



MADEIRA ROAD  
HALLS OF RESIDENCE 2019

## LIVING IN MADEIRA ROAD HALLS

Living in shared accommodation can be a vibrant, dynamic experience, with the opportunity to share with, and learn from, fellow students from across the world. You have the chance to make friendships, and to meet with people from different backgrounds, with different outlooks on life. At the Arts University Bournemouth we believe that everyone is entitled to study, work and live their lives in an environment free from discrimination.

We aim to promote equality of opportunity and good relations between all persons. It is important that you recognise the important part you each play in delivering a friendly, welcoming and safe environment which counts as home to all student residents. This includes a responsibility for health and safety issues, but also in showing consideration for others, and promoting general well-being.

The halls staff are based in the reception office on the ground floor of Block A at Madeira Road halls, and will be available to assist with any practical issues you may have.

## TRAVEL INFORMATION

Madeira Road is approximately 2.25 miles from AUB campus. Students can purchase annual or 10 trip Key cards for the Bus for BU ([www.thebusforbu.co.uk](http://www.thebusforbu.co.uk)) which are valid on a variety of bus services. There is a bus departure from opposite Cranborne House on Lansdowne Road. Bus timetables are available from Student Services, or the AUB Students' Union.

There is no car parking available for students at Madeira Road halls, but there is a large pay and display car park next door to the halls.

Covered bicycle storage is provided at the rear of Madeira Road halls – please ensure you lock your bike securely. Bicycles must not be kept inside the halls at any time. Any bicycles not claimed within one month of the end of the tenancy will become the property of AUB.

## FACILITIES

All rooms and studios have their own ensuite shower room.

Kitchens are located within each flat. These are equipped with hob, oven, microwave, kettle, toaster, fridge freezer, sink, lockable cupboards and preparation area. Studios have their own kitchen areas, similarly equipped.

There is a pinboard in your room for posters (if you attach posters to the walls you will be charged for the cost of removing any marks they leave).

There is a laundry in Block A for the use of all students living in the halls. The washing machines and tumble dryers are coin-operated.

There is a communal common room in Block A for use by all residents of Madeira Road halls.

Letters will be delivered to your locked letterbox located in the common room in Block A. Parcels will need to be collected from the main reception in Block A – a parcel delivery slip will be placed in your letterbox to notify you that your parcel has arrived. Don't forget to change your address when you move out of halls – any post delivered to halls after you have left will be returned to sender.

Occasional overnight guests are permitted in the Halls of Residence, for no more than 2 consecutive nights, at the goodwill of the Arts University. Students must not sublet or allow anyone else to use their room in their absence.

Please ensure that you report any faults or items in need of repair promptly.

## ARRIVING

We wish to provide you with a warm welcome upon your arrival to Madeira Road halls and for this reason we ask that you arrive to move into your room between the hours of 9.00am and 5.00pm on the specified days. Please collect your keys from main reception in Block A.

If you are delayed on your journey to us, please be reassured that halls staff are on site, so you will still be able to collect your keys and access your room.

There is a small drop-off point at Madeira Road halls; limited on-street parking is available (charges apply).

## WHAT TO BRING WITH YOU

- Bedding
- Towels, bath mat, toilet roll
- Personal belongings – including coat hangers, iron, etc.

You will have limited kitchen storage space, so we suggest that you bring only what you need, such as:

- Crockery: plates, bowl, mugs
- Cutlery and cooking utensils
- Saucepan, frying pan
- Tea towels, washing up liquid, dishcloths

You are responsible for keeping your room in a clean and tidy condition so you may wish to bring basic cleaning equipment (bathroom cleaner, cleaning cloths, etc) with you.

If you have a television or intend to stream live TV you must have a TV licence. Also from this autumn if you download or watch BBC programmes on demand including catch-up TV on BBC iPlayer you will need a TV licence. This applies to all devices.

We strongly advise you to take out insurance for your personal belongings. A number of companies offer student policies; details are available from Student Services. AUB cannot be held responsible for any loss or damage incurred to your belongings.

