



Heathfield Flats Dundee

Dundee

Residents' Guide

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Welcome

Hello and welcome to Dundee!

Firstly, thank you for choosing Heathfield to call home this year; we want to ensure you get settled in as quickly and easily as possible. This booklet should help as it contains everything you need to know about living here. You will find answers to many of our frequently asked questions including reporting repairs, communal living advice, personal safety information and – most importantly – how to keep your new home clean and tidy.

These halls of residence are owned by Dundee Student Villages (DSV), while the University is your landlord and looks after your rent and welfare, the day-to-day management of these residences is handled by us, Sanctuary Students. We are here to help you and we hope your time with us is an enjoyable one.

We suggest reading your offer of accommodation again as it may have been some time since you agreed to it and provides a full list of your obligations, as well as those of Sanctuary Students and the University. It is also available to you on the University's e-vision system.

If you have any questions or concerns about the residences during your stay, please get in touch with the on-site team. You can do this by popping to the office or giving them a call or sending an email.

T: 0300 123 5050 - choose option 1, then option 2

E: enquiries-dundee@sanctuary.co.uk

Arrival day



Arrival day

You have now arrived and collected your keys. With your keys you received a welcome pack which includes maps, your new mailing address and lots of other useful information to help get you started.

Inventory

Now you have checked in, before you start to unpack take some time to complete our on-line inventory form for your property. Please scan the QR code displayed on the noticeboards or at reception to complete the form.

The inventory lists all the items you should find in your room and shared common areas. This is your opportunity to make note of any damaged or missing items, so it's important you take some time to complete this.

Note: By not completing the inventory, you may be liable for the cost of repairing or replacing any damaged or missing items when you leave.

We try to ensure everything's in good working order ready for when you move in, but unfortunately things do break from time to time. If you come across any maintenance issues on your arrival, please do not list them on your inventory as these may take a few weeks to process. Instead pop and see the team at the office, give them a call or send an email:

T: 0300 123 5050

E: enquiries-dundee@sanctuary.co.uk

Your space

Furniture

Your room is all set up ready to be filled with all your favourite home comforts, so please do not attempt to move any furniture or add any large items of your own. Remember to use your inventory to check all items of furniture are in place and in good condition. If you find any items are missing or damaged, please get in touch with the office.

Bedding/linen

Bedding packs are available to buy from the office while stocks last.

Posters

We want you to make your room feel like home, but please only use the provided pin boards for any posters you would like to display. Please do not use any fixings that may damage the bedroom or communal

walls, including blue or white tack, tape, pins or nails.

Please ask at the office before putting any posters up on notice boards in stairwells or building entrances.

Note: Any necessary redecoration needed when you leave will be charged to you.

Smoking

Smoking is only permitted outside the building, this includes e- cigarettes. Please dispose of cigarette butts appropriately and avoid smoking cigarettes and e-cigarettes next to doors so you don't upset other students.

TV licence

There's a TV socket in your bedroom and lounge. The socket marked Radio/DAB is for digital radio.

If you plan to watch live TV or BBC iPlayer on a television, mobile phone, tablet or laptop, you will need a TV licence. [Visit www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) for more information.

Heating and hot water

Hot water is available 24 hours a day, 365 days a year. Our heating runs at certain times:
6am - 10am
12pm - 2pm
5pm - 2am
Please contact the office straight away if you have any problems.

Pets

Sorry, we do not allow pets to be kept on-site, except guide dogs or hearing dogs. This includes goldfish - sorry!





Shared facilities

Shared facilities

Contact us

The Heathfield office is open between 9am-5pm, Monday to Friday. The on-site team and can be contacted by telephone and email.

T: 0300 123 5050 - choose option 1, then option 2
E: enquiries-dundee@sanctuary.co.uk

Out of hours, the site is covered by our security team. If you need out of hours service, please call us.

T: 07776 298 696

You can find the emergency telephone numbers on the notice board in the kitchen and stairwell.

If you would like to contact the Residences office at the University of Dundee, you can give them a call, send an email or visit them in

The Enquiry Centre on Campus Green.

