

Edge Hill University



DISCOVER YOUR PLACE
A to Z of Living in Halls



You can find Student Services, Learning Services and Careers in Catalyst via the Catalyst Helpdesk.

**Wellbeing and Counselling also operate out of Milton House on Ruff Lane.*



Covid-19

At Edge Hill we've taken all the necessary measures to ensure that our campus is prepared to keep us all safe and well. We want to say thank you for following the rules – the more we comply with the rules, the more we can protect people.

We are continuing to follow the latest Government advice to ensure that we use the campus safely so that you can continue to take advantage of:

- excellent teaching, learning and support
- specialist facilities and equipment you will need
- a safe and secure campus
- access to university accommodation

If you find that you need to self-isolate in University accommodation because you test positive for Covid-19 or you are a close contact and are not fully vaccinated, Edge Hill can support you throughout your isolation with a range of services. We recommend you read our Covid-19 FAQs page regularly where we will publish updates about campus facilities and services. You can find this here: edgehill.ac.uk/coronavirus-faq/students

Please keep yourself up-to-date with the latest information available via the NHS and ensure you know what is expected of you from the government in terms of staying alert and safe, you can find out more at the links below:

NHS: nhs.uk/conditions/coronavirus-covid-19

Government: gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do

Licence Agreement

Summary

Your licence agreement is a legal contract between you and Edge Hill University. It allows you to occupy a study bedroom as a licensee, not as a tenant. Your bedroom is allocated on the basis of your sole occupancy (only you will live in that room).

Your licence agreement is a fixed term for the period specified on the contract and finishes at the end of the specified period. Once you have signed a licence agreement you are financially liable for the rent of your room in halls for the whole of the fixed term.

If for any reason you choose to vacate your room earlier than the end date on the licence agreement, you will not be released from your contract and will not qualify for a refund of accommodation fees.

However, if you wish to vacate your room early you may request an early 'final room inspection' via the FM portal.

Please note

- As you have the right to return to your room at any time up to the end of your contract, this means you will remain responsible for your room's condition until the end of your contract.
- Any damage or required additional cleaning discovered at the end of contract and after the final room inspection has taken place will result in a charge.
- You may be required to change rooms on request. In particular, the University reserves the right to require you to change rooms during summer, Christmas and/or Easter vacations for health and safety reasons or other requirements, e.g. essential maintenance.

Policies and Procedures

We would recommend that you familiarise yourself with the following procedures:

- The Student Disciplinary Regulations
- All codes relating to Faculties, Subjects or Service areas of the University
- The Equal Opportunities Policy, describing all requirements of the Equality Act
- The Car Parking Policy
- The IT Acceptable Use Policy and the Information Security Policy
- The terms of all contractual arrangements entered into with the University
- All academic and professional regulations governing the operation and assessment of your course
- All codes of behaviour relevant to professional bodies associated with your course
- All codes of behaviour relevant to the Students' Union
- Ensuring you are familiar with and obey the rules outlined in the Student Disciplinary Regulations and your licence agreement
- All Health and Safety requirements

You can find these here:

edgehill.ac.uk/guides/student-terms-and-conditions

Queries about your Licence Agreement

Any dispute or difference between you and the University in the interpretation or implementation of your licence agreement should be referred initially to the Director Facilities Management, or on their recommendation, to the Pro Vice-Chancellor (Student Experience) & University Secretary, whose decision will be binding and final.

If the University terminates your licence agreement because you have not observed the Student Disciplinary Regulations or your licence agreement, you will remain responsible for paying your fees associated with your room for the remainder of the fixed term.

If you are having any issues with your Accommodation, or would just like some general advice, you can contact the Accommodation Team here: accommodation@edgehill.ac.uk



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A

**Access and Entrances**

There are several entrances to the campus via St Helens Road and Ruff Lane. Some of the entrances allow pedestrian access only. Please do consider our neighbours when using these specific pedestrian access routes, particularly during the evening and early morning by keeping noise levels to an absolute minimum and ensuring all litter is placed in the appropriate litter bin.

The main Ruff Lane entrance gates are open to both vehicles and pedestrians during the below hours:

6.00am - 8.30pm

Outside of those times, there is no access for vehicles and pedestrians, therefore the entrance on St Helens Road should be used.

There is also a dedicated pedestrian access route on St Helens Road leading to Graduates Court and the Faculty of Health & Social Care building (known as the 'Green Lane') that allows pedestrian access.

**Ambulance****(how to call one in an emergency)**

In the event that you need to call an ambulance:

1. Call **999** to request an ambulance and clearly state the reason for the call. If using an internal phone press **9**, then **999**
2. Provide the operator with precise directions of where the ambulance is to go
3. Call **01695 657585** (if using an internal phone dial **2222**) and tell them that an ambulance has been called and where it is to go to so Campus Support staff can prepare for its arrival and provide directions for the quickest possible access.
4. If the ambulance has been called due to an accident, complete an Accident Report Form within 24 hours here: edgehill.ac.uk/services/accident-reporting

For more information, visit:
ehu.ac.uk/criticalincident

B

**Bicycles**

Bicycles are encouraged on Campus but must be parked in designated areas only. With local cycling links being developed, it is now easier than ever to cycle between Ormskirk town centre and Edge Hill University campus and there are lots of routes across the region.

Secure cycle areas are available across campus and as a cyclist, you can join the Bike Locker Users' Club (BLUC) which provides access for you to store your bike in any of the secure BLUC lockers on campus.

Web: edgehill.ac.uk/travel

Email: fmhelpdesk@edgehill.ac.uk

C

**Campus Life Team**

The Campus Life team are here to help you settle in and make friends in your halls of residence and make the most of your on-campus experience. They also work to ensure you have a safe and secure environment and can support you with any issues which may arise during your time in Halls.

