Belmont Tower and Flats
Dundee

Residents’ Guide
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Firstly, thank you for choosing Belmont Tower and Flats 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 the University of Dundee and 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 reception or giving them a call or sending an email.

T: 0300 123 5050 - choose option 1, then option 2
E: enquiries-dundee@sanctuary-students.com
Arrival Day
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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 fill out the inventory form and aim to have it completed and returned to our on-site team within 48 hours of arrival.

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 on reception, give them a call or send an email.

T: 0300 123 5050
E: enquiries-dundee@sanctuary-students.com
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 reception.

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 reception 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. 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. In the lounge, there’s also a socket marked SAT for connecting a Sky or FreeSat box if you have one. The socket marked TV/FM is for digital radio and TV. 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 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 reception 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

Reception
Located in the Heathfield building, reception is open between 9am-5pm, Monday to Friday. The on-site team can be contacted by telephone and email.

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

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.

If you would like to contact the Residences office at the University of Dundee, you can
Laundry

The laundry rooms are located on the East Stair between the ground and first floor in Belmont Tower and in the courtyard for Belmont Flats which can be opened with your key fob. The laundry room is open **24-hours a day**. Machines are card operated 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 reception.

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.

**Top tip:** Remove any fluff from the filter at the bottom of the dryer before use – your clothes will dry better.

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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
- Belmont Tower
- University of Dundee
- Mount Pleasant
- Dundee
- DD1 4HD

or

- Your name
- Belmont Flats
- 76 Old Hawkhill
- Dundee
- DD1 4HE

Internet

Wi-Fi is available throughout the building, provided by Optify. You will also find an Ethernet connection point in your room. More information is in your welcome pack.

Storage

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

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
Bins and recycling

Recycling facilities are available on-site and food waste containers 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
- A rag bag textile recycling container can be found on-site
- Batteries can be recycled at the office

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 Thursday and recycling is collected twice a week on a Monday and Wednesday.

Vending machines

Located in the laundry room, supplying confectionery and soft drinks.

Bikes

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

Top tip: You should also register your bike with the police; you can do this online at www.bikeregister.com.
Parking
Parking on the University campus is available for permit holders only. Permits are only available for students with disabilities. Please contact the University’s car parking administrator for more information:

T: 01382 384 000

There is no parking available within the grounds of Belmont, so please ask for details on alternative parking nearby.

Local transport
For more information please visit www.dundeetravelinfo.com

Remember to provide your ID when purchasing travel tickets for a discount towards your travel.
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.nhs24.com/FindLocal. For minor illnesses you can visit a pharmacist. Please ask at reception for details of the nearest hospital.
Student Support Adviser and their team of Student Support Assistants are on hand to provide signposting and advice on topics including homesickness, not getting on with your flatmates and financial worries. You can contact the Student Support Adviser on:

T: 01382 385 534
E: enquiry@dundee.ac.uk

Contact details for your Student Support Assistant 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. The nearest payphone is located outside the main library and at West Port beside The Globe Bar and is free for emergency calls.

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 at Freshers’ Fairs 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 into University support services if you are struggling.

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.

Parties
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.
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 out our 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. You will find a blank one of the kitchen pin board.

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 at reception, give us a call or send an email.

T: 01382 383 111
E: enquiries-dundee@sanctuary-students.com

Note: Out of hours 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. Emergency repairs can be reported to reception 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.

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.

Access to flats
Access to your flat will usually be restricted to normal working hours except in exceptional circumstances. 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.

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 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. Lending of rooms (subletting) or keys is strictly prohibited. Please complete an overnight guest form which is available from the office. 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.

**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 reception 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

**Belmont Flats:** You have been given a fob to access the building and the laundry room and three keys, one for your flat, one for your room and one for your kitchen cupboard.

**Belmont Tower:** You will receive one key which opens the building front door, flat and your room.

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

Please read the policy of our 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 reception if it’s equipment supplied by us.

When using electronic equipment:

1) Always follow the manufacturer’s instructions
2) Don’t overload electrical sockets
3) Do not leave switched on electrical items unattended
4) Disconnect equipment not being used
5) Switch off and disconnect faulty equipment immediately
6) 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 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.

Note: Any banned or unsafe items may be removed without warning.
Fire drills
Fire alarms are tested every Tuesday, you can find out more in your weekly updates. 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

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 reception know so it can be replaced or repaired.

If your smoke, heat or carbon monoxide detectors start to beep, tell a member of our team immediately. 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 Accommodation Services who will give you the documents you need. You will need to keep paying rent until your room can be reallocated.

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 reception 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.
Address: 75-76 Old Hawkhill, Dundee DD1 4HE
Visit: www.sanctuary-students.com
Call: 0300 123 5050
Email: enquiries-dundee@sanctuary-students.com
Our offices are 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