



Swansea University
Prifysgol Abertawe



Residential Services



Resident Handbook

Hendrefoelan Student Village

www.swansea.ac.uk/accommodation



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WELCOME

..... to Hendrefoelan Student Village, your home for the next year.

This Resident Handbook will provide information on what you need to know while living in our residences and help you to settle in.

We would like to take this opportunity to advise you in advance that as Swansea University continues to expand and grow, we have on-going construction taking place in and around the residences in order to facilitate our ever increasing demand. As such, there may be some occasional disruption caused by construction works, which will be closely monitored and hours regulated by the university. There are building works taking place around the residences at Hendrefoelan Student Village which will continue throughout 2019/2020 session.

WIFI

Wireless internet is available to all students. You use the same network in your accommodation as you would on campus.

Firstly, you need to view the list of available wireless networks on your device(s) and connect it to **SwanseaUni-setup**.

Once you are connected to this, open a web browser, such as Chrome or Internet Explorer and you will be redirected to the [SWIS website](#) (Swansea Wireless Internet Service).

On the SWIS website, follow the step by step instructions given to:

1. Register your device(s) using the Registration Form
2. Configure the connection with the setup tool
3. Get online using your login details.

Your username is your email address, e.g. 123456@swansea.ac.uk

Your password is what you have set up previously for email, intranet, etc. If you haven't got one set up, the default password is a combination of your student number and date of birth in the format **studentnumber/dd/mm/yyyy**

If you're experiencing technical difficulties, please see the IT Support Helpdesk in the library.

MAIL COLLECTION

Letters are delivered and sorted into pigeon holes / mail boxes in the Village Reception.

For parcels, we will notify you by email when it has arrived so you can collect it from reception.

Just remember to bring your student card as ID with you.

It sounds obvious, but make sure all your mail has your name, residence and room number on it!

Postcodes

| Flat/ House No | Postcode |
|----------------|----------|
| 136-165 | SA2 7QL |
| 166-195 | SA2 7QN |
| 196-233 | SA2 7QW |

RESIDENCE BASICS

COMPLETING YOUR INVENTORY

Once you pick up your keys and check into your room, you will have 7 days to complete your inventory online. This is your chance to note any missing items or damages you see when you first move in or you may be invoiced with a charge later. It's no good telling us about that broken desk at the end of the year but claiming that it was like that when you moved in!

(TOP TIP: Fill out your inventory with your parents / guardians before they go home!)

LAUNDRETTE

The launderette is located opposite the Village Reception on the lower level of the building opposite House 40.

Keep an eye out for available washing machines and your own laundry online with the Circuit App.

KEYS AND LOCK OUTS

It happens you lose your key or you shut your key in your room and get locked out. **Go to the Village Reception (HSV 40) for a temporary key to get back in.**

Return the key by 10AM the following morning to avoid a late return charge. Please note, a fee will be incurred after 5 lock outs and each subsequent 5 lock outs.

HSV RESIDENT INFORMATION WEBPAGE

We highly recommend bookmarking (Ctrl -D) the Resident Information webpage- look under the HSV Resident Information expander button so that you can refer to it easily throughout the year for quick links, documents and information specific to your residence when you need it fast.

EMERGENCY SERVICES

For emergency services (ambulance, police, fire service), dial **333** (free from your room phone) or **999 / 112** (from a mobile).

First Aid boxes can be found in the Village Reception and staff can deal with minor injuries.

WHO'S WHO?

YOUR RESIDENCE TEAM

Your residence site reception is located in House 40. Pop in to see us if you need help. The Village Reception is open **Monday to Friday, 6AM - 10PM**.

Your residence team can help you with issues including:

- Repairs and maintenance
- Cleaning and portering
- Mail and parcels
- Issuing new keys in case you get locked out
- Neighbours making too much noise
- Any other queries regarding your room or residence

Contact us during office hours: 01792 295583 (from your mobile)
85583 (free from your room phone)
hsv-reception@swansea.ac.uk

For emergencies, contact Fulton House: 01792 205678 (from your mobile)
84271 (free from your room phone)

RESIDENCE LIFE ASSISTANTS (RLA)

Think of them as a friendly face; someone who can give you pastoral and practical support, including:

- Help with settling in
- Discussing issues with housemates
- Having an informal chat about worries or concerns
- Providing a sympathetic ear to personal matters
- Offering general advice from an impartial point of view
- Directing you to where you can get help from other departments

Contacting your RLA:

Weekdays

2pm - 10:00PM daily. You can visit the Village Reception while they're covering Reception or on duty around halls. Or call 85583 (free from your room phone) / 01792 295583 (from a mobile).