To help them, the Campus Connectors are fellow students who organise a range of online and in-person events and activities to help you meet new people and get involved. They can also signpost you to others who will be able to help you with any problems you might have. To keep up to date with upcoming events, follow Campus Life on their socials:

Facebook: [/ehucampuslife](https://www.facebook.com/ehucampuslife)

Instagram: [@campuslifeehu](https://www.instagram.com/campuslifeehu)

The Campus Life Managers also enforce the Student Disciplinary Regulations and manage disciplinary issues on campus. For more details on any of the above, you can contact the team via email or visit their webpage.

Email: campuslife@edgehill.ac.uk

Web: ehu.ac.uk/campuslife

C

**Campus Support Team**

The Campus Support team provide an out of hours support system for you and your fellow students on campus, to ensure that you feel comfortable and safe in your accommodation. The team are based in the Security and Customer Information Centre and you can contact them 24/7.

Out of Hours

Tel: 01695 584227

(4227 from an internal phone)

Text: 07785 928911

Emergency

Tel: 01695 657585

(2222 from an internal phone)

**Cleaning****Communal Areas**

Site Services staff visit to clean the communal areas regularly and generally work:

Monday - Friday

9.00am - 1.00pm

It is your responsibility to ensure that communal areas are accessible for cleaning and are kept neat, tidy and clear of additional furniture and student belongings. Staff reserve the right to refuse service should the communal area be left in a way which obstructs their duties.

Please note that no cleaning is carried out on Saturdays, Sundays, bank holidays and between Christmas and New Year.

Study Bedrooms

You are responsible for cleaning your own bedroom and, if you have one, your en-suite shower, including shower curtain. You should remove waste from bedroom areas and dispose of it in the appropriate external waste and recycling bins (See 'Recycling' section under 'R' for more information).

At weekends and bank holidays you are responsible for taking out all of your waste and recycling from bedrooms and kitchens. Black and clear bags will be left for use over the weekend. Each corridor is provided with a vacuum cleaner, brush, mop, bucket, iron and ironing board for your use.

**Council Tax**

Students living on campus are exempt and not required to pay Council Tax. When finishing university, you can find out more information about your Council Tax responsibilities here: gov.uk/council-tax

D



Damage or Loss

You are responsible for any damage, loss and/or an unacceptable level of cleanliness caused by you or your visitors within halls. If your room is left unsecure, you will be held financially liable for the full cost of repairing the damage, loss, or cost of additional cleaning. It is essential that you report any damage, loss or defect at the earliest opportunity here: ehu.ac.uk/myfm

Inspection

All rooms and communal areas are inspected periodically and the sequence of inspections is:

- Initial room inventory /Inspection/Sign off
- Initial room inventory – students must complete their room Portable Appliance Testing (PAT) via the MyRoom icon on MyFM within seven working days of arrival here: ehu.ac.uk/myfm
- Periodic inspection of rooms and communal areas
- Final inspection of rooms and sign off
- Final room inventory/Inspection

The final and periodic inspections will include a record of:

- Levels of cleanliness
- Loss of Edge Hill property
- Damage to the fabric of the building or services
- Damage causing interruption to the provision of services
- Damage to furniture, fittings and equipment

Room Inventory

Your Room Inventory will be taken as evidence of the initial condition of the room and will imply that this was acceptable to you and the University upon occupation. This will form the basis of the final inspection and the administration of damage deposits. If you disagree with the content of the Room Inventory you must mark this clearly. This will raise an inspection alert to Site Services who will then arrange an appointment with you to discuss the issues raised.

Damage Deposit

The agreed damage deposit of £150 per student will be used to pay for individual and/or communal damage, loss or additional cleaning in your halls. If the recorded damage, loss or additional cleaning exceeds the deposit amount, additional charges will be applied.

The damage deposit price list provides guidance of the minimum charges that apply in the event of damage/breakages etc. You can find the full list online at: edgehill.ac.uk/fm/damage-deposit

D

In instances where no individual admits responsibility for the damage, loss or unacceptable level of cleanliness, the cost may be spread among the students in your halls. You will be formally informed of such deductions in writing by the University.

Appeals

You have the right of appeal against a decision to withhold your damage deposit or the application of any additional charges. in accordance with the FM Customer Feedback procedure, appeals or complaints must be made within fourteen days of notification of any deductions to be made online here:

ehu.ac.uk/myfm

FM will inform you of the decision within fourteen working days upon receipt of an appeal. If you wish to challenge the decision, you may appeal to the Director of Facilities Management. If you wish to further challenge beyond the Director, then it may be raised to the Pro Vice-Chancellor (Student Experience) & University Secretary whose decision will be final.



Disability Support

The Inclusion team offers advice and support to students with a range of needs arising from physical or sensory impairments, mental health needs, autism spectrum conditions or other disabilities. The team provides advice about reasonable adjustments to study, based on individual requirements.

There are a number of adapted rooms available to disabled students who may want to live on campus. However, please ensure that you make contact with us as early as possible, as the University may not be able to guarantee availability due to the demand for adapted rooms. We can also make minor adaptations to standard rooms to ensure that your on-campus room meets your requirements.

Web: ehu.ac.uk/inclusion

Email: inclusionteam@edgehill.ac.uk

E



Doctor and Dentist

Doctor

We strongly recommend that you register with **Beacon Primary Care Medical Practice**, preferably within the first two weeks of starting at Edge Hill. It is not a good idea to leave it until you need to see a doctor as the registration process may delay your appointment. You will be given the opportunity to register during Welcome Week or you can register in advance here: ehu.ac.uk/GPreg

Dentist

Ravat and Ray Dental Care run dental clinics at the **West Lancashire Health Centre, Ormskirk Hospital**, just a five-minute walk from campus. NHS dental treatment is free for people under 18 (19 if in full time education).

