces and mopping spills.

If you have any queries or comments regarding housekeeping you should contact the facilities helpdesk.

St Mary's is committed to recycling wherever possible; waste bins are provided in each resident's room which should be emptied regularly. Please note these bins are for recyclable waste as directed only. Food or other waste that does not meet the recycling criteria should go in the kitchen and pantry bins.



If food waste or other contaminants are placed in recycling bins, your bin will not be emptied. A guide to what you can recycle can be viewed on the sustainability pages on SIMMSpace.

### Maintenance

If any items in your room or the communal areas are broken or faulty it is your responsibility to ensure that this is reported. This should be done by contacting the facilities helpdesk.

### Facilities helpdesk

E: fmhelp@stmarys.ac.uk  
T: 020 8240 4036

The helpdesk is open Monday-Friday 8am-5pm

When reporting a fault, please ensure you include your name, RegNum, room number and hall of residence in addition to the full details of the problem. If you require assistance with reporting a repair you should contact your Resident Mentor.

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### Emergency maintenance

If there is a fault such as a flood or loss of power that occurs out of the above opening hours, you should contact security on 020 8240 4335.

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In reporting a repair you are consenting to St Mary's staff or contractors entering your room or hall to assess and/or carry out the repair. Remember that you have the right to ask for proof of identification. If you wish, you can ask for notice to be given of when the repair will be attended to, but this can extend the timescale of the repair.

We have different response times based on the nature of reported maintenance requests as outlined below (examples are provided to demonstrate categories but are not an exhaustive list):

Category	Target response time
<b>Critical</b> Repairs required to enable continual occupation, e.g. total loss of power, major leak or flood.	Within 2 hours <i>(including weekends and Bank Holidays)</i>
<b>Emergency</b> Repairs to defects that prevent the effective use of the premises, e.g. no hot water.	Within 24 hours <i>(including weekends and Bank Holidays)</i>
<b>Urgent</b> Repairs to defects which materially affect the comfort of the users, e.g. broken toilet seat, faulty internal light.	Within 5 days <i>(not including weekends and Bank Holidays)</i>
<b>Day-to-day</b> Common reactive repairs, e.g. faulty blinds, repair furniture.	Within 10 days <i>(not including weekends and Bank Holidays)</i>

### St Mary's security

We have on-campus security in operation 24 hours a day, seven days a week, to ensure a safe and secure living, working and studying environment.

The Security Team patrols the campus, monitors CCTV, responds to emergencies, and can offer advice on how to prevent crime. If you see or hear anything suspicious happening on or off campus please contact the Security Office to report it. This is located adjacent to the main reception and can be contacted directly, either in person or by the telephone number below.

### **Security Office**

E: security@stmarys.ac.uk  
T: 020 8240 4335

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In case of an emergency call security on 020 8240 4060.

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### **Personal safety**

Whilst St Mary's campus and surrounding areas are relatively safe, it is important that you are always aware of your own personal safety, especially when you are in a new environment with new people. By taking some simple, basic precautions you can easily reduce the risks and take control of your own safety.

- Ensure that someone knows where you are and when you will return.
- Where possible avoid travelling alone, especially late at night and keep to well-lit areas.
- Don't be tempted to use unlicensed taxis; pre-book with a reputable company.

### **Room security**

We are committed to providing students with a safe and secure living environment in our accommodation and thankfully the risk of you suffering from any crime in halls is very low.

However, room security is your responsibility and you do need to be careful. Simple precautions which won't cost you much in time or money can help to keep you and your belongings safe.

- When you leave your room in halls, always lock the door and shut your window, even if you are only popping out of your room for a short time.
- Never let anybody into your block by allowing them to follow you in, unless you know them or have checked their ID card.
- Think about the risks before inviting someone that you have just met into your room.

### **Accommodation keys**

If your accommodation keys are lost or stolen, please report to the Security Office. Please note that charges do apply for replacement keys.

### **Anti-drug policy**

Any connection or suspected connection with the possession, use, buying or selling of drugs will result in the immediate termination of residence. The University will not condone any illegal practices, and any matters concerning these are reported to the police. The University also prohibits the use of legal highs.

Any students found to be in breach of the terms and conditions of the Accommodation Licence or of the University Regulations, or found to be involved in any criminal activity, will be subject to disciplinary action which may result in the termination of your accommodation licence, suspension or possible exclusion from studying at St Mary's University.

## Health services

The Health Centre, a branch of The York Medical Practice, offers a medical service on campus weekday mornings during term time. Appointments can be made at The York Medical practice at other times. You can expect to receive the full range of services from our Health Centre. Please visit the website for further information: [www.stmarys.ac.uk/student-life/living-on-campus/health-centre.aspx](http://www.stmarys.ac.uk/student-life/living-on-campus/health-centre.aspx).

Resident students are required to register with either the university Health Centre or a local doctor of their choice. One advantage of registering with the Health Centre is the avoidance of long queues in local surgeries and in having familiar staff in attendance if there are any medical problems.

## Health Centre

E: [healthcentre@stmarys.ac.uk](mailto:healthcentre@stmarys.ac.uk)  
T: 020 8240 4100

## Students' Union

The Students' Union is the main representative organisation on campus for students. The SU provides advocacy and advice for students and represents the views of students to the University, local community and nationally.

There are a number of regular events that the SU organises including weekly entertainment and major events such as Welcome Fortnight, RAG Week and the Summer Ball. There are also a variety of clubs and societies available to join. The President Team is always pleased to welcome students and is happy to answer any questions you may have.

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

## Student Services

The Student Services Team is available to assist, guide and support students with any minor hassles or major headaches that may crop up along the way. We have a range of advisory and professional services available.

The Student Services Centre is located on the second floor of J Building and is accessible by lift. Services available are:

### Student life:

- Accommodation and residential life
- Student funding
- Pastoral support/advice and guidance

### Wellbeing:

- Counselling
- Disability and dyslexia
- Mental health
- Wellbeing/pastoral support

## Student services

E: [studentservices@stmarys.ac.uk](mailto:studentservices@stmarys.ac.uk)  
T: 020 8240 8238

## Refectory – meal plan

All catered accommodation includes 14 meals per week during term time only, which are taken as seven evening meals, five breakfasts and brunch at the weekend. There is no catering available during the following dates (inclusive):

Christmas closure period: Sunday 15th December 2019-Friday 3rd January 2020  
Easter closure period: Thursday 9th April-Monday 13th April 2020

There is also a reduced service during the Christmas and Easter breaks.

The University reserves the right to substitute the evening meal for a meal to be taken at lunchtime or with a packed meal (e.g. bank holidays, University Feast Day, Summer Ball, Christmas and Easter breaks, etc).

**A guide to your meal points** Items listed are provided as a guide only

<b>Breakfast</b> Monday-Friday 8-10am	<b>3 points</b> (your entitlement)
Cereal with milk	1 point
Croissant or Danish pastry	1 point
Yoghurt	1 point
Toast (2 pieces) with butter portions	1 point
Bacon (2 rashers)	1 point
Sausages (2 pieces)	1 point
Orange juice	1 point
Tea or coffee	1 point

<b>Brunch</b> Saturday-Sunday 10.30am-12.30pm	<b>7 points</b> (your entitlement)
Cereal with milk	1 point
Croissant or Danish pastry	1 point
Yoghurt	1 point
Toast (2 pieces) with butter portions	1 point
Egg	1 point
Baked beans	1 point
Hash browns/curly fries	1 point
Bacon (2 rashers)	1 point
Sausages (2 pieces)	1 point
Orange juice	1 point
Tea or coffee	1 point

# Dinner

Monday-Friday 4.30-7.30pm  
Saturday-Sunday 4.30-6.30pm

**7 points** (your entitlement)

Soup	1 point
Bread roll with butter portion	1 point
Main course	3-5 points
Meat or veg pie	3 points
Sausage roll	2 points
Jacket potato with filling	3 points
Potato accompaniment	1 point
Vegetable accompaniment	1 point
Salad accompaniment	1 point
Salad bowl (medium)	2 points
Hot or cold sweet	2 points
Fruit	1 point
Dispense drink (small)	1 point

## **Some guidelines:**

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Each student is entitled to only one main course per meal.

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Meal points not used at breakfast can be carried forward to dinner (weekdays only).