Weekend

On call emergency time starting 9:00am Saturday morning and ending 6:00 am Monday morning. (Students call security - then security will call the on call RLA if deemed an emergency).

Email: HSVWelfare@swansea.ac.uk

Contact us during office hours: 01792 295101 (from your mobile)
82914 (free from your room phone)
accommodation@swansea.ac.uk

CONNECTING

RESIDENTS' NETWORK & RESIDENTS SURGERIES

The Residents' Network (ResNet) is a joint venture between Residential Services and the Students' Union. Its aim is to ensure that each student living in Residences can benefit from the best student experience possible by organising trips, events, activities, running competitions and promoting campaigns.

In addition to the social side of things, your Residence Life Coordinator, Matthew, also runs weekly surgeries in the Village Reception. Drop in for a chat!

Are your flatmates getting you down? Having issues in the house? It sounds obvious, but many problems are usually prevented by just being considerate of others that you're living with.

Be mindful of noise levels, cleanliness, asking before borrowing things and just generally being nice to each other!

Alternatively, if you can't make the surgery, you can email: m.s.turner@swansea.ac.uk

SOCIAL MEDIA

We've set up exclusive Residence Facebook groups just for you and your fellow residents. Become a member of your group to get to know who's living near you and be kept posted on any events happening around your halls. [Find your group](#) if you haven't joined yet.

(TOP TIP: If you lose something, post it in your Residence Facebook group. Numerous lost items have found their way back to their rightful owners through our residents on our Facebook pages over the years!)

BROWZER is a fun student communications platform and your one-stop shop for everything you need to know about living in residences.

Keep your eyes peeled for fun stories, top tips, life hacks, events, competitions and giveaways!

TWEET us your questions, comments and feedback [@ResidenServices](#)

RESIDENCE BASICS

VISITORS

Visitors may stay (visitors must be over 18 years of age), up to a maximum of 2 nights at any time, with a maximum of three visits per term.

For students living in a Single Sex area, guests should be of the same sex.

HELP WITH APPLIANCES

Find operating manuals for electrical appliances on Blackboard under Student Services >

University Residences by logging into [MyUni](#).

If you've brought electrical appliances, read our [Electrical Appliance and PAT Testing Policy](#).

SUSTAINABILITY AND RECYCLING

The University is committed to sustainability and we encourage our students to recycle and to maintain good energy management, which will teach you to save money on your bills when the majority of you move into private student houses in your returning years.

- Switch off lights when leaving a room
- Unplug your chargers and turn off your laptops when not in use
- Switch off standby buttons on electrical appliances when not in use
- When boiling the kettle, only boil the amount you need

Rubbish is removed from residences twice weekly by residence contractors. For health and safety reasons, if you find that there is an overflow of rubbish in your flat, please take it to the large waste bins outside of your residence.

For more advice: [Sustainability at Swansea](#), [Recycling Guide](#)

MONEY@CAMPUSLIFE

If you have money issues, especially in regards to paying your accommodation fees, please see Residential Services who will liaise with [Money@CampusLife](#) to try and help you. It's very important that you stay in touch with us and keep us updated.

[Money@CampusLife](#) can provide information, advice and guidance with student financial queries and help with effective budgeting.

CLEANING AND FOOD HYGIENE

CLEANING

We provide cleaning to address matters of health and safety in kitchens and communal bathrooms once a week.

Our responsibilities include:

- Cleaning the microwave, oven, hob, kitchen floor, tables and chairs
- Wiping the outside of refrigerators and freezers
- Checking kitchen walls, skirting boards, cupboards, inside of windows and windowsills
- Cleaning the toilet, sink, shower area and bathroom floor in communal areas

Your responsibilities include:

- Cleaning your own study room.
- Keeping all bathrooms clean
- Wash up regularly and store kitchen items away in cupboards - don't allow washing up to accumulate, especially prior to cleaning day as this limits the domestic team's ability to clean.
- Keeping the oven and hobs clean - burnt grease is a fire hazard.
- Ensuring spillages are cleaned.
- Taking care of your appliances - damages or maintenance required due to an appliance not being cared for will incur charges.
- Keeping stairwells and corridors clear - do not store items here.
- Do not move furniture from designated areas
- Do not affix items to walls, ceilings or doors - this is a fire hazard and staff are instructed to remove them.