Web: ravatandray.com

Tel: 01695 578019

Other dental practices in the area are also available.



Electrical Items

All electrical items must be in good working order and tested for safety before being brought on to the premises. This is particularly important if the item is from outside the UK, due to voltage differences.

Permitted electrical items for use within study bedrooms:

- Radios
- Stereos/small speakers
- Shavers
- Hairdryers/stylers
- Computers/Laptops
- Small TVs
- Games Consoles
- DVD/game equipment

Small electrical appliances to support food preparation are also permitted but these must **ONLY** be used in the designated communal kitchen areas.

These include:

- Toasters
- Kettles
- Blenders
- Slow Cookers
- Sandwich Toasters

If you bring any of the above items into your room or communal area, regardless of their age, you must request a PAT check (Portable Appliance Test) here: ehu.ac.uk/myfm

E

It is your responsibility to maintain a reasonably safe environment, taking care that items such as cables to personal electrical equipment are placed safely and stored away when not in use. Please do not throw away electrical equipment in the waste and recycling bins. You should take all your electrical items away from campus when you leave. Electrical fittings e.g. lighting, power sockets etc. must not be altered. You have a responsibility to report items which look unsafe to Facilities Management via the FM Helpdesk or ehu.ac.uk/myfm

F

**Faith****Chaplaincy**

The Chaplaincy Service supports Edge Hill students and staff to create a welcoming community on campus and celebrate all faiths. They offer pastoral guidance, information and advice about faith, bereavement support, prayer (as requested) and links to local faith communities.

Faith and Reflection Room

They also provide a quiet space for reflection, contemplation and prayer. Open to people of all faiths and none, it offers the opportunity to explore matters of faith and spirituality, or just simply to unwind after a busy day.

Email: chaplaincy@edgehill.ac.uk

Web: edgehill.ac.uk/chaplaincy



Fire Safety

The Accommodation Team works closely with Lancashire Fire and Rescue Service to ensure that information and advice provided to students is accurate and in line with current legislation. All residential students are required to view the online Welcome Talk (emailed to you in advance) at the start of the first term before moving into halls which includes important fire safety information.

Do's and Don'ts

It is important that you know about the dangers of fire, what you can do to guard against the risk of fire and how you can ensure that you stay safe in halls. Please note the below:

- Candles or other items that contain a naked flame are not permitted in halls at any time.
- Fairy lights (or any strings of lights) are not permitted in rooms or halls.
- You must co-operate fully with any fire evacuation exercises.
- Fire doors and main entrance doors must not be propped open (for example with a doorstep) or obstructed and fire door closers must not be disabled or tampered with.
- Any items that prevent fire doors from closing properly e.g. door wedges, over-door hangers etc. are not permitted within halls of residence.
- Cookers must not be left unattended or left in a poor condition e.g. a build-up of oil in grill pans.
- Tampering or misuse of fire extinguishers, fire alarms or smoke detection sensors is a criminal offence and a serious breach of the Student Disciplinary Regulations. Covering smoke detectors will result in disciplinary action being taken.
- You must not fill up your room or any communal area with too many personal belongings. Rooms should be left in a suitable condition to allow cleaning and to ensure that a safe environment is maintained.
- You must not obstruct stairs (internal or external) at any time.
- Barbeques are not allowed on campus.
- Window opening restrictor systems are for your security and safety and should not be interfered with unless in case of emergency.
- For instructions on cooking equipment, please refer the appliance user manual.

In the Event of a Fire

Fire Action Notices are posted throughout Edge Hill's buildings to help you familiarise yourself with the procedures to be followed in the event of a fire. On hearing the fire alarm, leave the premises immediately using the nearest safe exit and proceed to the designated Assembly Point (indicated on the Fire Action Notice). The Campus Support team will organise at least one fire practice each term. Fire alarms are tested every Thursday.

cont ►

F

It is a criminal offence and a serious breach of the Student Disciplinary Regulations to misuse any fire safety equipment, including extinguishers, alarms, and fire blankets. Disciplinary action will be taken against those found in breach of the Regulations.

Personal Emergency Evacuation Plan

A Personal Emergency Evacuation Plan (PEEP) is aimed at providing people who cannot evacuate a building unaided, with a clear plan to manage their escape to a place of safety in the event of an emergency e.g. fire.

At Edge Hill, we will conduct a PEEPs assessment with any student who identifies to us that they may require assistance during an evacuation. If you require one, please contact the Inclusion team directly here: inclusionteam@edgehill.ac.uk

Fire Equipment

If you notice any fire-fighting equipment within your hall that appears to have been tampered with, you have a responsibility to report this to Facilities Management by contacting the FM Helpdesk. This can be accessed here: ehu.ac.uk/myfm



First Aid

The Campus Support team are fully first aid trained and are present on campus 24 hours a day, 365 days a year. In the event of any accident requiring medical assistance, call Campus Support via their emergency number immediately:

Tel: 01695 657585 (2222 from an internal phone)

In an emergency situation, call an ambulance immediately (see 'Ambulance')



Food at Edge Hill

Food Outlets

Food at Edge Hill outlets are generally open from 7.30am – 7.30pm. For menus and the most up to date opening times, visit: edgehill.ac.uk/food

All students can top up their Unicards to spend in the food at Edge Hill outlets on campus, you will qualify for loyalties, promotions and free items. You can top up your Unicaard here: upay.co.uk/app

Catered Halls

If you are resident in catered halls, a weekly cash value of £42.00 will automatically be placed on your Unicard for 35 weeks of your 40-week contract. You must show your Unicard for every transaction, otherwise a charge will be made for the purchase. It is your responsibility to use the full monetary value on the card each week as the balance will only be carried forward for up to three weeks. Unicards are not transferable. Study Abroad students on a semester programme have the cash value for every week of their programme except the vacation periods.