You may wish to order a student essentials pack in advance of your arrival at AUB Halls of Residence to ensure that you are able to settle in immediately.

UniKitOut offer a range of essential items to be delivered to your residence so that they're ready for your arrival. Uni Kit Out's packs are ideal for international students moving to the UK or those students who may have to travel a long distance to get to your residence. All you need to do is [click here](#), choose the items you want, select your residence, then confirm and pay for your goods. The pack will then be pre-delivered directly to your residence so it is there ready and waiting for you when you arrive, leaving you to quickly settle into your new and exciting environment. Furthermore, enter promotional code: AUB10 to receive a 10% discount.

## WHAT NOT TO BRING WITH YOU

The use of any item which increases the risk of fire or injury (e.g. kettles, toasters, additional heaters, rice cookers, dartboards or candles/naked flames) is not permitted in halls, so please do not bring these items with you.

Smoking in halls is strictly forbidden – this includes all types of e-cigarette.

Pets, of any kind, may not be kept. Additional furniture cannot be brought in to AUB accommodation.

## ELECTRICAL ITEMS

You are responsible for ensuring that all electrical items that you bring are safe, used correctly and comply with all the relevant British legislation. You will be required to confirm that all electrical items you bring with you, and any new items you purchase, are in safe working order. Any unsafe items will be held by the halls management company and returned to you when you leave halls. It is your responsibility to arrange collection; any items not collected within two weeks of leaving will be disposed.

Please note that the standard voltage in Halls of Residence is 230V. This may differ from the voltage outside of the UK. Please check all appliances are compatible.

To determine the correct voltage converter you need, you must know the input voltage and wattage requirements of your appliance. You can find this information listed on the appliance manufacturer's label located on the back, bottom or handle of the appliance, or in the specifications section of the appliance's owner's manual.

The label or manual will show the input voltage (110, 120, 220, 240; written as: 120 volts, 120V, 120 volts AC, or 120VAC), the wattage (written: 100 Watts or 100W) or the ampage (0.5 Amps, 0.5A or 500mA).

## IT

Each study bedroom provides a broadband connection enabling you to connect your computer to the internet. This service is included in the rent and is primarily intended to enable you to extend your electronic learning environment in your residence. All computers connected to AUB's halls networks must have appropriate anti virus protection software and users must abide by the Arts University's Acceptable Use Policy, a copy of which is available from Student Services.

The internet service is restricted and monitored.

Internet services are provided via Wifi or wired connection; Wifi connection is not guaranteed in all areas. Advice on current virus protection software and information relating to restriction of provision can be obtained from AUB's Helpdesk on 01202 363333 or by emailing [helpdesk@aub.ac.uk](mailto:helpdesk@aub.ac.uk).

If you intend to bring a printer to halls, we recommend that you bring a wired (rather than wireless) printer.

Each halls has its own IT service provider and helpdesk. Should you experience any difficulties with your IT services whilst in halls, please register this via the fault reporting system.

## GREEN LIVING

Arts University Bournemouth is conscious of its responsibility to promote environmental awareness and sustainability. We encourage residents to minimise energy use, use any appropriate recycling facilities and to generally reside in halls in as 'green' a lifestyle as is possible. Repeated or deliberate wastefulness (e.g. leaving lights on, showers running, etc.) or otherwise failing to respond to the need for energy conservation, may result in disciplinary action or additional costs.

## HEALTH

We would strongly advise that you register with a local doctor as soon as possible. The local Village Surgery is a short walk from the Arts University campus and they hold two weekly surgeries on campus. A registration form will be provided in your welcome pack, or is available from Student Services.

If you fall ill with an infectious disease please inform Student Services so that any potential risk to fellow residents can be assessed. If you become ill during the holidays whilst you are away from halls, please do not return to halls until your doctor confirms that others are not at risk of infection. Please ensure you report all absence to your Faculty Office.