FOOD HYGIENE TIPS

- Keep your hands clean by washing them regularly
- Use disposable cleaning cloths to avoid spreading bacteria
- Always wash equipment and utensils after preparing food
- Keep the kitchen clean - leftovers attract pests
- Cover open wounds when preparing food
- Refrigerate all high risk foods, e.g. meat, poultry, fish, dairy products
- Do not overload the refrigerator
- Defrost the freezer once a term
- Store cooked and raw food separately
- Adhere to 'use by' and 'best before' dates

RESIDENCE AMENITIES

BARS & SHOPS

The closest bars and shops are in the local village which are a 10 minute walk away.

PERSONAL BELONGINGS INSURANCE

You are covered by a personal belongings insurance policy with Endsleigh.

Your policy number: HH1083: www.swansea.ac.uk/accommodation/moving-in/insurance-cover/

We encourage you to review your cover to:

- Check what is covered
- Check key exclusions and limitations
- Check your policy excess
- Check how to make a claim
- Decide if you want to extend and personalise your cover to protect other valuables

TV LICENSING

If you're watching live TV programmes (i.e. as they're being shown on TV, online or on any device), you must have a TV licence by law.

As of autumn 2016, anyone who downloads or watches BBC programmes on demand - including catch up TV - on BBC iPlayer needs to be covered by a TV Licence. This applies to all devices, including a smart TV, desktop computer or laptop, mobile phone, tablet, digital box or games console. This is the case even if BBC iPlayer is accessed through another provider, such as Sky, Virgin Media or BT.

NOTE: While you're living in University residences, a TV Licence is required for every room with a lock on the door (if the resident is watching live TV programmes inside that room). One TV Licence does not cover the entire flat.

For more information: <http://www.tvlicensing.co.uk>

BANKS

There is a cash point at:

| | |
|------------------------|---------------------------|
| Singleton Park Campus: | Santander (Fulton House). |
| Bay Campus: | Cash point outside Tesco. |

MAINTENANCE & REPAIRS

REPORTING A REPAIR

If something needs fixing, you can report it to the Village Reception or by emailing hsv.repair@swansea.ac.uk

EMERGENCY REPAIRS

Examples of emergency repairs:

- Gas escapes
- Serious water leaks
- Total failure of heating system (depending on the time of year)
- Total failure of electrical supply
- Serious electrical malfunctions
- Serious problems with drainage

Outside office opening hours, please contact Security on 84271 (free from your room phone) / 01792 205678 (from a mobile)

SAFETY AND MAINTENANCE CHECKS

Inspections are undertaken twice a year by staff to check safety and maintenance and to ensure you're looking after your accommodation.

Rooms or communal areas that aren't kept reasonably clean can be a health risk and also impact on other residents.

We'll give you plenty of notice about inspections before they happen.

CONDENSATION

Condensation is a common problem in student accommodation. It occurs when warm moist air comes into contact with a cold surface – usually a wall or window. Moisture in the air creates a layer of water on cold surfaces where black mould can grow. Although it's unsightly, it is not dampness and can easily be wiped away.

Condensation is not a structural issue with the property - it is caused by living habits.

Ways to prevent condensation mould:

- Ventilate your room daily / open windows – clean dry air helps prevent the mould forming
- Ensure there is adequate heating – this doesn't necessarily have to be at a high temperature
- Wipe water from window areas regularly
- Avoid drying clothes on radiators as this creates additional moisture in the air
- Move furniture or other items away from walls as this prevents the free flow of air
- Air vents must never be blocked
- Use the extractor fan when cooking

For more information about [preventing condensation and mould](#).

RESIDENCE BASICS

CAR PARKING

Free car parking is available on site for HSV residents.

Complete a Parking Registration Form and email it to hsv-reception@swansea.ac.uk or hand it in to the Village Reception.

NOTE: A permit does not guarantee a space and there is no student parking on campuses.

BUSES

Buses run frequently between both campuses, Hendrefoelan Student Village and the City Centre. They also run throughout nearby areas such as Brynmill, Uplands and Sketty.

For more information and timetables, check out the [Traveline Cymru journey planner](#).

CYCLING

There are some bike shelters (accessible with a housekey from HSV40 Reception) as well as some open shelters and bike racks on site.

Students must provide their own bike locks - a D lock is recommended.