Please note your Unicard will not be credited with the weekly catering allowance for the following weeks and you will not be charged the catering element of your accommodation fees for these periods:

Christmas Vacation

From Sunday 19th December 2021
to Saturday 1st January 2022

Easter Vacation

From Sunday 10th April 2022
to Saturday 30th April 2022



Forbidden Activities

Installing strip, string or fairy lighting

The addition of any strip, string or fairy lighting both wired and battery operated to any bedroom, wall or other surface is not permitted within study bedrooms or anywhere else within halls of residence.

Illegal Drugs

The use and/or supply of illegal drugs on the University campus is prohibited. Any substance that is intended to create a high, hallucination or other psychoactive effect is prohibited. This includes nitrous oxide ('laughing gas') capsules.

Smoking

Smoking is not allowed inside halls of residence or any other University building or in and around the entrance areas to buildings. This includes electronic cigarettes ('vapes'). Dedicated smoking exclusion zones (areas where you cannot smoke) are marked across campus.

Fire Hazards

There are many activities which can inadvertently lead to a fire including the use of candles, string lights and leaving heated electrical items such as straighteners unattended. See 'Fire Safety' section under 'F' for full details.

F

Pets

Students are not permitted to bring any animals into their halls of residence and/or cluster under any circumstances. Other than assistance dogs, no animal, bird, fowl, fish or pet of any kind may be brought onto or kept on the University campus.

Firearms

Firearms (including air pistols or rifles), sharp or pointed instruments, replica weapons, knives, axes, swords or martial art equipment (that could be used as an offensive weapon) are not permitted to be kept or used on the University campus.

Unlicensed sale of alcohol

Alcohol may not be sold in halls of residence or in any other area of Edge Hill University except the SU Bar and Venue or on premises specially licensed by Magistrates.

G



Games Consoles

Some residential Halls are provided with a wired network connection to enable compatible games consoles to connect to the internet. To check the Halls offering this service, and to register your console connection request, visit: edgehill.ac.uk/services/games-console-registration

H



Hall Fees

Paying your Hall Fees

If you are moving into halls, you will receive an email with a link to the e-licence agreement signing page. You will have three steps to complete:

1. E-sign your Licence Agreement after receiving your room offer.
2. Pay your £150 damage deposit to secure your room.
3. Make arrangements to set up a payment for your accommodation when you are contacted to do so. There are two ways to pay:

Pay in full

If you pay your hall fees in full (within five days of signing your e-licence agreement) you will qualify for a 5% discount on the rates quoted. If you leave halls early, your discount will be reversed and repaid on a pro rata basis.

Pay in three instalments

You can set up a Recurring Card Payment (RCP) so that your hall fees will be taken in three termly instalments. The payments will be taken on the following dates. You can view the hall fee payment dates here: ehu.ac.uk/accommodationteam

Most students choose to pay their fees in three instalments as this coincides with student funding payments. If you intend to pay your accommodation fees with your student funding, please note that once you are registered onto your course, your first instalment will be received in three to five working days. Student loans are paid in three instalments at the start of each term.

If you are not on the standard 40-week contract or started your contract in the middle of the academic year, please contact the Halls Fees team, for information regarding payment arrangements. The total balance due for the duration of your licence agreement (40 weeks or agreed fixed term) is divided into three equal instalments, unless you pay in full.

If you are an international student, payment arrangements may be different, and you will be given instructions for this.

What happens if I am having difficulty paying?

If you cannot pay your hall fees, you must inform the Hall Fees team as soon as possible so they can offer support, guidance, and review your payment options. If you fail to pay, or to negotiate a payment plan, you will be subject to the University credit control procedures.

You should note that failure to pay outstanding bills will affect your standing at the University and may result in your debt being referred to an external debt collection agency.

H

For any queries regarding hall fee payments please contact the Hall Fees team who can:

- Assist you with any queries you may have regarding your accommodation fees and your associated payment plan
- Provide guidance and support in relation to any difficulties you may experience with your accommodation payments
- Refer you to the Money Advice team for additional financial support as appropriate
- Update your bank card details (in the event that you have changed your bank card)

Please Note

It is important to remember that your payment plan is linked to the 16-digit number on your debit/credit card and not to your sort code and bank account number. If you do not update your card details your payment will fail unnecessarily.

Web: ehu.ac.uk/accommodationteam

Email: hallfeesteam@edgehill.ac.uk

Hall Fees for International Students

If you are an International student, you will receive further information with your offer letter regarding payment arrangements for your damage deposit and hall fees.

Please note that these payment arrangements will not apply to students enrolled on the following courses:

- US Study Abroad
- English Language courses
- Residential Summer Schools

For support and more information, you can contact the International Office here: international@edgehill.ac.uk



Hospital and Walk-in Centre

There is a walk-in centre at Ormskirk Hospital (please ensure you check the website for up to date opening times and how the centre is operating during the Covid-19 pandemic). To find out more or to contact the centre, visit: westlancscommunityhealth.nhs.uk/our-services/west-lancashire-urgent-treatment-centre/

You can call **NHS 111** if you need medical help urgently but it's not a life-threatening situation. Calls are free from mobiles and landlines. For more information, visit: 111.nhs.uk

I



Instruction Manuals

Instruction manuals for all of the appliances in your halls of residence are available online via the FM webpage under 'Equipment Manuals' here: ehu.ac.uk/myfm



Insurance

By partnering with Endsleigh, the No.1 student insurance provider, we've arranged contents insurance for all our students staying with us in our residence at no cost to you. It is important that you confirm your cover to ensure you understand what is and isn't covered.