If you are worried about the welfare or behaviour of a fellow student in halls for any reason, please contact the Wellbeing Officer in Student Services to discuss your concerns. Your confidentiality will be respected.

## MEDICAL TREATMENT

Emergency only: telephone 999 and request an ambulance.

(Please inform halls staff or security guards immediately so that someone can direct the ambulance upon arrival).

If you need immediate medical attention but it is not an emergency: Take a taxi to the Accident and Emergency department of Bournemouth Hospital.

If you need to see a doctor but it is not an emergency: Telephone the Village Surgery on 01202 525252 to make an appointment to see a doctor or contact Student Services for an appointment on campus.

If you are unwell in the evening, overnight or at the weekend or require medical advice: Telephone NHS Advice: 111.

For minor illnesses such as coughs, colds and upset stomach, visit any pharmacist for advice and over-the-counter medicine.

## SAFETY

You should always lock your room door, even if you just go to the kitchen or laundry. You should report any suspicious behaviour to the halls staff or security guard on duty.

If you have a disability please notify Student Services, so that we can work with you to prepare a Personal Emergency Evacuation Plan so that you are sure of what to do in the event of an emergency. Please note that you should inform Student Services if your mobility is affected by a temporary disability (e.g. a broken leg).

Please report all accidents to the halls staff so that a record may be entered into the accident book.

Security cameras are in use across the AUB and halls campuses.

You should take appropriate care when cooking and using kitchen facilities. Never leave cooking unattended, even for a brief moment.

The use of rice cookers and deep fat fryers / chip pans is not permitted.

Grill pans and oven trays should be cleaned regularly to reduce the risk of fire. When cooking with oil, gradually raise the cooking temperature, don't fry on the highest settings. If the oil begins to smoke or give off a vapour haze, it's too hot. Turn the temperature down and allow time to cool.

## SMOKING

Smoking and/or allowing others to smoke in your room, flat or halls as well as tampering with smoke detectors, fire alarms and/or activating of fire alarms may result

in disciplinary action in accordance with the AUB Student Disciplinary Policy. In addition, students may also be subject to a charge for any costs incurred including the cost of fire brigade and/or alarm company attendance. All smoking rules apply equally to all forms of e-cigarette.

Please note that the use of nitrous oxide or legal highs is not permitted in halls; any substances found in halls will be destroyed.

## FIRE SAFETY

A fire drill will be held at the beginning of the first term and you should familiarise yourself with the nearest fire exit from your room, and the location of fire alarms and firefighting equipment. Details of the fire evacuation procedure are displayed just inside the entrance to each building. Students must be familiar with the fire safety and evacuation procedure as displayed in the Halls of Residence.

On hearing a fire alarm: you must leave the building by the nearest exit, do not run. Do not use the lift. Do not take any belongings with you. Close all doors behind you, shut your bedroom window if it is safe to do so, and go to your assembly point. You will then receive further instructions from halls staff or the emergency services. Under no circumstances may you return to the building until permission has been given.

On discovering a fire: however small the fire, you should activate the nearest alarm and shout 'fire'. Do not attempt to extinguish the fire. If safe to do so close all doors and windows in the vicinity of the fire and leave by the nearest exit, as described above. Go to your assembly point and advise staff or emergency services of the location of the fire.

Students or guests with mobility difficulties should be escorted to the nearest stairwell, which acts as an emergency recess area. Inform a member of staff or emergency services as soon as possible and request assistance with evacuation.

In the event of a fire, priority is given to clearing the building, so you should help to alert others as you leave the building. Any halls staff will assist in the evacuation procedure prior to the arrival of emergency services.

Fire extinguishers must not be misused and smoke detectors must never be covered or tampered with. Corridors and staircases must be kept clear at all times and fire doors must never be wedged open. Kitchen doors must be kept shut at all times and the hob never left unattended when in use. Naked flames are not permitted anywhere in the buildings.

Failure to evacuate in the event of a fire alarm may result in disciplinary action. Any student who raises a false fire alarm by breaching halls regulations will be charged for the costs incurred, including the cost of fire brigade attendance.