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There are no refunds for meals not taken.

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The dining room is a self-clear area.

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ID cards are not transferable and cannot be used by other students for meals.

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Meal points over your entitlement will incur a charge.

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No ID card, no meal.

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Students can also use the Catering Cashless App (SIMMPay) to manage their catering account.

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Please note that there is a code of conduct when using the Refectory. Details are given on notice boards displayed in the area.

The Catering Service will cater for a variety of dietary requirements. If you have special dietary needs, you should contact a member of the Catering Management Team as soon as possible to discuss these. You should also contact the Wellbeing team to register with their service, should you need any assistance with putting any reasonable adjustments in place.

## **Catering Service**

E: catering@stmmarys.ac.uk

T: 020 8240 4069

## Living at St Mary's

Living at St Mary's can be a great way to meet new people and make friends for life.

There is a real sense of community that develops between students in university accommodation; there are also many facilities close by such as the sports facilities, the Health Centre and places to meet up with friends.

### St Mary's residential community

There are lots of people living around you and everything you do will affect them so please be considerate to your fellow residents.

You should avoid:

- Playing loud music or making unnecessary noise (especially after 11pm)
- Leaving dirty dishes
- Behaviour that could be classed as bullying or harassment

Please note: Visitors are not permitted in the halls of residence after midnight.

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If you are experiencing problems in your halls, you should in the first instance try to talk it over with your fellow residents.

If the problem persists contact your Resident Mentor or the Student Life Coordinator for an informal conversation; they can advise you regarding the best way to deal with the issues.

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### Post collection

Each student in university managed accommodation will be able to collect their post from the campus post room located in E40 ground floor of the main building.

Any signed for parcels and letters will also be held in the post room. You will be sent an email with a parcel number, notifying you that a delivery has been received. Items can be collected Monday-Friday 8am-5pm. You will need to quote your parcel number and present your ID card; failure to provide this information could prevent you from receiving your item.

All mail and parcels must have your full name, regnum and address (including your room number and hall name). If this information is not present on your item, it will be refused and returned to sender. All letters, packages and parcels will be returned to sender after one month of the student receiving a notification email. The address for any correspondence to be sent to you is:

Name // Regnum  
Room number // Hall  
St Mary's University  
Waldegrave Road  
Strawberry Hill  
Twickenham TW1 4SX

Students staying in 16 Strawberry Hill Road and Benedict House will have their mail delivered directly to their house at the following addresses:

Name // Room number  
16 Strawberry Hill Road  
Strawberry Hill, Twickenham TW1 4PT

Name // Room number  
Benedict XVI House, 7 Waldegrave Gardens  
Strawberry Hill, Twickenham TW1 4PQ

## **Parking**

There are a limited number of spaces for registered users at our Teddington Lock and Naylor Library car parks (charges and restrictions apply); but are not able to bring their own cars onto main campus at any point, with the exception of when they are moving in and out of halls. The University provides extensive bike storage and is well connected to local towns and central London by train and bus.

To ensure parking restrictions are followed correctly, unauthorised vehicles parked within the University car parks will be issued with a penalty charge notice (PCN). The Security Team undertakes regular patrols and PCNs issued will require payment.

Blue-badge holders are exempt from parking restrictions on campus. Please contact the Security Team to discuss further

## **Launderette**

Open 24 hours a day.

There is a launderette on campus which is provided by the SU on behalf of Circuit Laundry. If you experience any problems with these facilities, please contact the SU.

## **Students' Union**

E: [smsu@stmarys.ac.uk](mailto:smsu@stmarys.ac.uk)

T: 020 8240 4312

## **Dolce Vita café**

As well as the Refectory, there is an on-site café available for a variety of drinks and snacks.

## **Campus bar**

The campus bar is situated on the ground floor of the J Building and has a fully licensed bar with screens for viewing sporting events.

## **Sport St Mary's**

Whether you want to improve or maintain your fitness or are thinking of taking up a new sport, Sport St Mary's offers many opportunities to get involved. The St Mary's 'sports village' is situated on campus and includes a floodlit running track, a fitness and conditioning suite and a state-of-the-art performance hall that caters for a range of activities including five-a-side football, netball, basketball and badminton.

SIMMSActive is a recreational sports programme which provides all students with weekly drop-in sessions that are relaxed, social and student led, including open gym sessions, football, netball, volleyball, basketball, self-defence, rounders, touch rugby and much more. The programme aims to get more students active and offers a diverse selection of sporting activities which are affordable, easily accessible and open to all abilities.

## **General enquiries**

E: [sportsvillage@stmarys.ac.uk](mailto:sportsvillage@stmarys.ac.uk)

T: 020 8240 4334

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## **University smoking policy**

Students are asked to note that smoking is not permitted in halls under any circumstances and, in addition, all University buildings have been designated 'smoke-free' as required by law.

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## Local area

### **Shops**

It is only a five-minute walk to the shops and Post Office in Strawberry Hill. There are a few other local shops on Waldegrave Road. Shops in Twickenham or Teddington are just a 15-minute walk away. There are newsagents, supermarkets and chemists in all main shopping areas.

Other local shopping areas such as Richmond, Kingston, Kew Retail Park and central London are only a short journey away by public transport.

### **Transport**

Strawberry Hill station to London Waterloo is about a 30-minute train journey, and passes through Kingston and many other convenient locations. Buses to Teddington, Twickenham, Richmond and Kew Retail Park pass the University.

Student Oyster cards are available from the Transport for London website.

### **Leisure facilities**

Other than the extensive sport facilities provided at St Mary's, there are a number of local gyms in the area and a public swimming pool in Teddington.

### **Bars and restaurants**

There are many local bars, restaurants, cafés and fast food outlets within walking distance.

### **Respect for local residents**

Students are expected to behave in a respectful manner, not only whilst on campus, but also when leaving or returning to the campus (especially late at night).



# General information relating to the residential regulations

There are approximately 700 student residents living in close proximity to one another. To ensure the residences run as smoothly as possible, every resident enters into a legally binding contract (the Licence Agreement). In addition to this residents are expected to comply with university policies and regulations.

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**Unacceptable behaviour which contravenes the values and regulations of the University is likely to result in action under the Student Disciplinary Procedure.**

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## Misconduct

Serious or persistent breaches of the contractual obligations outlined in the Accommodation Licence and in the Universities Disciplinary Procedure could result in the University terminating your Accommodation Licence. In these circumstances, if we are unable to re-let your room, you will remain responsible for the full licence fee.

## Vandalism and damage

If you are found to be responsible for any damage – accidental or deliberate – which exceeds reasonable wear and tear, you will be liable to pay for the costs and labour involved in making good the damage. We will also recover any costs of emergency call-outs resulting from carelessness. Residents will be charged collectively for repair of such damage where the person responsible cannot be identified.

## Right of entry

The University reserves the right to enter all areas of campus accommodation for the purpose of carrying out repairs and maintenance or for safety and fire checks. Inspections to check the general condition of rooms may also take place. Prior notice will generally be given unless in an emergency or in response to a maintenance request or incident.

## Visitors

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

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**No guests are allowed in university accommodation between midnight and 8am.**

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## Early termination procedure

You are legally bound by your Accommodation Licence to pay rent for the full duration of your contract, even if you vacate your room before the end of your licence period. Release from your contract will only be possible if you have withdrawn from the University or found a suitable replacement to take over your contract. Please note that this is subject to agreement from the Accommodation Service and early termination charges apply.

## Moving rooms

We do not usually allow room moves during the first four weeks of the licence period.

After this time you can register for a room move by contacting the Accommodation Service. Where we agree to offer a room move, you will incur a £50 admin charge.

### **Payment of rent**

Rent is paid in three equal instalments:

**Instalment one** is paid on 20th September 2019 and covers the period from 8th September to 26th November 2019.

**Instalment two** is paid on 6th January 2020 and covers the period from 27th November 2019 to 4th March 2020.

**Instalment three** is paid on 20th April 2020 and covers the period from 5th March to 23rd May 2020.

Late payments without prior agreement are subject to penalty charges. If you are experiencing any problems with making your payments, please contact the Fees Office.