T: 01382 384 040
E: residences@dundee.ac.uk

Post

Letters and parcels are delivered directly to your flat. If a signature is required or the item is too large for the letter box and you're not home, the Royal Mail or courier will leave a card explaining how you can retrieve your mail. When having mail sent to you, please ensure you provide the following details:

Your name
Your flat and room number
Heathfield
75 Old Hawkhill
Dundee
DD1 5EN

There is also an Amazon locker located under Balfour Flats that you can use - Select Amazon hub locker - Franco.

Internet

You can access the University's Eduroam service in flat kitchens and bedrooms. You

can also use the StudentResidences network to connect games consoles and streaming devices to the internet. In addition each bedroom has a computer point so you can connect to the network and internet using the cable provided:

Visit the University's online IT guides and Help4U self-service answers and search for your query.

IT guides
www.dundee.ac.uk/it/guides
Help4U answers
help4u.dundee.ac.uk

Connection to Eduroam Wi-Fi:
www.dundee.ac.uk/guides/connect-to-eduroam-wifi

Connect your gaming and streaming devices to Student Residences Wi-Fi:
www.dundee.ac.uk/guides/student-residences-wifi

Storage

We cannot provide storage facilities on-site, however, if you ask the office we can advise on local storage facilities. We do not accept responsibility for any lost, damaged or stolen property.

Laundry

The laundry room is located next to the office which can be opened with your key fob. The laundry room is open 24-hours a day. Machines are operated by card or via the laundry app with charges and instructions displayed within the room.

If you have any problems with the laundry please contact the laundry company direct using the phone number displayed on the wall posters. If you need further help, you can contact the office.

You can check out machine availability by visiting <https://www.circuit.co.uk/circuit-view/> Select Dundee - Sanctuary Student Housing - Heathfield.

Please keep the laundry room clean and tidy and remove your laundry as soon as the cycle has finished so the machine is free for others to use.

Note: We cannot be responsible for any loss or damage to your laundry.

Shared facilities

Bins and recycling

Recycling facilities are available on-site and food waste containers and recycling bags are located in each kitchen.

- Glass, cardboard, paper, plastic, food waste and aluminum recycling facilities are available on-site
- A rag bag textile recycling container can be found on-site
- Batteries can be recycled at the office
- There is a book library to exchange general reading books.

Note: Make sure you only recycle clean, dry, grease-free items.

You will need to empty your bedroom, kitchen, food and recycling bins into the large bins located in the outside refuse areas.

Please do not flush any items other than toilet paper down the toilet. Please wrap up razors, condoms and sanitary items and put them in the bin.

If you require a safe disposal bin for needles and syringes, please contact the office.

The refuse collection from the bin recess is carried out twice a week on a Tuesday and Friday and recycling is collected once a week on a Friday. Food Waste is collected on a Wednesday.

Bikes

Bicycle storage is available in the courtyard - please ask at the office for a key and to register your bike. Please do not keep bikes in your flat or bring them in to the buildings as they may cause damage or block stairwells or emergency exits. Don't forget to buy a lock to secure your bike.

Note: Electrical bikes and e-scooters are not permitted on site and will be confiscated until they can be removed.

Top tip: You should also register your bike with the police; you can do this online at www.bikeregister.com.

Parking

We encourage residents to use public transport or bikes as there is no parking for residents within the grounds of Heathfield. Parking within the University campus is restricted to University Permit Holders only. Permits are only available for students with disabilities. Please contact the University's Car Parking Administrator for more info.

T: 01382 384000

There is very limited free parking within walking distance.

Local transport

For more information please visit www.dundetravelinfo.com

Remember to provide your ID when purchasing travel tickets for a discount towards your travel.

Shared facilities



Communal living and pastoral care

By following these simple codes of conduct you are sure to avoid tension with your flatmates and will also help make your time with us enjoyable.