You can do this here:

endsleigh.co.uk/student/confirm-your-student-cover

J



Jobs

Many students successfully combine their studies with part time work. There are many jobs available on Campus, and Careers advertise many roles including bar and restaurant work, care work, IT roles, mentoring and tutoring, office work and retail work.

You can find part time jobs in many different places and the Careers service will support you to find a job that's perfect for you. 30-minute appointments are available to book via the online portal here:

edgehill.ac.uk/careers/book-an-appointment

The Careers team also offer support and guidance on placements, volunteering, summer work, CV-building and much more. Find out more about how they can help you here: ehu.ac.uk/careers

K

**Keys****Security, Loss and Theft**

You are responsible for looking after your own keys at all times. You should not give your keys to anyone else or have copies made. You must report to the Security and Customer Information Centre (SCIC) immediately if any keys are lost or stolen and in order to gain access to your room. Campus Support staff will ask you to prove your identity before allowing you access to the room. You will be charged for replacement keys, fobs and swipe cards at the published rate.

If you have your keys stolen, this must be reported to the Police and a crime reference number obtained, otherwise you may be liable for the cost of replacement keys. Locks will also be changed if FM believes this is necessary and this may also incur a charge. If you lock yourself out of your room or hall, contact Campus Support staff. Proof of identity will be required. Keys should not be left in rooms because the accommodation remains your responsibility until the keys are returned.

Returning Keys and Passes

All keys and fobs must be returned to the Security and Customer Information Centre (SCIC) at the end of the fixed term you have signed to live in Halls of Residence. It is important that you remove all personal tags from the keys. Failure to return keys and fobs to Campus Support staff may mean you are charged for the full cost of replacing the lock, key or fob. You will be charged additional rent and for a replacement key if your keys are returned after the due date.

Swipe access to Halls of Residence via your Unicard is virtually added and removed and so these are not required to be returned.

Key Identification and Price List

If a key is damaged, missing or not working as it should, please contact the Campus Support team here: [01695 584227](tel:01695584227).

A full list of keys, images, and prices can be found at: go.edgehill.ac.uk/display/fm/keys

L

**Laundry**

The Launderette is situated in the Students' Union (near to Subway™) and is open:

7 days a week
24 hours a day

excluding shutdown periods
(Christmas and Easter break).

You can download the free Circuit Laundry App for IOS and Android here:
circuit.co.uk/mobile-app

To register, simply scan a QR code on a machine in the Launderette with your app. Once you are registered you will be able to add funds to your account and pay for your washing through your app. To top-up online, visit: circuit.co.uk

M

**Money Advice**

If you are worrying about money, there are lots of ways that you can find help and support. The Money Advice team provide advice on all money-related matters including student funding, budgeting, money worries, the Student Support Fund, debt and much more.

Web: edgehill.ac.uk/moneyadvice
Email: catalystenquiries@edgehill.ac.uk

M



Moving or Leaving Halls Early

If you formally withdraw from study or wish to leave the University, you must immediately inform the Accommodation team. Your liability for hall fees will continue for a period of 28 days from the date of receipt of formal notification of withdrawal by the Accommodation team (see 4.11 of the licence agreement for detailed terms).

If the room is re-let within the 28 day liability period to an eligible student of Edge Hill University, (i.e. one not already in halls, and whose conduct and payment history are acceptable), liability for hall fees will cease the day the room is re-let. If you vacate your room but are still enrolled on your course you will continue to be liable for rent for the duration of your agreement, and any costs incurred through damage or items lost, unless the room is re-let to an eligible student of Edge Hill University in the meantime.

The circumstances in which the University may terminate the licence agreement are detailed in full under Section 4 of the contract, but examples include:

- Serious or persistent breach of your obligations as set out in the licence agreement and Student Disciplinary Regulations.
- You do not have status as a registered student of the University.
- Your health or behaviour is believed to be a serious risk to yourself, other people, the University's or other people's property.
- The accommodation or access to it is sufficiently damaged as to be unfit for habitation.

Please note, you are ultimately responsible for finding a replacement student for your room.

N



Noise

Respectful Levels of Noise

Shared accommodation is a unique experience at university where you will meet people from many different backgrounds and sharing spaces communally throughout the year. During your time in halls, you should always ensure you are respectful of those around you.

You must not behave in any way which may be a nuisance to other residents or to other people in neighbouring halls or buildings. For example, playing loud music, shouting or rowdiness. You are advised to listen to music through headphones in order to keep noise levels to a minimum. You may also be required to keep windows closed to control levels of noise.

Disciplinary Action

Your attention is drawn to Edge Hill's Student Disciplinary Regulations in relation to noise, and also to the Environmental Protection Act of 1990. If you cause a noise nuisance to a local resident by playing excessively loud music, an abatement notice (to stop this behaviour) may be served on you by an Environmental Health Officer and the equipment which is causing the noise nuisance may be removed and impounded.

Failure to comply with a Noise Abatement Notice may result in your appearance in a Magistrates Court, and possibly a fine of up to £5000. If you cause a noise nuisance, your licence agreement may be terminated, and you may also be subject to disciplinary action.