Residential Services are unable to take responsibility for bikes stored within the bike shelters.

Residents are reminded that bikes should be stored securely at all times with the bike shelter door closed on departure.

Insurance should be arranged by each resident bringing a bike to University, as this is not covered by the Endsleigh contents insurance included in your accommodation. View your policy.

SANTANDER CYCLE

Santander Cycles Swansea is a cycle hire scheme that everyone can use. It's a fun, affordable and sustainable way to get around Swansea. You can pick up and drop off the cycles at any hub – there are five conveniently located along the sweep of Swansea Bay. You can stop and park your bike at any time and even enrol for a yearly membership of £30 for all students.

You can cycle along the promenade or take the bike for a spin down the Mumbles and the bikes are all very easy to use.

ACCOMMODATION OFFICE

If you have a query regarding your tenancy, you should see Residential Services at Penmaen Reception on Singleton Park Campus, **Monday to Friday, 9AM - 4PM**.

Residential Services can help you with enquires involving:

- Residence fees
- Your tenancy contract
- Moving or swapping rooms
- Withdrawals or suspending studies

FIRE SAFETY

FIRE SAFETY

Have a look around at the fire and safety signs located in your property – they are provided to ensure your safety. Fire safety information sheets are provided in your room and displayed in the kitchen area.

- Keep all communal areas, corridors and fire exits clear of personal belongings at all times - particularly clothes airers and ironing boards. Ironing should be done in kitchens or bedrooms and never blocking the fire exit paths.
- Don't leave your cooking unattended.
- Burnt grease on cooker hobs is a fire hazard so be sure to clean them regularly.
- Candles, incense sticks and burners pose a real fire risk and are not permitted in residences.
- Personal heaters, gas canisters and other flammable materials are not permitted in residences.
- Personal cooking equipment (such as: hot plates; grills; sandwich toasters; rice cookers) must only be used and stored in kitchen areas. Use of such items is not permitted in bedrooms.
- Deep fat fryers pose a significant fire risk and are not permitted in residences.

We have frequent issues at the start of term with steam from showers activating alarms, so remember to close bathroom doors during and after showers. When fire alarms are activated, fire brigades are automatically called to attend, so false activations are a waste of resources.

For concise and easily accessible notes on fire safety, you can log back into your Accommodation Induction via your [Accommodation Account](#). The module will only take a couple of minutes and it's a quick step to looking after yourself and your housemates. You can also watch the Fire Safety Video online: <https://www.swansea.ac.uk/accommodation/a-z/facebook-twitter-flickr/> to see how quickly a fire can spread in a student bedroom.

Please remember that fire rules and regulations are in place to protect you and other residents from the risk of fire. We have a responsibility to ensure that you know what to do in the event of an emergency, so please take the time to familiarise yourself with the basics to keep you safe.

IF YOU DISCOVER A FIRE, FIRE DRILLS, FIRE ALARM TESTING, FIRE EXTINGUISHERS

Please refer to the emergency evacuation procedure in your bedroom to know what to do in the event of a fire. Evacuate quickly by using the stairs; not the lifts. If you discover a fire, you must sound the fire alarm, leave the building and proceed to the designated assembly point for the building. You must not put yourself at risk at any time.

The University is legally required to carry out fire evacuation drills on all its buildings. A rolling programme of drills for this academic year will start soon after your arrival.

Fire alarm tests are carried out weekly on a Wednesday morning in HSV residences.

HEALTH AND SUPPORT

REGISTER WITH THE GP AND DENTIST

You must register with a doctor and dentist in Swansea. The University Health Centre is based on the ground floor of Penmaen Residence and there is a dentist in Horton Residence, both on Singleton Park Campus.

DRUGS AND ALCOHOL

The use of illegal drugs is not permitted in residences. [University Drugs Policy](#) and [Alcohol Policy](#): <https://www.swansea.ac.uk/academic-services/academic-guide/other-university-regulations/alcohol-policy/>

SMOKE FREE POLICY

Swansea University has a Smoke Free Policy which means that smoking is not permitted in your room, our residences or any University building.

For more information, please read the [University's Smoke Free Policy](#).

MENINGITIS

Students are the second highest risk group for meningitis, with up to 25% of students carrying the bacteria that causes the disease. Check you are immunised against meningitis, mumps, measles and rubella. Students in their first weeks at university are most vulnerable!