Noise

Please be mindful of those who are trying to sleep and study and try to avoid doing the following:

- Slamming doors
- Talking, shouting or laughing loudly, especially in corridors and communal areas
- Loud music and parties
- Any loud noise between 11pm and 8am

Of course we want you to go out and have fun, but remember noise can be really irritating for someone trying to sleep or study.

If you are having problems with noise, please contact the office or call our out of hours service.

Out of hours: 07776 298 696

Food

Food theft can have a damaging effect on relationships within your flat. In the few days following your arrival, agree between yourselves if you will have any communal food items. Remember to ask permission before you borrow anything and check with your flatmates before throwing their food away. Try to avoid buying large quantities of food in one go to make sure everyone has enough storage space.

Looking after yourself

Register with a doctor (GP) as soon as you can. Information is available from

the University at www.dundee.ac.uk/student-services/health/register-with-a-gp/. For details of local practices visit: www.nhsinform.scot/scotlands-service-directory/gp-practices. For minor illnesses you can visit a pharmacist. Please ask at the office for details of the nearest hospital. The ResLife Manager and their team of ResLife Support Assistants are on hand to provide signposting an advice on topics including homesickness, not getting on with your flatmates and financial worries. You can contact the ResLife Manager on:

T: 01382 385 534

E: enquiry@dundee.ac.uk

Contact details for your ResLife Support Assistants are displayed on the noticeboard in your kitchen.

Emergencies and first aid

In a medical emergency, call 4141 from the phone in your flat or call 999 from a mobile immediately.

Information for students with disabilities

Sanctuary Students and Disability Services at the University can provide signposting and advice for students who require extra assistance. For more information visit www.dundee.ac.uk/disabilityservices/students/.

Culture shock

Leaving home can be stressful, but many people will feel the same – talk to them about how they feel. Try to meet new people on your course or in your flat and find out about different social activities during Welcome Week or the Student

Union website. Keep in contact with people you are familiar with, have familiar things around you and either talk to us or look in to University support services if you are struggling. For international students the UKCISA website has more information on this.

Environmental care

Please help us save energy and water by switching off lights when you aren't using them, using low temperatures on the washing machine and not leaving taps running. Make the most of our recycling facilities too.

Support and advice

Find out about your Student Support Service by visiting www.dundee.ac.uk/students or www.nightline.ac.uk for confidential advice and support.

Drug or alcohol concerns? Visit www.talktofrank.com – do not assume you (or your friends) know all the facts.

If something is troubling you and you need someone to talk to The Samaritans have a phone helpline, visit www.samaritans.org for more information.

If you want to hold a party, please request permission from the office at least 48-hours in advance. No more than 15 guests are allowed. Parties must end before 1am or earlier if requested by our team.

Personal conduct

We want to ensure all our residents live in pleasant, safe and secure surroundings.

We want all our residents to enjoy their time here with us, so check your occupancy agreement where you will find terms and conditions which should help. Remember to be respectful when interacting with fellow residents and staff.

If your behaviour is deemed unacceptable, you may jeopardise your occupancy agreement.

It's important you're aware of behaviour that breaches your occupancy agreement. It includes but is not limited to:

- Illegal drug use
- Drinking alcohol in public areas of the

accommodation without permission

- Smoking inside
- Threatening or abusive behaviour

The Residences Discipline Policy is in the folder in your flat. Please refer to your Occupancy Agreement Code of Conduct for further information.

If you're aware of any misconduct please report this to the on-site team. You can also contact the police as a last resort.

We reserve the right to confiscate any items that are not permitted or we deem hazardous. Any confiscated property will be logged, stored safely and returned on your departure from the residence.

Cleaning

No cleaning service is provided in your flat. Please take responsibility for keeping your flat clean and tidy, including your kitchen, bedroom, bathroom facilities and communal areas. Please take responsibility for your own washing up and put things away.

Three times a year we will inspect your bedroom, kitchen and bathroom facilities. You will receive a minimum of 48 hours notice. If the level of cleanliness is unacceptable, you will receive a written warning and we will instruct cleaners to clean your flat and you and your flatmates will be responsible for covering the cost.