O

**Off-Campus Housing**

The Accommodation team and Students' Union organise 'Housing Week' every year. During this week you can attend workshops, get advice from staff and access the off-campus accommodation finder, which provides details of vacancies close to campus. We would **strongly advise** you not to start house hunting for the following year until after you have engaged in 'Housing Week'.

Don't let other people worry you by saying all of the accommodation in Ormskirk will have gone. There is plenty of availability, even late into the year and many new properties have been built and converted specifically for students in recent years.

Find out more:

edgehill.ac.uk/student-services/accommodation/off-campus-accommodation-list/

P

**Parking On Campus****Cars**

Free car parking on the Ormskirk Campus is very limited which is why Edge Hill works hard to prioritise those most in need. In accordance with the University's Car Parking Policy, only those commuting to Campus can request a parking permit to gain entry to parking facilities.

Motorcycles

All motorcycles parked on campus must be registered and display an Edge Hill University permit and be parked in marked motorcycle bays. Spaces on campus are for the use of daily commuters only and not as long-term parking facilities i.e. (overnight/ holidays). Motorcycles are required to be pushed along any pedestrianised area and not ridden.

Please note

Students who live in halls are not eligible for a parking permit and are prohibited from parking their cars and motorcycles on campus. However, if you have a mobility impairment or you need your vehicle to attend study-related placements for your course, a Special Circumstances permit may be granted. If you feel this may apply to you, you can apply for this permit here: edgehill.ac.uk/services/parking

Email: parking@edgehill.ac.uk

Web: ehu.ac.uk/travel



Pests

If there is evidence of pests in your halls such as ants, please report it by contacting the FM Helpdesk: ehu.ac.uk/myfm

To help prevent any problems, please follow these simple instructions:

- Do not leave food or crumbs on the floor.
- Dispose of food and packaging correctly.
- Keep kitchen surfaces and food preparation areas clean.
- Do not feed birds or other wildlife as this may encourage rodent activity. Examples of rodents are rats, mice, and squirrels.



Post, Parcels and Postcodes

All post, parcels and signed for items are delivered to the FM Post and Print Reception in the Durning Centre, and can be collected between the hours of:

Monday - Friday

8.00am - 6.00pm

Any changes to collection hours will be communicated via email.

When a parcel, letter or other delivery arrives for you, the post room staff will send you a notification email. Please bring your reference number which will be in the subject heading of the email and your UnicaID as ID.

Please note these items are held for four weeks only and are returned to sender if not collected within this time.

If you wish, you can have an item redirected on to another address or arrange for a friend to collect your item. Instructions on how to do this will be contained in the notification email.

Once your contract in halls ends, we will endeavour to still notify you of any items that arrive so you can arrange a collection or redirection. Ultimately, however, it is still your responsibility to keep your address up to date with any correspondents and we advise that you contact them as soon as possible after any change in accommodation.

To support the team with processing your post as quickly as possible, please ensure the following address format is used for any post:

Name
Room Number and Hall
Edge Hill University
St. Helens Road
Ormskirk
Postcode

Please note that postcodes vary from hall to hall. You can read more about the postal service, including your hall-specific postcode here: ehu.ac.uk/guides/post-and-parcels

R



Recycling

Recycling, including bottles, cans and cardboard, must not be left to accumulate in the kitchen. Please rinse out bottles and cans before disposing of them in the correct recycling bins. To help reduce your environmental impact and Edge Hill's carbon footprint, we actively encourage students to recycle where possible.

We also provide an end of year donation & recycling scheme for unwanted items that can be repurposed. For information about what you can recycle and the end of year donation scheme, visit:

ehu.ac.uk/sustainability



Repairs

Need to report a fault or issue in your bedroom, cluster or around Campus? It's easy! Simply visit ehu.ac.uk/MyJobs and follow the instructions below:

1. Log on using your mobile device, and scan the barcode of the asset if available
2. Select the building and input the room reference e.g. DC 1.08
3. Upload a picture of the issue
4. Complete the mandatory questions and give a brief description when prompted
5. Click 'save' and track the job history

The University has rights of entry into accommodation for inspections, maintenance or repairs purposes but we will always try to notify you by email in advance of any repair or maintenance works. However, no notice will be given in an emergency or where you have reported the repair yourself. If we cannot gain access to the accommodation in response to a repair that you have reported yourself, any charges made for the wasted call-out will be passed on to you.

For further help and support, the FM Helpdesk are available:

Monday - Friday

8.00am - 6.00pm

Tel: 01695 584455

Email: FMHelpdesk@edgehill.ac.uk

For emergency repairs out of hours, you can contact Campus Support at the Security and Customer Information Centre (SCIC). In this case, the Campus Support team will make any necessary arrangements for a contractor to attend.



Rooms - Entry and Use

As detailed in the licence agreement, the University will normally give 24 hours' notice if a member of staff needs to enter your accommodation, unless repairs are requested by the occupant. This is to maintain your privacy.

Repairs

However, if urgent repairs are needed, if an emergency occurs, during fire drills and evacuations, or at the discretion of the Accommodation Manager or Campus Support, staff may enter your room without notice. If this occurs, a log is kept of the entry to your accommodation and the reason for it. Notification of entry will be left in your room.

Items on Walls

Halls are be used as a place of residence and study only. You must not carry out any alterations, structural or otherwise, or any decoration to the premises. Use of sticky tape, glue, pins or nails on walls and ceilings and Christmas snow on windows is prohibited. Only white tack is permitted for sticking light items such as posters on walls. Posters must be removed at the end of the academic year and the wall cleared of white tack. You must not decorate the ceiling/walls of your room with stickers or stars.