### **Fees Office**

E: [feesoffice@stmarys.ac.uk](mailto:feesoffice@stmarys.ac.uk)  
T: 020 8240 4035

If you are in financial difficulty or need advice regarding student funding, please contact the Funding Service in Student Services.

### **Funding Service**

E: [studentfundingservice@stmarys.ac.uk](mailto:studentfundingservice@stmarys.ac.uk)  
T: 020 8240 2389

### **At the end of your licence**

Instructions will be provided leading up to the end of the licence period for vacating your room. When you leave your accommodation, you will need to ensure that your room and communal areas have been left as you found them and that you complete an inventory in order to protect your deposit. Your deposit will then be returned within 28 days of the end of the licence, less any deductions.

Please ensure that you remove all your belongings when you leave halls, as you may be charged for the storage, removal or disposal of any items left behind.

# Your questions answered

## 1. What will I be doing during the first few days?

You will have a full registration programme and details of the timetable will be provided. This is all essential to the administration of university courses and services.

The Students' Union has a full programme of welcome events for you to get involved with. Check out [www.stmaryssu.co.uk](http://www.stmaryssu.co.uk) for more information.

## 2. Can I go home at weekends?

Yes, but no refund can be given for meals not taken or time away from halls.

## 3. Can I have a friend to stay overnight?

Unfortunately, there can be no provision for overnight visitors in the University. We can assist with details of local B&Bs/hotels.

## 4. Should I insure my things?

The University insures students' possessions in their rooms. Additional top-up cover is available at an extra cost.

## 5. Can I bring my bicycle with me?

Yes, we provide bicycle racks. If you do bring a bicycle it is not a good idea to bring a very expensive one. You must make certain that it is covered by your insurance policy, as the University is not responsible for loss or damage to bicycles.

## 6. Can I go in/out of the halls whenever I want to?

Certainly, however, when you live in halls you are living in a community and there has to be co-operation, especially about noise. Students are asked to enter/leave halls quietly and not to have music too loud. The hall should be quiet between 11pm and 8am.

We ask that students are considerate to our neighbours when leaving and returning to campus, particularly late at night.

## 7. Could I be asked to leave residence?

Most certainly; for a serious or continuous breach of the terms and conditions of the Licence Agreement. You should read these carefully. If in doubt about any of them, please ask. Any connection or suspected connections with the possession, use, buying or selling of drugs will result in the immediate termination of residence. The University will not condone any illegal practices and any matters concerning these will be reported to the police.

## 8. What happens if I decide to leave St Mary's?

Any student leaving St Mary's must notify the Registry Department to complete the formal withdrawal process.

You are also responsible for advising the Accommodation Service in Student Services and the Fees Office who will calculate any accommodation charges/refunds due if you are withdrawing from St Mary's. This would incur an early termination charge equivalent to 28 days at the daily accommodation fee rate.

### **9. Are any new students homesick?**

Frequently, and there is no need to be ashamed of this. Many students are living away from home for the first time and inevitably there is some reaction to this. Don't be afraid to talk to someone, for example, the Student Life Coordinators, your student senior resident/resident mentor or Student Services. You can also speak to the Students' Union about joining a club or society, which are great places to make new friends.

### **10. Will I have to pay council tax?**

Full time students are exempt from paying council tax. Should you require a letter of exception please contact the Registry Service.

# Useful contact list

## **Accommodation Service**

E: [accommodation@stmarys.ac.uk](mailto:accommodation@stmarys.ac.uk)  
T: 020 8240 4034

## **Student Life Team**

E: [studentlife@stmarys.ac.uk](mailto:studentlife@stmarys.ac.uk)  
T: 020 8240 4048

## **Catering and Conference Service**

E: [catering@stmarys.ac.uk](mailto:catering@stmarys.ac.uk)  
T: 020 8240 4069

## **Conduct and Complaints Team**

E: [conduct@stmarys.ac.uk](mailto:conduct@stmarys.ac.uk)

## **Wellbeing Service**

Student Services Centre  
J building, 2nd floor  
T: 020 8240 4353  
E: [wellbeing@stmarys.ac.uk](mailto:wellbeing@stmarys.ac.uk)

## **Endsleigh Insurance**

To view your policy and extend cover:  
[www.endsleigh.co.uk/reviewcover](http://www.endsleigh.co.uk/reviewcover)  
T: 0800 032 7081  
To make a claim:  
[property.claims@endsleigh.co.uk](mailto:property.claims@endsleigh.co.uk)  
T: 0844 472 2507

## **Facilities Helpdesk**

E: [fmhelp@stmarys.ac.uk](mailto:fmhelp@stmarys.ac.uk)  
T: 020 8240 4036  
The helpdesk is open Monday-Friday  
8am-5pm

## **Out of hours emergency maintenance**

please contact Security Services  
T: 020 8240 4335 or your resident mentor

## **Fees Office**

E: [feesoffice@stmarys.ac.uk](mailto:feesoffice@stmarys.ac.uk)  
T: 020 8240 4035

## **Funding Service**

E: [studentfundingservice@stmarys.ac.uk](mailto:studentfundingservice@stmarys.ac.uk)  
T: 020 8240 2389

## **Glide WiFi Support Team**

E: [studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk)  
T: 0333 123 0115  
Twitter: @GlideStuHelp  
<http://my.glidestudent.co.uk/support>

## **Library and Learning Technology**

Customer Service  
E: [llt@stmarys.ac.uk](mailto:llt@stmarys.ac.uk)  
T: 020 8240 4097

## **Registry Service**

E: [registry@stmarys.ac.uk](mailto:registry@stmarys.ac.uk)  
T: 020 8240 1112

## **Security Office**

E: [security@stmarys.ac.uk](mailto:security@stmarys.ac.uk)  
T: 020 8240 4335

**Emergency number: 020 8240 4060**

## **Student Services**

E: [studentservices@stmarys.ac.uk](mailto:studentservices@stmarys.ac.uk)  
T: 020 8240 8238

## **Students' Union**

E: [smsu@stmarys.ac.uk](mailto:smsu@stmarys.ac.uk)  
T: 020 8240 2377  
[www.stmaryssu.co.uk](http://www.stmaryssu.co.uk)

# Campus accommodation licence agreement

## Terms and conditions

You must read these terms and conditions carefully before applying for or accepting our offer of accommodation. The terms and conditions below form the basis of your student accommodation contract with St Mary's University (the "University").

These terms and conditions apply to all Halls accommodation and are designed to set out the conditions of use for everyone. Acceptance of these terms and conditions and/or the Room Offer creates a legally binding Licence to occupy a bedroom within the University, effective on the date the University receives your online acceptance of the Room Offer.

### Part 1: Definitions

- (i) Accommodation Fee: the fee for the Licence Period as specified by the University in the Room Offer.
- (ii) Administration Charge: the amount of £50 charged in accordance with the Terms and Conditions of the Licence Agreement to cover late payments of the Accommodation Fee; moving Premises; and for withdrawal from halls where a replacement licensee is found.
- (iii) Application Payment of £250: comprises a £200 Deposit Payment and £50 non-refundable Booking Fee (see clause 3.1 below).
- (iv) Booking Fee: the amount of £50 payable by the Student when applying for Premises in the University Accommodation which becomes non-refundable if an offer of accommodation is made.
- (v) Deposit Payment: the terms relating to the Deposit Payment as set out in clause 3.1 (i) of the Licence Agreement.
- (vi) Early Termination Charge: means a sum equal to the proportion of 28 days payment of the Accommodation Fee.

- (vii) Instalment Plan: Accommodation Fees may be paid over three instalments on the dates specified in the Residents Handbook and in the Payment Schedule.
- (viii) Licence Period: The period starting and ending on the dates specified in the Offer Letter (unless the agreements ends earlier in accordance with the terms of this agreement). Unless otherwise stated and in accordance with clause 2, the Licence Period excludes the Christmas closure period.
- (ix) Room Offer: following an application for University accommodation, successful applicant will receive an email notifying them that they have been allocated a room, details of the Room Offer can be viewed and accepted via the Portal.