Top tip: Draw up a cleaning rota early on so everyone knows their responsibilities and your flat remains a pleasant and hygienic place to be. Your RSA will provide a blank cleaning rota during the first flat visit.

The communal areas of your block will be cleaned between 8am-5pm, Monday to Friday by our in-house team.

Please also keep outdoor areas clean and tidy and take any rubbish with you.



Kitchen cleaning tips

- Wipe the hob after each use and clean with hob cleaner weekly
- Use soapy water to clean kitchen wall tiles, then wipe down
- Cover food before microwaving and wipe inside and outside regularly
- Throw away gone off food and wipe doors and shelves with a cloth – keep the fridge/freezer dial on the middle number to avoid ice build up
- Wipe the worktop after each use and clean with hot soapy water weekly
- Don't leave rubbish lying around, empty the bin regularly and use a bin bag
- Clean up any spillages straight away to avoid stains
- Use the vacuum cleaner which is provided

Useful procedures

Reporting repairs

Please take responsibility for reporting repairs or breakages, please do not leave it for others to do.

Our on-site maintenance team look after the day-to-day repairs and our trusted contractors cover major repairs. Report any repairs to the office, give us a call or send an email.

T: 01382 383 111
E: enquiries-dundee@sanctuary.co.uk

Note: For out of hours emergency repairs you can call 07776 298 696

Regular emails will keep you up-to-date on a repairs progress, but please be patient as things may take some time. Please ask at reception for repair timescales. Repairs can be reported to the office 24-hours a day by phone.

Information on routine maintenance in your flat is displayed on the noticeboard on the ground floor and you will also receive notification by email at least 48 hours in advance. Please note that we may require access to a flat without prior notice if there are urgent issues or concerns regarding health and safety or maintenance. Please ask tradesmen for ID before allowing them in.

Note: Please be aware that staff of all genders may attend. If you have any queries, please contact reception.

HMO licence

These buildings are regulated according to the Scottish Houses of Multiple Occupation (HMO) legislation which ensures a high safety and management standard. As part of this, the flats are regularly inspected by the local authority and the Scottish Fire and Rescue Service to make sure we are meeting this standard.

You can find the HMO license for Heathfield in the office. Please ask at the office if you wish to view any of the compliance certification for the Residence.

Access to flats

We'll need to enter your flat during your stay with us to keep your flat comfy and keep you safe and secure. Access to your flat will usually be restricted to normal working hours except in exceptional circumstances.

Sanctuary Staff and contractors carrying out essential maintenance and compliance works will be issued with keys to access flats where works are required. Except in exceptional circumstances you will be notified 48hrs in advance by email when access is required.

Contractors/Staff are instructed to knock, wait for an answer, knock again and if no answer, use the keys to enter. We ask that they announce themselves when entering flats.

If you have any doubt as to the reason why a contractor or staff member is entering the flat, please contact the office straight away.

When carrying out servicing and compliance repairs in large properties, it is difficult to determine exactly how long the contractor will take in each block, therefore we will only advise the day the contractors will attend and can not be more specific with times.

Out of Hours, we will only enter your flat or bedroom if we believe that there is a risk to students, security or the good order of the building.

Repairs

We'll need to enter your flat and occasionally your room to fix any faults that have been reported.

Flat inspections

We'll pop into your flat once a term to check that your flat is just as it should be.

Improvement surveys

Our trusted team of builders and surveyors may enter your flat to see what work we may need to do during the summer to look at ways to keep our accommodation fresh.

Safety tests

There are lots of different elements that go into providing your student home and we need to make sure everything is working as it should.

Paying your rent

Please refer to your Occupancy Agreement or contact the Residences Office to find out when your rent installments are due. Please contact Student Support early on if you have



Useful procedures

any financial concerns.

Damages

Please note any damages caused by misuse will be charged to the students responsible. Damage to communal areas will be split between you and your flatmates (or all students living on a floor or in a block where appropriate) unless the person responsible comes forward. Please ask for indicative prices, you won't be charged for damages resulting in fair wear and tear.