Visitors

You are responsible for the conduct of your visitors and if visitors are causing a nuisance to others, or if we cannot establish that they are a guest of a resident or have legitimate business in the residence, they must leave if asked to do so by a member of staff or the Campus Support team. For information on overnight guests, visit:

ehu.ac.uk/accommodationteam



Room Transfers

Requests to transfer to a different room in halls will be considered but are dependent on the availability of rooms. A charge of **£25** will be applied to your original invoice if you do transfer to another room. To find out more visit:

ehu.ac.uk/accommodationteam

S

**Safety and Security****Securing Your Belongings**

The Campus Support team are available 24/7, 365 days a year to provide security to campus (see 'Campus Support' section under 'C'). However, as a resident you are responsible for the protection of your belongings. To support you with this, please follow these simple suggestions:

- Never leave your room unattended without locking the door
- Never prop doors open or place something in front of the door to stop it from closing
- Never allow unknown visitors into halls
- Ensure the outside door is secured when leaving halls
- Ensure that you lock doors and windows whenever you go out, even if it is only for a short time
- Ensure windows and doors are secured before going to sleep
- Do not leave valuable items on display (i.e. in your window) or within easy reach of the window
- Do not leave valuable portable items within easy reach of the window
- If you are unable to secure a door or window due to a mechanical or operational fault you should report it straight away via ehu.ac.uk/myfm

- If you see someone trying to enter your halls of residence and you don't know who they are contact Campus Support on **01695 584227** immediately

Please note

Edge Hill cannot accept any responsibility for the loss of personal belongings and property (this includes food and frozen goods stored in Edge Hill's fridges/freezers).

Personal Safety (Accidents and Near Misses)

Accidents are unexpected events which result in injury or illness, and Near Misses are narrowly avoided accidents. Where an accident or Near Miss occurs in or around your Halls of Residence, you should report this as soon as possible after the incident so that the area can be made safe using the online reporting form here:

ehu.ac.uk/services/accident-reporting

Where this occurs in or around an academic building, you should also notify your lecturer/tutor. Any sports related accident or near miss should also be reported to the Edge Hill Sport Duty Manager.

Any ongoing causes and issues that concern you should be reported to Facilities Management by logging a job via MyFM (see 'Repairs' section under 'R' for more information.)

Off Campus Safety

Students are encouraged to leave Campus and explore the local area during their time at university. Below are further suggestions to support you in staying safe whilst off campus:

- Wherever possible, avoid walking or cycling after dark in poorly lit areas, especially if alone
- Be careful and observant when you are using headphones or earphones when walking alone
- Try to avoid walking alone at night. Take a friend with you if you have to go out
- Always let someone know where you are going and what time you may be back
- If travelling away from campus, try to get a lift from a friend or use public transport. Wait with a friend - do not accept lifts from strangers
- If you suspect you are being followed or feel your safety is endangered, go to a public place and seek assistance
- Take particular care when withdrawing money from cash machines. Be aware that you are vulnerable when handling your cash and card. Do not use cash machines at night; think ahead and withdraw any cash during the day



Smoking

Smoking is strictly prohibited within all campus buildings, including all halls of residence, and Edge Hill vehicles. This includes the use of electronic cigarettes and vaping products. There are also marked outdoor smoking exclusion zones around campus which include entrances to halls of residence where smoking is also prohibited.

Please ensure that all cigarette butts are disposed of responsibly in the appropriate waste disposal provided.

S

**Sports and Fitness****Gym Membership**

Edge Hill Sport provides a focus for all sports, fitness and leisure activities on campus. There really is something for everyone regardless of your sporting ability or motivations. Whether you want to try new activities, have an occasional social game with friends, keep fit, play in a university sports team, or get support as a performance athlete on a sports scholarship, Edge Hill Sport will help you to achieve your goals.

If you are a new EHU student, you can access an **all-inclusive trial Student membership** for Edge Hill Sport to use the facility up to and including **25 October 2021**.

An Annual Membership is only **£99!** This includes access to the fitness suite, over 50+ Group exercises classes, Swimming Pool, Campus Sport programme, the Sauna/Steam room and other facilities. If you purchase this membership before **24 October 2021**, you will also receive an early purchase discount!

Tel: 01695 584745

Web: ehu.ac.uk/edgehillsport

Email: edgehillsport@edgehill.ac.uk

Facebook: facebook.com/edgehillsport

Twitter: [@edgehillsport](https://twitter.com/edgehillsport)

Campus Sport

The Campus Sport programme gives you the opportunity to enjoy sport in a social non-competitive environment. You are encouraged to participate and try out a range of activities regardless of your ability in a fun, relaxed atmosphere that is inclusive to all. Equipment is provided for use at each session.

Web: ehu.ac.uk/campusport

Email: Campus-Sport@edgehill.ac.uk

Facebook: [/CampusSportEdgeHill](https://facebook.com/CampusSportEdgeHill)

Instagram: [@CampusSportEdgeHill](https://instagram.com/CampusSportEdgeHill)

Team Edge Hill (Competitive Sport)

Team Edge Hill encompasses all teams and individuals representing Edge Hill University in a variety of competitive sports.

All Edge Hill students have the opportunity to sign up for sports teams during Welcome Week and have the opportunity to compete in regional and national competitions against other universities. Most teams compete within British Universities & Colleges Sport (BUCS) leagues on a weekly basis with a few competing in weekend tournaments or annual championships. Where possible, clubs train weekly onsite using our excellent sports facilities, while others train offsite within the local community.