### Part 2: Main Terms to the Licence Agreement

#### 1. Introduction

The Student acknowledges that:

- 1.1. The sole purpose of this Licence is to provide the prospective Student with residential accommodation ("the Premises") and to enable them to undertake a course of study at the University.
- 1.2. The Student should ensure that s/he has read, understood and has agreed to all the Terms and Conditions (the 'T & C's') contained within this document before making a commitment by accepting the Room Offer. Please note for the purposes of the Licence Agreement the relevant terms are contained within, these T & Cs, the Application Terms and Conditions, the Summary of Key Charges, the Accommodation Regulations and the Residents' Handbook.
- 1.3. This Licence does not, and is not intended to create a tenancy of the Premises. The Student occupies the Premises as a licensee and does not have exclusive possession of the Premises.

- 1.4. This Licence is between the Student and the University. Provided the Student is over the age of 18, the University will not discuss matters relating to the Licence with the Student's parent or guardian without the Student's prior written consent, irrespective of whether it is a parent or guardian who pays the Licence Fees.
- 1.5. The University usually enters into contracts with students who are 18 years or over and therefore such Students have legal capacity to enter into contracts in their own right. However, where a Student is under 18 years of age, the University requires consent and that the parent/guardian acts as the guarantor for the purposes of the guarantee agreement. A guarantee agreement must be completed by the parent/guardian of Students who will be under the age of 18 on commencement of their course at the University.
- 1.6. This Licence is governed by English law, which international Students may find quite different to the law which applies in their own country. If you do not understand any of the Licence Terms and Conditions, please seek clarification via e-mail from accommodation@stmarys.ac.uk or take independent legal advice before proceeding.

## 2. Duration

- 2.1 The University grants you a Licence to Occupy the Premises for the period specified in the Room Offer unless terminated earlier in accordance with the provisions of clause 15 set out in this Licence Agreement.
- 2.2 Students moving into accommodation at the beginning of the academic year will most likely be offered a 37 week Licence Period. The Licence Period stated in the Room Offer is inclusive of the Christmas closure period. With the exception of residents of 16 Strawberry Hill Road and Benedict House, Students are not allowed to remain in accommodation during the

Christmas closure period, students are not required to remove their belongings during this time and are not charged fees for the closure dates. The Christmas closure period is stated in the Residents' Handbook

- 2.3 Athletes residing in 5 Waldegrave Park (referred to by EPACC) will be offered an unfurnished room for a 52 Licence Period. Pursuant to clause 15.5 residents cannot withdraw from the Licence unless an eligible replacement is found. The resident is responsible for ensuring any furnishings meet fire safety regulations which may be inspected annually.
- 2.4 Study Abroad students (referred to by the International Office) will be offered a Licence Period for one semester.
- 2.5 If alternative Licence Periods are required, it is the Student's responsibility to make these requirements known to the Accommodation Service, who may, where appropriate and/or possible, alter the Licence Period accordingly.

## 3. Application Payment

- 3.1 Students are required to pay an Application Payment of £250 at the time of applying for a place in halls of residence. This payment comprises of:
- (i) a £200 Deposit Payment; and
  - (ii) a Booking Fee of £50, this fee is non-refundable if an offer of accommodation is made.
- 3.2 All Students who have accepted their Room Offer but are not accepted on to a course of study at the University before the occupancy period begins, must notify the Accommodation Service by 1st September in order to receive a refund of the £200 Deposit Payment. For cancellations received after this date, or for students who do not arrive, the £200 will be retained as a partial rent payment.

- 3.3 Subject to any other provision in this Licence and any deductions made in (a)-(g) below, the University will repay the Deposit Payment to the Student within 28 days of the expiration of the Licence and after the Student has completed the online check-out.
- 3.4 Deductions will be made to cover;
- (a) The cost to the University for remedying any breach of the Student's obligations in this Licence including any administration charges, damage to, or removal of, any of the University's property.
  - (b) Common examples of Deposit Payment deductions include: damage relating to soiled carpet; marked or damaged walls; clearing of rubbish and damage to electrical equipment. This is not intended to be an exhaustive list.
  - (c) An equal share of damage caused to communal areas will also be charged to residents with access to such areas (see also (g) below).
  - (d) Loss or late return of keys to the Premises or any other key issued by the University.
  - (e) Any non-payment of Accommodation Fees.
  - (f) Any other debt payable by the Student to the University due under this Licence.
  - (g) The University's proper costs incurred in taking reasonable steps to enforce the Student's obligations in this Licence.
  - (h) The Student is responsible for the furniture, fixtures and fittings inside the Premises. Any loss or damage which occurs during the Licence Period will be presumed to have been caused by the Student (or his/her visitor(s)) unless the Student can show otherwise.
- 3.5 The University is entitled to charge the Student for the proper and reasonable costs of remedying any damage or replacing any missing item and deduct such charges from the Deposit in accordance with clause 3.5.
- 3.6 The University has the right to determine the cost of damage to its property or loss arising from any breach of the T & Cs herein. The University has the right to fairly and reasonably apportion the damage or loss arising from any breach to an individual Student or to a group of Students. See Schedule 1 for guide to costs.
- 3.7 Your liability in respect of any such damage or loss will not necessarily be limited to the amount of the deposit. In circumstances in which it is found that you are liable for damage exceeding your deposit amount you shall remain liable for any additional sums due. In addition, the University has the right to levy disciplinary fines (e.g. for tampering with fire safety equipment) against residents in accordance with the University's Disciplinary process.
- 3.8 You are responsible for damage caused by any guest you invite or persons you permit entry to the University premises.
- 3.9 The Deposit Payment will be returned to the same payment method as originally made from, where this is not possible, payment will be made to the account details provided by the Student by way of BACs transfer. The Fees Office will advise overseas Students with alternative method(s) of refund.
- 4. Accommodation Fees**
- 4.1 You are required to pay the Accommodation Fees ("the Fees") for the Licence Period specified in clause 2 and the Payment Schedule. The Fees constitute payment for your accommodation and including (but not limited to) lighting, water, reasonable heating, internet, contents insurance and the Meal Plan as set out in clause 12 below.
- 4.2 Unless otherwise agreed by the University in writing, the full Accommodation Fees are payable whether or not you occupy the Premises for the period specified in the Room Offer.



- 4.3 The University is not required to contact Students to remind them of due payment dates, it is the responsibility of the Student to keep a copy of Licence and Contract Schedule and ensure that the Fees are received on or by the specified dates.
- 4.4 The Student Senior Residents' ("SSR") Accommodation Fee is inclusive of a £900.00 discount fee subject to :
- (i) Upholding their roles and responsibilities a SSR as outlined during the Universities recruitment and training;
- 4.5 Failure to adhere to the SSR roles and responsibilities following feedback from the Resident Mentor will result in the discount specified in clause 4.4 to be removed. The Accommodation Team will pro-rata your Accommodation Fee from the date you cease to be a SSR.
- 5. The Instalment Plan**
- 5.1 The Instalment Plan spreads the total cost of the Fees to be paid over three instalments on the dates set out in the Payment Schedule and the Room Offer.
- 5.2 Study Abroad Students studying for one semester only shall be required to pay the full Fee payment in one instalment prior to arrival.
- 5.3 For Students moving into the Premises at the beginning of the academic year, the University permits the total cost of the Fees to be divided into three instalments payable in September, January and April of the academic year in question and on the dates set out in the Payment Schedule and as set out in the Residents' Handbook.
- 5.4 If the Student is offered a room during the academic year, the Student's initial instalment will be calculated on a pro rata basis, from the date the Licence commenced. Subsequent instalments will become payable in accordance with the payment dates set out in Residents' Handbook and as per the Payment Schedule.
- 5.5 The Student is required to complete a Direct Debit mandate or for overseas Students, PaytoStudy may be used.
- 5.6 Payment will be taken on/or soon after the dates specified in the Payment Schedule.
- 5.7 For the avoidance of doubt the instalments do not reflect the number of nights in the Premises per term. Each Fee instalment includes rent for a set number of days. Payment of an instalment does not therefore constitute full payment of the Fees.
- 5.8 There is limited flexibility on the date for the first instalment payment unless the Student can provide evidence to the Fees Office of their Student loan being delayed.
- 5.9 The Student may request changes to the Instalment Plan, however, any such changes requires approval from the Fees Office. The Student is required to e-mail the Fees Office (feesoffice@stmmarys.ac.uk) and submit their proposed Instalment Plan change in writing.
- 5.10 Changes to the Instalment Plan cannot be accepted within 7 working days of an instalment date.
- 6. Payment Methods**
- 6.1 For UK based Students, with the exception of the Application Fee, all other payments should be collected via BACS Direct Debit. Payments via a Credit / Debit card will only be accepted in exceptional circumstances.
- 6.2 If at any time the Student Bank details change, then it is the responsibility of the Student to notify the Fees Office of this change. Changes to the Bank details cannot be accepted within 7 working days of an instalment date.
- 6.3 If in the event a Direct Debit request for payment fails and payment is not made, it is expected that payment will be re-requested within 7 days, should this fail it will incur late payment penalty charges.