Get vaccinated. If you've not been immunised, it is advisable to get vaccinated before coming to university as the vaccinations take 10 days to be effective.

There are several different types of meningitis, so although many of you may have been vaccinated against meningitis C, there is no way of preventing infection by meningitis B, the most common bacterial form.

For more information, please visit: [Meningitis Research Foundation - symptoms in young people](#)

OSTEOPATHY CLINIC

If you are suffering from back pain, a sports injury, headaches or arthritis, contact the Singleton Park Campus Osteopathic Clinic on 01792 518600 or osteopathclinic@swansea.ac.uk

CAMPUSLIFE

All students at Swansea University benefit from access to the CampusLife Department which provides information, advice, support on a wide range of issues.

Check out the [CampusLife website](#) to read more about the support at Swansea.

END OF TENANCY

USEFUL CONTACTS

DEPARTURE

You may leave your accommodation earlier than your contract end date but this doesn't change your contractual or financial commitment for your accommodation.

If you are withdrawing or suspending studies, please ensure you notify Residential Services by downloading and completing the appropriate form from our Document Store webpage: www.swansea.ac.uk/accommodation/document-store/

Don't forget, you are responsible for the condition of your room and communal areas of your floor, flat or house until the end of your contract.

Follow this checklist of things you need to do before you leave to ensure you don't get charged!

1. Make sure you move out of your room on or before 10AM on the last day of your contract.
2. Decide ahead of time with your flatmates how you are going to arrange to clean the communal areas, such as your kitchen and bathrooms. This is especially important if you plan on leaving at different times.
3. Remove all your belongings from your accommodation - this includes your room, communal areas, such as the kitchen (especially equipment and food stuffs), corridor and bathroom.
4. Clean your bedroom and remove all rubbish.
5. Don't forget to lock your bedroom door and shut your window to prevent anyone from accessing your room once you have left.
6. Inform Residence staff of any unreported damage. After a thorough investigation, if we can't determine how the damage was caused, all residents in the area may be held collectively responsible and receive an invoice after you have left.
7. Return any equipment that you may have been loaned.
8. Fill in your details on your key envelope and return it to the Village Reception.

CHARITY COLLECTIONS

If you have unwanted items that are too good to throw away, but you also don't want to take them home with you, donate them to the British Heart Foundation. Leave any unwanted items in the British Heart Foundation charity bin near House 40 Reception before you leave.

FORWARD YOUR MAIL

If you have mail delivered to your residence address, contact your bank, credit card provider and other relevant parties and notify them of your replacement address. There are plenty of standard template letters on the web to assist you. Residential Services will not forward your mail and it will be returned to sender at the end of contracts.

UNIVERSITY SERVICES

Disability@CampusLife
Int. 86617
Ext. 01792 606617
disability.campuslife@swansea.ac.uk

Money@CampusLife
Int. 86699
Ext. 01792 606699
money.campuslife@swansea.ac.uk

Students' Union Advice Centre
Int. 85821
Ext. 01792 295821
advice@swansea-union.co.uk

Finance (rent payment)
Int. 83091
Ext. 01792 513091
accommfinance@swansea.ac.uk

Residential Services
Int. 85101
Ext. 01792 295101
accommodation@swansea.ac.uk

Village Reception
Int. 85583
Ext. 01792 295583
hsv-reception@swansea.ac.uk

Fulton House Security
Int. 84271
Ext. 01792 205678
security@swansea.ac.uk

SAS Lettings
Int. 85101
Ext. 01792 295328
sas@swansea.ac.uk

Welfare@CampusLife
Int. 82000
Ext. 01792 602000

International@CampusLife
Int. 82000
Ext. 01792 602000
international.campuslife@swansea.ac.uk

Student Services
Int. 82000
Ext. 01792 602000
student.services@swansea.ac.uk

Wellbeing@CampusLife
Int. 85592
Ext. 01792 295592
wellbeing@swansea.ac.uk

EMERGENCY AND SAFETY

Emergency Services
Int. 333
Ext. 999 / 112
security@swansea.ac.uk

On-Campus Police Officers
Int. 85882
Ext. 01792 295882
police@swansea.ac.uk

Swansea Central Police
01792 456999

HEALTH

Meningitis Support Line
08457 538118
www.meningitis.org

NHS Direct
0845 46 47
www.nhsdirect.nhs.uk

MORE INFORMATION

To find out more information, search our A-Z Guide: www.swansea.ac.uk/accommodation/a-z/