All students are expected to have watched the Fire Safety video as part of induction, please see link provided in the induction email.

## POLICE

AUB works in partnership with the Dorset Police Universities' Safer Neighbourhood Team, and police officers regularly patrol the AUB campus and halls of residence. The police are always happy to give advice and guidance, and you can speak to them confidentially.

For non-emergencies please call 101 or for informal advice and guidance you can contact the Universities' team at [police@bournemouth.ac.uk](mailto:police@bournemouth.ac.uk)

IN AN EMERGENCY, TELEPHONE 999 FOR POLICE, FIRE BRIGADE OR AMBULANCE. 999 calls are free from any phone, and must ONLY be used in an emergency.

In the event of an emergency, call the emergency services by dialling 999. You should take appropriate steps to safeguard your immediate safety, if necessary (for example, by evacuating the building). You should ensure that someone is available to direct the emergency services upon arrival, and should follow all instructions from the emergency services promptly.

You can report a crime in person by visiting any police station, or by telephoning 101. Please notify halls of residence staff or AUB Student Services of any event that has necessitated contact with the emergency services.

## BEING STREETWISE

You should take sensible precautions to safeguard your personal safety when going out, especially at night – do not walk home alone, and only invite people you know well into halls. Be aware of drink spiking and never accept drinks from strangers, or leave your drink unattended.

Bournemouth's Safe Bus runs all year and sets up its base in the town centre. Staffed by volunteers, including special constables, police community support officers, paramedics, club chaplains and alcohol addiction counsellors, the bus provides a safe place for vulnerable people to go.

## AUB HALLS OF RESIDENCE REGULATIONS

Any breach of the AUB Halls of Residence Regulations may result in disciplinary action. This could result in a charge or, in serious situations, could result in you being evicted.

The AUB Halls T&Cs, which are readily available on the AUB Accommodation webpages, form part of the regulations covering your accommodation at Madeira Road halls, together with these induction guidelines, the terms of the Residence Agreement, and other AUB policies.

The Arts University Bournemouth requires students to conduct themselves at all times in a responsible and proper manner towards other students, guests, AUB staff and representatives.

When in University accommodation, student residents are responsible for the behaviour of their invited guests, and will be liable for the cost of any damage they may do and any breaches of Halls regulations.

You are responsible for keeping your room and flat clean, including kitchen areas (vacuum cleaners are available). Flats are inspected on a regular basis and the University reserves the right to take action should cleaning standards fall below acceptable levels; this may result in liability for any cleaning costs incurred by AUB. You should ensure that nothing in your room poses a risk to fellow residents, visitors or AUB staff.

A representative of AUB has the right of access to residents' rooms at all reasonable times. Prior notice will be given, other than in emergencies. Please note that random health and safety checks take place throughout the year.

Students are responsible for reporting faults and repairs. When reporting a fault, students are giving permission for halls staff to enter the room to undertake the repair. If students do not wish to give permission, they should make that clear at the time of reporting.

Remember that others may keep very different hours to you, for whatever reason. We ask you to ensure that you do not contribute to unacceptable noise levels, and have due consideration to those who may be working or sleeping, whatever the time of day. Between the hours of 11.00pm and 8.00am you should not cause any noise which is audible outside of your room.

As part of our duty to keep all students within the Halls of Residence safe, we are obliged to ensure that items received by post do not breach our Halls regulations. We thus reserve the right to retain packages at Reception, and to require you to open them in front of a member of staff. Any contents will be kept entirely confidential, and action will only be taken if the contents would breach the Halls regulations.

## AUB STUDENT DISCIPLINARY PROCEDURE

Misconduct in halls and/or any breach of AUB policies will be dealt with according to the AUB's Student Disciplinary Procedure. Disciplinary offences are characterised as minor or serious; different procedures are followed and different penalties may apply, depending on the category of offence.

The following list gives typical examples of minor misconduct; it is indicative, and is not intended to be exhaustive.