6.4 Overseas Students may make the payment via the Pay2Study option. This will either be for the amount for the entire Licence Period, or where it is allowable within the offer then the first instalment only. The overseas Student has the option to make subsequent payments via a Direct Debit or via Pay2Study in line with the dates specified in the Payment Schedule.

6.5 The University does not accept payment for Accommodation Fees by cheque or cash.

## 7. Student's Right to Cancel

7.1. Under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 ("the Regulations"), the University is required, before the Student is legally bound by a distance contract, to provide the Student with the information set out in (i)-(iii) below.

(i) St Mary's University is the supplier of the Premises and the address of the Premises is given in the Room Offer and Residents' Handbook.

(ii) The services which the University will supply for the Licence Period, the price and the arrangements for payment are as set out in the Room Offer; The Residents' Handbook and the Terms and Conditions of this Licence.

(iii) Please note that some contracts have a 14 day cooling off period which allows you to cancel a contract without penalty. However, pursuant to s.2 (a) and s.6 (1) (d) of the Regulations there is no cooling-off period for this contract. A legally binding contract will be formed once you accept the online Room Offer and by completing the Direct Debit instructions, or have set up an alternative payment method, in line with clause 6. Notwithstanding that this contract has no cooling-off period, the University reserves the right to consider a request to cancel on a case-by-case basis.

## Part 3: The Terms and Conditions

### 8. Moving in

8.1 Residents are required to occupy the Premises by no later than 5:00pm on the start date in the Room Offer. If you are arriving later then you must inform the Accommodation Team in advance. If you do not contact the Service team then your room may be withdrawn and you will lose your Booking Fee as set out in clause 3.1 (i) and Deposit as set out in clause 3.1(ii).

8.2 Students are required to complete an inventory within 48 hours of moving in and either returning it to accommodation@stmmarys.ac.uk; Failure to complete an inventory will be deemed as acceptance that all items are present and in good condition.

8.3 If the Premises are designated as shared Premises then the Student is not liable for payment of the other Student's Licence fees for the Premises. If the other occupant leaves a shared room, the University reserves the right to transfer the remaining Student to a different Premise or to introduce a replacement Student to share the Premises with the Student.

8.4 If the Premises is not ready for occupation at the commencement of the Licence Period then the University will endeavor to provide a suitable alternative accommodation until such time until your room is ready for occupation.

8.5 The Premises are deemed to be satisfactory and acceptable once the Student has accepted the keys and/or slept in the Premises pursuant to clause 8.2.

### 9. Room Changes

9.1 In certain circumstances the Student may be allowed to change rooms with the prior approval of the Accommodation Service. If consent is given, an administration charge of £50 will apply to cover administration and the cost of preparing the room for re-occupation. In some cases, an eligible

- replacement Licensee may also be required before a room change is accepted.
- 9.2 If the change of room fees are higher than the fees payable from your original room, you will be required to pay the University the difference in the total remaining amount. The price difference (if any) will be reflected in your statement and your Instalment Plan amounts and the remaining Licence Period will be amended.
- 9.3 Room moves will not be permitted during the first or last 4 weeks of the Licence Period.
- 9.4 If you are permitted to move rooms, all the T & Cs of this agreement are transferable to your new room.
- 9.5 Unauthorised room changes may lead to action being taken by the University to end your Licence.
- 10. Use of Accommodation and your Responsibilities**
- 10.1 The Premises are part of a communal residential environment and the Student acknowledges that the University will regard all forms of anti-social behaviour by the Student or their visitors as unacceptable. Such matters will be dealt with in accordance with the St Mary's Disciplinary Procedure.
- 10.2 The Premises are let on the basis that you are a full time registered Student at the University and that the Premises will only be occupied by you.
- 10.3 You agree:
- 10.3.1 Not to sub-let nor allow any person to stay on the Premises overnight unless agreement has been made with the Hall Resident Mentor or Accommodation Service because of exceptional circumstances e.g. student illness.
- 10.3.2 To attend all compulsory hall meetings as advised by your Hall Resident Mentor or the Accommodation Service.
- 10.3.3 Not to allow baths, sinks or storage systems to overflow.
- 10.3.4 To keep clean and in good condition the Premises and the furnishings, fixtures and fittings
- 10.3.5 To maintain a reasonable standard of cleanliness in your room and in the communal areas.
- 10.3.6 Not to make any alterations to or damage the Accommodation
- 10.3.7 Not to cause nor permit to be caused any damage to the Premises or their contents, including:
- (a) not to deface or make any additions or alterations to the Premises nor make any permanent alteration to the decoration of the Premises.
- 10.3.8 Not to display nor permit to be displayed any posters, pictures, etc. except on the notice board provided.
- 10.3.9 Without the University's consent, not to remove from the Premises any furnishings, fittings, equipment or other articles belonging to the University nor to introduce any additional heating, washing or cooking appliances.
- 10.3.10 To make available all electrical appliances for PAT testing when requested by the University management.
- 10.3.11 Not to interfere with any electrical fitting nor overload electrical sockets and to ensure that all items of electrical equipment belonging to you or loaned to you, together with all plugs fitted to such equipment are safe, compatible with the electrical sockets in the accommodation, and comply with all current relevant British Standard Specifications.
- 10.3.12 To remove from the Premises any item of electrical equipment which the University determines to be unsafe and that the University has the right to confiscate any inappropriate equipment, for example equipment that has failed PAT testing, cooking equipment, speakers etc.
- 10.3.13 Not to bring any furniture or soft furnishings into the Accommodation which does not comply with fire safety legislation.

- 10.3.14 Not to keep nor permit to be kept any animal, bird or other living creature on the Premises.
- 10.3.15 That by law smoking is prohibited in all University buildings, including halls of residence and the Premises.
- 10.3.16 To familiarise yourself with the position of the fire alarms, fire-fighting equipment and of procedures for evacuating the premises after the activation of the fire alarms provided in the Residents' Handbook. Refusal to evacuate the Premises and comply with instructions from a member of staff may lead to the termination of the Licence Agreement.
- 10.3.17 To co-operate with emergency services in the event of an emergency.
- 10.3.18 That the fire appliances and other safety equipment must not be tampered with and that any misuse will be treated as a serious breach of the Terms and Conditions and may lead to the termination of the Licence Agreement as well as a fine (minimum £100) under the University's Disciplinary process.
- 10.3.19 Not to bring on to the Premises nor permit to be brought on to the Premises any dangerous or offensive weapons (e.g. guns, pistols, swords, knives) nor any replica or imitation weapons as any such items will be confiscated and may be reported to the police authorities; this is considered Gross- Misconduct under the Universities disciplinary procedure and may lead to termination of the Licence Agreement.
- 10.3.20 Not to store or burn any flammable material (e.g. candles, barbeques, lighter fuel, etc.)
- 10.3.21 Not to bring into the University i.e. to possess, use, buy or sell illegal drugs or other substances as specified in the Misuse of Drugs Act 1971 (as amended). This will be treated as a serious breach of the Terms and Conditions resulting in the termination of the Licence Agreement and may be reported to the Police. There is a zero tolerance policy of drug use or possession. Reasonable suspicion of drug use or drug dealing will be grounds for terminating the Licence Agreement.
- 10.3.22 To only use the cooking and/or heating equipment provided by the University and not to use cooking or heating appliances in your room except for items that have been inspected and authorised by the University.
- 10.3.23 Not to do or allow to be done anything which may invalidate or increase any premium for the insurance of the Premises.
- 10.3.24 To move to another room, under exceptional circumstances, if required by the University during the Period specified in the Room Offer.
- 10.3.25 To purchase a TV licence if necessary, this includes online "catch-up" TV services on devices such as a computer, laptop, mobile phone, tablets.
- 10.3.26 Not to install a fixed radio or TV aerial or arrange any external cable connections.
- 10.3.27 Not to keep a bicycle inside any University hall of residence.
- 10.3.28 Not to park on University property unless express permission has been given e.g. in the case of a disability.
- 10.3.29 Not to carry out any profession, trade or business on University Premises.
- 10.3.30 To maintain a safe environment for employees of the University and other residents who may have to enter the Premises.
- 10.4 The Students obligations contained in this clause 10 are written for the safety and wellbeing of students, staff and visitors and to ensure smooth and safe running of halls of residence.
- 10.5 You agree that if you break any of these regulations you may be subject to the disciplinary procedures set out in the Student Disciplinary Procedures.