Visitors and guests

Please feel free to bring your friends and family over. You may have one guest who can stay for a maximum of two nights in a calendar month, however under 18's cannot stay overnight. Please complete an overnight guest form which is available from the office. Lending of rooms

(subletting) or keys is strictly prohibited. By not telling us about guests you may risk losing your tenancy. You are responsible for all guests and must accompany them at all times while on-site. If your guest is disturbing other students, they may be asked to leave. Please be aware that no overnight guests are allowed during Welcome Week

Moving rooms

If you wish to change rooms you should contact the Residences Office at the University, who will deal with your request.

Complaints

We always do our best to provide an outstanding service, however we do recognise that sometimes things can go wrong. Please contact the office and we will try to reach a solution. If this doesn't

work, we have a formal complaints procedure that you can follow.

Equality and diversity

We promote equality, diversity and human rights through our Fairness for All policy. Please get in touch to ask for a copy.

Confidentiality and privacy statements

Here at Sanctuary Students, we take your data privacy seriously. We gather your data when you fill in a form on our website, send us an email, give us a call or live in one of our student properties to make sure we give you the best possible experience.

Our privacy statements explain why we collect your data, what we do with it, how we store and share it.

We collect different sets of data at different stages of your relationship with us, meaning we have a privacy statement for each stage. Read our privacy statements to find out more at www.sanctuary-students.com/privacystatements.



Keys, safety and security

Keys

You have been issued with an entry fob, please keep this with you at all times to get in the building and the laundry room. You also have a set of three keys, one for your flat, one for your room and one for your kitchen cupboard.

If you lose your keys or fob please contact the office straight away so we can replace them for you, there is a charge to cover the replacement and change of locks if required.

Look after your keys, keep them with you at all times and never attach your address to them. If a member of staff sees a door unlocked, they will lock it.

Security

Don't let anyone through the doors or allow someone to follow you in who you don't know, please do not lend your keys to

anyone. Always lock doors and windows when you go out and at night. Please do not tamper with window restrictors and use the safety catch where available.

Sanctuary Students cannot be responsible for the loss, damage or theft of your possessions. If you have a laptop or other expensive, portable equipment, make sure it is kept hidden and secure. Money and valuables should never be left unattended in public areas.

Top tip: Name your belongings so they can be identified by the police if they are lost or stolen.

If you see anything suspicious, please report it to the office. We have 24 hour CCTV monitoring systems in place.

Insurance

The University provides basic contents insurance. Please read the policy of the insurance provider carefully. Many of your personal possessions will be covered in certain circumstances such as theft, but others may only be covered up to a certain value so check and upgrade your policy where needed. Alternatively you can take out your own insurance with a provider of your choice.

Carrying cash

If you're travelling from overseas with large amounts of cash, please deposit this in a bank as soon as you can as we are unable to provide safes or lockers for your room.

Personal safety

Be mindful at all times. Plan your journeys in advance and let your friends know where you're going. Avoid poorly lit and remote

areas at night and keep valuables hidden. Program any security numbers or emergency contacts into your phone so you have them with you at all times.

Top tip: Have a written copy too in case your phone gets stolen.

Absences

If you are going to be away for more than one night, please let your flatmates know and leave a contact number with us if you are going to be away for more than a week.

Accidents

If you have an accident on-site or notice anything dangerous or unsafe, please let us know straight away. If you do have an accident, we may ask you to complete an accident report form.

Electrical safety

User instructions for all electrical appliances supplied by Sanctuary Students can be found in the folder located in the kitchen of your flat. Don't put yourself or your flatmates at risk and ensure your electrical equipment is safe to use. You will be responsible for accidents resulting from faulty equipment or equipment that falls short of European or British safety standards. Check for visible signs of damage before using electronic equipment, if in doubt do not use it and use a label to inform others not to use it either. Inform the owner or contact the office if it's equipment supplied by us.