- Minor damage to property
- Creating a disturbance through rowdy behaviour or loud music
- Wasteful use of resources (including water or electricity)
- Failure to maintain a reasonable state of cleanliness
- Showing a lack of respect to other tenants, visitors or staff

Penalties for minor misconduct include:

- Apology and restitution to third parties
- Warning

The following list gives typical examples of serious misconduct; again it is indicative, and is not intended to be exhaustive.

- Harassment or bullying
- Theft, or serious or repeated damage to property
- Threatening behaviour or physical violence
- Smoking within halls
- Breach of health and safety
- Substance abuse
- Disruptive behaviour and unwillingness to co-operate with reasonable instructions from staff
- Repeated instances of minor misconduct

Penalties for serious misconduct may additionally include:

- Eviction from accommodation
- A formal warning
- AUB service penalty
- A fine of up to £150, to be paid in cash within 10 working days.

In applying the Student Disciplinary Procedure to incidents relating to University accommodation, the Senior Student Services Officer will fulfil the functions of the Course Leader, and the Head of Academic and Student Services will fulfil the functions of Dean of Faculty. Your Course Leader will also be notified of any penalty imposed.

In the most serious circumstances, serious misconduct might result in the suspension or permanent exclusion of a student from AUB.

If the disciplinary procedure results in eviction, the Head of Academic and Student Services will serve a notice to quit, giving 4 weeks' notice for the student to vacate his / her room in halls. Any deposit or overpayment of rent due after the notice period will be refunded to the student, minus the cost of any fines and / or costs.

Students will be required to reimburse the Arts University for the cost of any damage to property as a result of his / her actions. This will be in addition to any penalty (including a fine). Any charges will be itemised; details can be viewed in your on-line halls of residence statement. You will not receive additional notification of any charges.

Copies of all AUB policies are available on the Arts University student portal, or from Student Services.

## CHARGES

Charges for damage to communal areas such as kitchens or hallways will be divided by all students or users unless individual responsibility can be identified.

Students will be required to reimburse the Arts University for the cost of any damage to property as a result of his / her actions. A full schedule of charges is available from Student Services.

The cost of any loss or damage will be deducted from your deposit.

AUB operates a system of collective responsibility which means that where an individual(s) cannot be identified as responsible for any damage or other disciplinary matter, then those residents whom the Arts University deems most likely to be responsible will be held jointly liable. (Note: in reaching this judgement, the Arts University will not consider individual statements of innocence).

Students are responsible for the behaviour of their invited guests, and will be liable for the cost of any damage they may cause and for any breaches of Halls regulations.

## FAULT REPORTING

Students are required to please report any faults or damage to the halls staff via one of the following methods:

- In person, by visiting main reception in Block A
- By emailing [MRAdmin@derwentfm.eu](mailto:MRAdmin@derwentfm.eu)
- By telephoning 01202 797000
- By using the MainManager app

Please note that in reporting a fault, you are giving permission for a member of halls staff to enter your flat to undertake repairs. If you do not wish to give permission, please make this clear at the time of reporting the fault.

## COMPLAINTS

If you wish to make a complaint relating to Madeira Road Halls of Residence please contact the halls staff, in the first instance. If this does not result in a satisfactory conclusion you are entitled to make use of the Student Complaints Procedure, details of which can be obtained from Student Services.

For information on the Student Complaints Procedure, or to discuss your complaint, please contact:  
Heidi Cooper-Hind  
Head of Academic and Student Services  
Tel: 01202 363220  
Email: [hcooperhind@aub.ac.uk](mailto:hcooperhind@aub.ac.uk)

## CODE OF PRACTICE

Arts University Bournemouth complies with the UUK/Guild HE and ANUK code of practice for student accommodation. The UUK/Guild HE and ANUK codes were developed specifically for educational establishments. Members of the Code are independently audited to ensure that halls of residence meet specified standards.

More information on the Code can be found at: [uukcode.info](http://uukcode.info) and [anuk.org.uk](http://anuk.org.uk)