## 11. Our Responsibilities

11.1 All of our halls of residence meet the criteria of the Universities UK (UUK) Code of Practice for University-managed student accommodation, which stipulates acceptable standards for facilities and accommodation management.

The University will:

- 11.1.1. Provide a secure and safe environment for the Student to live and study;
- 11.1.2. not to interrupt the Student's occupation of the Accommodation save where reasonably necessary.
- 11.1.3. keep the Premises adequately maintained and in a good state of repair;
- 11.1.4. ensure that the furniture provided is of a reasonable standard;
- 11.1.5. use its best endeavors to carry out repairs within reasonable time limits (please see Service Level Agreement available in the Residents Handbook);
- 11.1.6. Provide maintenance in Benedict House as soon as reasonably practicable as the University is subject to obligations contained in a separate lease therein.
- 11.1.7. maintain the structure and exterior of the Property (including drains, external pipes, gutters and external windows);
- 11.1.8. keep in repair and proper working order the installations in the Property for the adequate supply of hot water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity);
- 11.1.9. keep in repair and proper working order the installations in the Property for adequate supply of heating having regard to prevailing weather conditions ;
- 11.1.10. ensure that at the start of your occupancy the accommodation is clean and tidy. During your occupancy the University will assist Students to maintain standards by providing necessary equipment and regular cleaning of communal and bathroom (including en-suite) areas;
- 11.1.11. provide appropriate fire-fighting and fire safety equipment in the rooms and communal areas;

- 11.1.12. Not to disclose personal information obtained from the Student except as outlined in the Accommodation Privacy Policy, or where there is serious risk of harm to the Student, to others or to the University's property or as otherwise permitted by the GDPR rules (e.g. disclosure necessary for crime prevention and taxation purposes Regulation 2016/679 Article 23.)
- 11.2. To provide the Premises and the services to the Student such as the Meal Plan, as provided for in the Residents Handbook.
- 11.3. The University shall make good any damage caused by an Insured Risk, unless the damage was caused by the wilful actions, negligence or default of the Licensee.
- 11.4. To provide facilities for the washing and drying of clothes, for which there will be an additional charge at the point of use.
- 11.5. To arrange for provision of suitable wifi from a third party supplier. Students will need to register to use this. The University will not be held liable for any failure or interruption of this service.
- 11.6. To provide contents insurance through a third party up to a specified limit, this is subject to normal excesses, limitations and exclusions. Students are responsible for administering any claims which arise.
- 11.7. Except in the case of an emergency, for reported repairs and (where applicable) for reading meters, or as otherwise provided for, to give the Student at least 24 hours' notice prior to entering the Accommodation.
- 11.8. The University reserves the right, upon reasonable notice to the Student, to:
  - (i) allow authorised personnel to enter the room to inspect its condition and to clean the room on a regular basis;
  - (ii) allow authorised personnel to enter the room to carry out such repair works as the University thinks necessary or has been requested or reported by the Student;

(iii) allow authorised personnel to gain entry to the room with no notice on Health and Safety or Security grounds or where there is reasonable cause to believe the presence of unlawful or prohibited items in the room. For the avoidance of doubt 'Health and Safety or Security grounds' includes, but is not limited to, the following:

- (a) in response to a serious incident;
- (b) suspected drug use/possession; and/or
- (c) suspected ill health or any other situation where the University has sufficient cause to believe the safety of students could be at risk.
- (d) Critical or Emergency Maintenance.

## 12. The Meal Plan

- 12.1 Upon payment of the Fees the University agrees to provide the following meals ("the Meal Plan") to Students who are in catered halls.
- 12.2 14 meals per week: five x breakfast taken Monday to Friday, two x weekend brunches taken Saturday and Sunday and seven x evening meals taken Monday to Sunday.
- 12.3 Meals are provided during term-time only. No meals are provided during the Christmas and Easter closure period. There is a reduced service over the Christmas and Easter breaks.
- 12.4 The University reserves the right to substitute the evening meal for a meal to be taken at lunchtime (e.g. Bank Holidays, University Feast Day, Summer Ball, Christmas and Easter breaks, etc.)
- 12.5 No refunds will be given for meals not taken or for periods when your room is unoccupied.
- 12.6 Vegetarian meals are offered as standard. Students with other special dietary requirements are advised to contact the Catering Office at [catering@stmarys.ac.uk](mailto:catering@stmarys.ac.uk).

12.7 With the exception of Benedict House, 16 Strawberry Hill Road and Clive U, there are no university managed halls of residence with self-catering facilities. Residents of these halls will have access to the Meal Plan available and no refunds will be given for meals not taken.

12.8 If payment of the Fees is not made, it is expected that payment will be arranged within twenty one working days of the original due date. If the Student fails to make the required payment the University reserves the right to withdraw access to the student's Meal Plan as per the Accommodation Fees Policy.

## 13. Health and Safety and Repairs

- 13.1. You agree to keep the Accommodation in a clean and tidy condition at all times and to place any rubbish in designated areas.
- 13.2. You must report to the Facilities Helpdesk ([fmhelp@stmarys.ac.uk](mailto:fmhelp@stmarys.ac.uk)), in writing, any repairs that need to be carried out to your room or to the fittings, furniture and furnishings.
- 13.3. You agree that the University will not provide advance notice to enter your room in the case of an emergency or for any urgent or necessary repairs.
- 13.4. You agree to allow access to your room for periodic inspections to be carried out during which you will have the right to be present.
- 13.5. Whenever possible, the University will give reasonable notice of the need for duly authorised University officials, general staff or contractors to enter the Premise.
- 13.6. In exceptional circumstances and beyond the control of the University you may be required to vacate the Premises at any time if repairs cannot be carried out whilst you are in your room. In this instance the University will make every endeavour to find alternative accommodation until your room is made available for occupation.

## 14. Nuisance

- 14.1. You agree to abide by the expected code of student behaviour contained within the Student Charter, the Student Disciplinary Procedures, the Student Complaints Procedures and Studying without Harassment.

You agree:

- 14.1.1. Not to act in such a manner as to cause or be likely to cause disturbance, danger, distress or inconvenience to other residents, the neighborhood or other persons going about their legitimate business in the University residential accommodation.
- 14.1.2. Not to act in a manner that is discriminatory on the grounds of gender, race, disability, age or sexual orientation either by conduct, spoken or written word or any form of behaviour directed at an individual which demeans them or creates an intimidating and hostile environment.
- 14.1.3. That in the event of a complaint/s about noise generated by you, the University may take disciplinary action, in line with Student Disciplinary Procedures.
- 14.1.4. That you may only have visitors between 11:00 hours and 24:00 hours. You are responsible for the behaviour of any visitors you invite or allow into the halls of residence.
- 14.1.5. Any disciplinary action taken against you may jeopardise your chances of taking up residence in halls or applying for Student Senior Residency in the future.

## 15. Termination of the Agreement

- 15.1 This Agreement shall terminate automatically where:
- (a) Pursuant to clause 3.2 and 15.2.2, the Student has not taken up residence within the first seven days of the commencement of the Licence Period, unless the Student has made arrangements with the University for late-arrival. Where such arrangements have not been made, the full Application Payment will be withheld i.e. £200 deposit as well as £50 Booking Fee.

- 15.2 The University may terminate this Agreement at any time by serving notice on the Student if:

15.2.1 Any payment is overdue by 21 days or more; or

15.2.2 Notification from Registry that you are no-longer enrolled as a Student or will be studying part-time on your course.