When using electronic equipment:

- 1) Always follows the manufacturer's instructions
- 2) Don't overload electrical sockets
- 3) Do not leave switched on electrical items unattended
- 4) Don't use makeshift wiring – if it's faulty, replace it
- 5) Disconnect equipment not being used
- 6) Switch off and disconnect faulty equipment immediately
- 7) Don't run cables under carpet or rugs and don't put flammable materials on or near electrical equipment

We reserve the right to confiscate non-permitted items or anything deemed hazardous which can be collected upon your departure from the residence.



Fire safety

Fire safety

The Fire Emergency Plan can be found in the folder in your flat.

Your building, flat and bedroom are protected by a fire and smoke alarm system; however you must observe the following guidelines to reduce the risk of fires happening.

- 1) Never burn candles, oil burners, tea lights, joss sticks or anything with a naked flame or exposed heat source – these are dangerous and banned from the accommodation
- 2) Do not cover your room heater at any time
- 3) Don't cook using dirty grill pans or hob
- 4) Don't put anything metallic in the microwave
- 5) Take extra care when cooking after a night out
- 6) Don't prop fire doors open
- 7) No portable or personal heaters allowed – including electric blankets
- 8) Chip pans, deep fat fryers, barbecues, gas appliances and plug in air fresheners are a fire hazard and banned from the accommodation
- 9) Smoking in the Residences is strictly forbidden (this includes vaping).

Note: Any banned or unsafe items may be removed without warning.

Fire procedures

Fire alarms are tested every Wednesday. Fire drills are a legal requirement and are held at least twice a year. On hearing the alarm you must evacuate the building immediately. Familiarise yourself with the fire action notices, evacuation routes and assembly point.

On discovering a fire:

- 1) Sound the alarm
- 2) Get out of the building
- 3) Call the fire brigade on 999
- 4) Let a member of our team know

On hearing the alarm:

- 1) Get out of the building
- 2) Close doors behind you
- 3) Don't use lifts
- 4) Don't rush or push
- 5) Meet at the assembly point (identified on the notice on your bedroom door)

- 6) Do not attempt to re-enter the building until a fire officer or member of our team say it is safe to do so

Fire extinguishers and fire blankets are located throughout the building and exist for safety. Misusing fire-fighting equipment will seriously jeopardise your occupancy agreement as well as the lives of you and your neighbours. Penalties against you or you and your flatmates may be incurred if safety equipment is interfered with and may lead to criminal prosecution.

If you find any fire-fighting equipment missing or damaged, please let the office know so it can be replaced or repaired.

The detectors in the flat are connected to the fire alarm system. Do not tamper with detectors or cover them – they could save your life.

Avoid false alarms!

To avoid unnecessary fire service call outs and evacuations:

- Don't tamper with detectors – this may activate the alarm
- Ensure the ventilation fan is running and the bathroom door is closed during and immediately after showering
- Use a steam iron, aerosols, hair dryers and straighteners away from detector heads
- When cooking ensure extractor fans are running, windows are open and the kitchen door is closed
- Report any broken ventilation or extractor fans immediately

Before you leave

Moving out

Please hand your keys back before 10am on the last day of your occupancy agreement. We'll send details at least 4 weeks before you're due to move out. If you want to leave the accommodation before the date on your agreement, please contact the Residences Office who will advise you of the process.

Before you leave us please:

- Remove all personal goods and furniture. We will remove and/or dispose of anything left behind.
- Clean and vacuum your room, communal areas, kitchen

including kitchen cupboards and empty all rubbish

- Wipe and dust all surfaces
- Close all windows
- Lock your bedroom door
- Return keys and fobs to the office in person
- Refer your occupancy agreement for contractual obligations

Remember to pass your new address to contacts as we are unable to forward mail. After your departure, we will return any items to the sender.

Dundee





Office address: Sanctuary Office, 75 Old Hawkhill, Dundee, DD1 5EN

Visit: www.sanctuary-students.com

Call: 0300 123 5050

Email: enquiries-dundee@sanctuary.co.uk

Our office is open: Monday - Friday, 9am - 5pm

 SanctuaryStudentsUK

Sanctuary Students is a trading name used by Sanctuary Student Homes Limited and Sanctuary Management Services Limited

Some images in this booklet are representative only