At Edge Hill there is a wide range of sports clubs including football, cheerleading, rugby, netball, badminton and hockey. For a full list of teams, visit: ehu.ac.uk/teamedgehill

There are also opportunities for individuals to represent the university at BUCS national events though out the year in sports including archery, golf, martial arts and boxing. For a full list of sporting events available, visit: bucs.org.uk/events-listing

Email: teamedgehill@edgehill.ac.uk

Facebook: [/TeamEdgeHill](https://www.facebook.com/TeamEdgeHill)

Instagram: [@teamedgehill](https://www.instagram.com/teamedgehill)



Struggling or Thinking of Leaving?

First of all, if things aren't going to plan – don't make any rushed decisions. Whatever is going on, help is here. The best thing you can do is speak to someone about your situation, your options and the support available. If you are struggling and you would rather speak to someone outside of your department, you can speak to the Student Support team. They can help you make an informed decision that is right for you. You can book an initial appointment through the webpage below or directly via email.

Web: edgehill.ac.uk/student-services/student-support-team

Email:

studentsupportteam@edgehill.ac.uk

Students Without Family Support

Are you a care leaver, care experienced, estranged, or have experience of supported foyer accommodation? If so, there is a great deal of support available to you within Edge Hill University.

The Student Support team are the designated team for supporting care leaver, care experienced and estranged students. We recognise that starting a course at university and moving to a new place can be exciting, but also overwhelming. You may find you have a maze of information and procedures to deal with, that's why The Student Support team are committed to offering you the extra support you might need throughout your studies.

Got a question or need support? Contact the Care Leaver support lead, Jo Ellmore at: studentsupportteam@edgehill.ac.uk

T

**Travel****EdgeLink Bus and Train**

All Edge Hill students are eligible to use the EdgeLink shuttle bus for free when you show your Unicaid. The service runs between Ormskirk campus and Ormskirk bus station every twenty minutes. Please note there is no service on Bank Holidays and Sundays. There are also regular train and bus services connecting Ormskirk with the surrounding area.

Taxis

All taxis should be directed to collect and drop off customers from the pick-up point at the Main Entrance or from outside the Sports Centre. Taxis are not permitted to collect or drop off in any other area on campus.

Visit ehu.ac.uk/travel for the latest travel information, the EdgeLink Bus timetable and to help plan your journey.

Walking

Edge Hill encourages all forms of active and sustainable travel where possible. There is a vast network of routes and public footpaths that can be utilised around Ormskirk. The Groundskeeping team maintains a host of different gardens and paths across campus so there is always a new area waiting to be explored!

**TV Licensing**

To watch live TV within your home you are required by law to purchase a valid TV licence. Edge Hill purchases a TV Licence for the TVs in the communal areas only. This permits you to:

- Watch or record programmes as they're being shown on TV
- Download or watch programmes live on an online TV service, such as BBC iPlayer, All4, Sky Go and YouTube

This could be on any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console or digital box. To do any of the above in your residential bedroom, you must purchase an individual TV licence for that space. To find out more, visit:

tvlicensing.co.uk/studentinfo

U



Unicards

Lost Unicards must be reported immediately to the FM Helpdesk via email or telephone:

Tel: 01695 58 4455

Email: fmhelpdesk@edgehill.ac.uk

An administrative charge for a replacement Unicaid must then be paid online via the store here: store.edgehill.ac.uk

To locate the Unicaid item, click on Facilities Management under the product catalogue. Your receipt of payment must be shown at the FM Helpdesk prior to the production of a replacement Unicaid. Please note that the University cannot accept any responsibility for monetary losses due to lost or stolen Unicards.

V



Visitors and Overnight Guests

You are responsible for the conduct of your visitors on campus. If visitors are causing a nuisance to others, or if we cannot establish that they are a guest of a resident or have legitimate business in the residence, they must leave if asked to do so by a member of staff or the Campus Support team. *

For information on requesting overnight guests, visit:

ehu.ac.uk/accommodationteam

*Please note that policies on Visitors and Overnight Guests are subject to change dependent on government issued guidance during the Covid-19 pandemic.

W



Wellbeing and Counselling

The Wellbeing team can offer support for issues that affect your wellbeing such as anxiety, stress, or feeling overwhelmed. They can also signpost you to internal or external services you may find useful such as counselling and GP services.

Web: ehu.ac.uk/wellbeing

Email: studentwellbeing@edgehill.ac.uk

Let Us Know

If you are worried about yourself or someone else, you can let us know by filling in our online referral form. You can let us know about a range of issues, such as concerns you might have about others or about yourself:

- Feeling isolated or alone in accommodation (e.g. never leaving the room or not mixing with others).
- Struggling with university or life in general.
- Self-harm.
- Struggling with mental health.
- Abusive relationship.
- Someone whose behaviour makes you feel uncomfortable.
- Excessively drinking and/or taking drugs.
- Personal hygiene or appearance has deteriorated.

To let us know, or to find out more, visit: ehu.ac.uk/letusknow



Wi-Fi

To access the internet using the University Wi-Fi network available across campus, search for the 'eduroam' Wi-Fi service and connect using your University username (e.g. 12345678@edgehill.ac.uk) and your current password.

Guide: ehu.ac.uk/guides/connect-eduroam-wifi-network

Web: askus.edgehill.ac.uk

Email:

CatalystEnquiries@edgehill.ac.uk





Student Accommodation Code

Edge Hill University has signed up to the Student Accommodation Code which protects your rights to a safe and good quality place to live.

It includes your rights to the following key areas:

- A healthy, safe environment
- Timely repairs and maintenance
- A clean, pleasant living environment
- A formal, contractual relationship with your landlord, (the University)
- Access to health and wellbeing services
- A living environment free from anti-social behaviour

For more information about the Student Accommodation Code, visit:

thesac.org.uk



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St Helens Road
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Lancashire
L39 4QP
United Kingdom



edgehill.ac.uk



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