15.2.3 Having regard to its obligations under the Equality Act 2010, the University shall be entitled to terminate the Licence before the end of the Licence Period by serving reasonable notice on the Student if (in the University's reasonable opinion) the Student's health, or behaviour creates a serious risk to themselves, or to others, or to the property of others; or

15.2.4 The Student is in serious or persistent breach of his or her obligations under this Agreement, or is found guilty of a serious or persistent disciplinary offence under the University's Disciplinary Regulations.

15.3 If the Licence is terminated under clause 15.2 the Student may remain liable for the full Fees of the Licence Period unless:

- (a) the Premises is licenced to another Student for the remainder of the Licence Period in which case a fair and reasonable proportion of the Fee will be returned to the Student; or
- (b) at the discretion of the University it is otherwise agreed in writing that the Student is no longer liable for the full Fees;
- (c) in which cases, an Early Termination Charge equivalent to 28 days at the Student's daily accommodation fee rate will apply.

15.4 Withdrawal from Halls Only

15.4.1 Should the Student leave the Premises voluntarily before the expiration of the Licence Period but still remain a registered Student of the University, the Student will remain liable for the Fees for the remainder of the Licence Period in accordance with clause 4.

- 15.4.2 If the University is able to re-let the Student's room, the Student will be charged a proportionate amount up to the date the room is re-let and will incur a £50 administration charge. The balance of your account, including your deposit, will either be refunded or you will be required to settle any outstanding balance.
- 15.4.3 It is the Resident's responsibility to find a suitable replacement, who needs to be approved by the Accommodation Service. The University will use reasonable actions to assist students in finding a replacement.
- 15.4.4 In exceptional circumstances, if the Licence is terminated early with the agreement of the University (i.e. on health grounds), the Student will still remain liable for the Fees up to the agreed early termination date or until the date the Student returns the keys, whichever is later. An Early Termination Charge equivalent to 28 days at the Student's daily accommodation fee rate may be charged and the Deposit Payment will be refunded subject to any deduction under clause 3.5.
- 15.5 Withdrawal from University and Halls.
- 15.5.1 If the Student ceases to be a registered Student of the University and has informed the Accommodation Office, the Student will be released from the Licence from either the date he/she ceases to be a Student or the date he/she vacates the room and the keys are returned to the Accommodation Service whichever is later. This should be within 14 days from the date of the withdrawal notice from the University.
- 15.5.2 The Student will incur an Early Termination Charge equivalent to 28 days at the Student's daily accommodation fee rate (to cover the costs of the release). The balance of your account, including your deposit, will either be refunded or you will be required to settle any outstanding balance.
- 15.5.3 Notice of a Student's withdrawal from the University and halls will not be deemed to have been accepted if it is given within the Christmas closure period as stated in the Residents Handbook.
- 16. Notice**
- 16.1 Subject to clause 15, the Licence may be terminated by the University giving not less than 28 days written notice to the Student.
- 16.2 In exceptional cases including persistent or serious breaches of the terms of this Licence, the St Mary's Disciplinary Procedure, or under the University's Fitness to Study Policy, which cause disruption or serious risk to self or others, the notice period may be less. In such circumstances a Student may be required to vacate the Premises immediately, without notice or may be temporarily suspended from the Premises pending the outcome of a hearing. Serious and/or persistent breaches include but are not limited to the following:
- (i) substance abuse, dealing or supply;
  - (ii) violent or aggressive behaviour;
  - (iii) harassment;
  - (iv) serious damage to, or interference with, the University's, or to another resident's property;
  - (v) where the University deems a Student is at risk of causing harm to him/herself or others due to mental or physical incapacity.
- 17. Vacating the Premises**
- 17.1 Before you move out, you must clean and tidy your room and remove all your belongings from both your room and the communal areas, and ensure that any rubbish is disposed of in the correct bins. You are jointly responsible with the University and other residents for the communal areas and individually responsible for your own room.
- 17.2 You must vacate the Premises at the end of the Licence Period or on the termination of this Licence Agreement howsoever determined.
- 17.3 Students are required to complete an online Check out before vacating and must



return their keys to the designated place by noon on the day the Licence ends.

- 17.4 The University shall inspect the Premises once it has been vacated by the Student. Where it is found that items on the inventory are either missing or damaged beyond that which the University in its reasonable discretion decides is fair wear and tear, the Student will be charged with the cost of making good the loss or damage in accordance with Clause 3 and Schedule 1.
- 17.5 Upon vacating the Premises at the end of the Licence Period, or other specified time, the Student shall remove all personal items, lock his/her room and surrender the key(s) to the Hall Resident Mentor, Accommodation Service or to the Security Office in the envelope provided before leaving the University's premises. Students who fail to return their keys before leaving will be required to pay a fixed charge for the purpose of replacing the keys/ fobs and/or locks in accordance with Schedule 1.
- 17.6 The University will remove any items left in the Premises by the Student at the end of the Licence Period and shall not be obliged to return any such items to the Student unless they are of obvious value. The University will take reasonable steps to inform the Student of items of value left. If the student cannot be traced, or fails to collect any such items within 30 days, the University may, without incurring any liability, dispose of the items in what it considers to be the most appropriate way. Any such disposal may result in the Student incurring additional costs.
- 17.7 In all cases the University acknowledges that if the Student does not leave the Premises voluntarily then the University will apply for an order for possession from the court before the Student can be lawfully evicted. If that becomes necessary the University will ask the court for an order that the Student pays the University's net loss of income, its reasonable legal costs and expenses incurred in contemplation,

preparation, prosecution and enforcement of legal proceedings and interest.

## **18. Insurance**

- 18.1 Personal belongings left at the Premises are left at the Student's own risk. Although the Student's personal belongings are insured under the University's Insurance Block Halls Policy this cover is subject to the conditions, exclusions, limitations and excesses within the policy. If you feel that you may require additional cover for valuable items then please contact the insurance provider directly to upgrade.

## **19. Third Party Rights**

- 19.1 The rights and obligations under this Licence are personal to the University and the Student which is not intended to confer rights or benefits upon any successor in title or third party under the Contracts (Rights of Third Parties) Act 1999.

## **20. General**

- 20.1 Students will not be admitted or re-admitted to University accommodation unless any outstanding accommodation fees under previous licences owing to the University are settled.
- 20.2 Students will not be allowed to occupy the premises without having either paid the Fees in full, or having an Instalment Plan in place for the current licence as per clause 5.
- 20.3 The Student is expected to register with the University's Health Centre or a local General Practitioner as soon as possible after arrival at campus.
- 20.4 The Student must notify the Accommodation Service as soon as possible of any pending or actual criminal proceedings being faced by the resident. The University reserves the right to terminate the licence.
- 20.5 Late payments will incur an administration charge of £50.

- 20.6 If the Student fails to make the required payment the University reserves the right to withdraw access to the Student's Meal Plan (as set out in clause 12 of the Licence). Once University facilities have been withdrawn, they can only be re-instated once payment of the outstanding sums have been made in full.
- 20.7 If the Fees remain unpaid for 21 calendar days past the original due date as stated in the Room Offer and Payment Schedule, then the University has the right to terminate the Student's Licence by giving 28 days' notice. In exceptional circumstances, this period may be reduced to 7 days' notice.
- 20.8 Notice will only be withdrawn by the University once the payment of the outstanding Fees have been made in full, and an accepted payment method has been agreed for any remaining future instalments.
- 20.9 Any outstanding debt will be referred to an external debt collection agency.
- 20.10 Your personal data will be held in the Universities Accommodation Management Systems' dedicated server, accessible only to staff of St Mary's University and any third parties involved in the management of Student Halls of Residence including the software suppliers for the purpose of delivering the service. Your personal data will be kept confidential and held in accordance with the General Data Protection Regulation and current data protection legislation. The legal basis on which your personal data is processed is to enable the University to perform its contractual obligations under this Licence.

## 21. Appeals Procedure and Complaints

- 21.1. In the event of any disciplinary action being taken against you in accordance with the Student Disciplinary Procedures you have seven working days to lodge an appeal. Further details can be found in the Student Disciplinary Procedures.
- 21.2. If you wish to raise a complaint about any issues arising from the Terms and Conditions in this Licence Agreement, then you should approach your Hall Resident Mentor. If however, the complaint is against your Hall Resident Mentor you should approach the Accommodation Manager. The Student Complaint procedures can be found through the University's Student portal (SimmSPACE) under Key Information for Students.

## Schedule 1

### St Mary's University Accommodation

#### Charging List, Damage Repairs and Redecoration 2019/20

- (1) To ensure our commitment to provide you with a positive accommodation experience we will replace items that have been damaged through reasonable wear and tear during your stay. In return we ask that you look after the property and your surroundings, letting us know of any issue as soon as you know about them. You can raise a maintenance request by emailing [fmhelp@stmarys.ac.uk](mailto:fmhelp@stmarys.ac.uk)
- (2) Where items have been damaged or misused, we will need to repair or replace them and therefore reserve the right to charge you for this.
- (3) Where charges have been applied after you have checked out, we will let you know by email what you have been charged for. All charges will be added to your accommodation deposit account.
- (4) We will always endeavour to repair any damaged items before we replace them.
- (5) Damage to University Property and breaches of Health and Safety may also be considered as part of St Mary's University Disciplinary Process and may therefore receive other sanctions as determined by that process. This includes a £100 fine issued as part of the Disciplinary process for breaches of Health and Safety, including Tampering/miss-use of Fire Safety equipment or smoking within any University building.
- (6) Full replacement cost includes; parts, labour, installation, and administration costs. The below is a non-exhaustive list of costs for replacing or repairing items damaged by residents (fair wear and tear of items is not charged). We reserve the right to charge for items not listed. Not all items listed are available in every area.

- (7) Please be aware that these charges were correct at the time of going to print and are provided for guidance only. Where we incur charges for replacement items or need to appoint staff or contractors we will pass these costs on to you but will never charge any more than it would cost us, therefore charges may differ depending upon the actual cost of repair to the University.
- (8) You may find in some properties there are differences where different products are used and therefore some charges may vary.

#### Application of charges by area:

- (9) The Student bedroom will be the sole responsibility of the Licence holder and charges will be applied to the occupier. Where students are in a shared bedroom, each student will be responsible for the items in use by them (i.e. individual wardrobe, desk, bed etc) and equally responsible for the condition of the overall room, unless damage can be attributed to an individual occupier.
- (10) Shared areas – Unless evidenced to an individual student charges applied to kitchens will be applied across all users who have regular access to the area. Shared areas include but are not limited to, entrances, corridors, kitchens, common rooms, bathrooms

## Charging Structure

### (A) All areas

Fire	Fire Break Glass Replacement	£20
1	Replace Fire Damage	From £20
2	Tampering/obstructing Fire Doors	£100
3	Replace Fire Extinguisher	£60
4	Replace Fire Blanket	£40
10	Further Action to clean/replace items charged at appropriate amounts.	

Redecoration	If the decoration cannot be completed by our in house team we may appoint painting contractors to repair and repaint walls with the following typical charges:	
1	for one wall	From £60
2	for a whole room, including ceiling	From £120
3	for a corridor	From £80
4	for a kitchen	From £140

**N.B. The price you will be charged is dependent on the size of the room and the amount of work required.**

### Flooring

- (1) We will always endeavour to clean the carpet/vinyl before we replace. Where we need to replace your flooring we will generally charge at a rate of £25 per square metre for carpets and £35 per square metre for Vinyl.
- (2) The price you will be charged is dependent on the size of the room and the precise specification of the flooring.

### Ceilings

1. Ceiling tiles are generally charged at £15 per tile.

Doors and Fittings		
1	Replace Fire Door	£200
2	Replace Boiler Cupboard	£200
3	Replace Door Handle	£20
4	Replace Door Hinges	£20
5	Replace Automatic Door Closer	£50
6	Lock Cylinder	£100
7	Replace Room Number/Signage	£25
8	Replace Door Glazing	From £80
9	Replace Door Lock	£65
10	Replace Door Stop	£15

<b>Lighting</b>		
1	Replace non-LED Light Fitting	£30
2	Replace LED Light Fitting	£60

<b>Windows and Curtains</b>		
1	Re-glass Window (per sqm)	£100
2	Repair Stain Glass Window	From £100
3	Replace Window Restrictor	£18
4	Replace Curtain Rails	£20
5	Replace Curtains/Blinds	From £60

<b>Flat Entrance and Corridors</b>		
1	Replace/Repair Electrical Panel	£90
2	Replace Lift Mirror	From £200

## **Bedrooms**

### **Bed and Mattress**

1	Replace Single Mattress	£110
2	Replace Single Bed Frame	£129
3	Replace Mattress Protector	£30

### **Desk Area**

1	Replace Desk	£205
2	Replace Desk Chair	£65
3	Replace Noticeboard	£60

### **Fixtures and Fittings**

1	Replace Wardrobe	£275
2	Replace Wardrobe Rail	£10
3	Replace Wall Shelf	£50
4	Replace 3 Drawer Desk	£205
5	Replace Internal Wardrobe Mirror	£80
6	Replace Bedside Table	£120
7	Replace Waste Bin	£10

### **Infrastructure**

1	Replace Electric Heater	£50
2	Replace Radiator	£100

**(B) Kitchen /Common Areas**

**Furniture**

We will always endeavour to repair or reupholster any damaged chairs or sofas before we replace them. The price you will be charged is dependent on the specification and size of each sofa. Some typical prices are outlined below:

<b>Furniture</b>		
1	Replace Soft Seating Chair	From £150
2	Replace Seat/Stool	From £80
3	Replace Bar Stool	From £60
4	Replace 2 Seater Sofa	From £350
5	Replace Dining Chair	From £45
6	Replace Dining Table	From £200
7	Replace Kitchen Bin	From £40

**Food Preparation Area**

1	Replace Worktop/Breakfast Bar (per m)	From £40
2	Replace Cupboard/Shelf	From £50
3	Replace Sink Taps	From £55
4	Replace Sink	£75

**Kitchen Appliances**

1	Replace Microwave	£85
2	Replace Oven Glass Door	£45
3	Replace Hob	£150
4	Replace Kettle	£15
5	Replace Iron	£15
6	Replace Ironing Board	£20
7	Replace Fridge/Freezer Drawer	£20
8	Replace Fridge/Freezer	From £250
8	Replace Under Counter Fridge/Freezer	From £120

**For accommodation with full kitchens only**

1	Replace Oven Glass Door	£45
2	Replace Hob	£150

**Cleaning**

1	Replace Vacuum Cleaner	£95
2	Replace Dustpan and Brush	£6
3	Replace Mop and Bucket	£10

**En-suite/Bathroom**

1	Replace Bathroom Mirror	From £30
2	Replace Toilet Roll Holder	£10
3	Replace Shower Curtain	£5
4	Replace Toilet Seat	From £30
5	Replace Shower Head	£20
6	Unblock Bathroom Drainage	From £20

**(C) Environmental Issues and Rubbish Removal**

You are responsible for keeping your room in well-maintained state throughout your stay (including your En-suite bathroom) and removing all rubbish. If any issues arise to cause a safety, environmental or health risk, then we may appoint additional contractors to resolve these issues. If we pay for this we will pass these charges on to you at a typical rate of £15 per hour.

If you have a shared kitchen it is your responsibility to keep all shared areas, including any shared bathrooms, corridors, tidy and well maintained. You should remove rubbish from your bedrooms on a daily basis. If areas are left unattended and this causes a safety, environmental or health risk we may need to appoint additional contractors to resolve. If we pay for this then we will pass these charges on to you or they will be shared between the occupants with access to the shared areas.

<b>Sample Cleaning Charges</b>		
1	Disposal of Left Behind Belongings	From £15
2	Removal of Large Amounts of Rubbish	From £15
3	Carpet/Vinyl Deep Clean	From £30
4	Ensuite or Bathroom Deep Clean	From £30
5	Corridor Deep Clean	From £80
6	Bedroom Deep Clean	From £100
7	Kitchen Deep Clean	From £140



St Mary's  
University  
Twickenham  
London

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St Mary's University  
Waldegrave Road  
Strawberry Hill  
Twickenham  
London TW1 4SX

T +44 (0) 20 8240 4000  
F +44 (0) 20 8240 4255

[www.stmarys.ac.uk](http://www.stmarys.ac.uk)