



HOUSING SERVICES

2025/26

Your

Accommodation

Handbook

US
UNIVERSITY
OF SUSSEX

This document forms an extension
to your contract.

It is important that you read and
understand all the information
provided before signing your online
accommodation agreement.

CODE OF PRACTICE

The University has signed up to the Universities UK Code of Practice for the management of student housing and will ensure that management practices and procedures comply with this code. The full code is available to read online at: thesac.org.uk



PLEASE CONTACT US IF YOU HAVE ANY QUESTIONS

+44 (0)1273 678220

housing@sussex.ac.uk

www.sussex.ac.uk/accommodation

www.instagram.com/ushousingservices

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Whilst every effort has been made to ensure that the information presented in this brochure is correct at the time of publication (August 2025), there may be changes that occur during the academic year which will not be captured in this handbook. The University of Sussex cannot be held responsible for any errors and/or omissions.

The University of Sussex makes every effort to deliver housing as set out in this guide. However, due to the large number of students being housed and the diversity of needs, the University reserves the right to make variations to the type of housing offered. Photos are indicative but accommodation may vary from that shown. The University cannot be held responsible for any loss, damage or expense resulting from any delay, variation or failure in the provision of housing or facilities arising from circumstances beyond the University's reasonable control including in response to government advice in relation to the Covid-19 pandemic or to ensure the health and safety of the University community. Updated August 2025

Welcome

Leaving home to live at university is an exciting experience, and Sussex provides the opportunity to take those first steps of independent living in a supportive and friendly environment.

Congratulations on securing your place at Sussex. Housing Services have been welcoming students to their new homes for many years and we aim to give you a high level of support to help you to settle in easily and make friends quickly. We are committed to providing you with housing that enables you to make the most of your time at Sussex. We realise that where you live can have an impact on how effectively you can study.

We want your stay to be as enjoyable and problem-free as possible, so all the key information relating to living in our accommodation is set out in this brochure.

Please note that the information and guidance in this document forms part of your accommodation agreement, therefore it is important that you carefully read it through before signing your online accommodation agreement.

YOUR ACCOMMODATION

We have a wide choice of housing that helps to meet most of the needs of our students. If you have been allocated a room you are not happy with, try not to worry about it too much at first. Most students settle into their accommodation quickly, even if it isn't quite what they wanted, and find they are happy after all. If you decide that you would like to swap anyway, we operate a swap list at the start of the term and will do our best to assist you with this.

HOW CAN WE HELP?

Housing Services is located in Bramber House and is the first point of contact regarding housing matters. You are welcome to pop in and chat with the team about any housing issue you may have.

We look forward to welcoming you and hope you make the most of your time with us.

FINDING YOUR WAY

A map of campus can be found at: www.sussex.ac.uk/about/campus/map

Maps of residences will be available on the individual residence pages: <https://www.sussex.ac.uk/study/accommodation>

GETTING AROUND

The University campus is very well connected with the city centre via public transport links. There are multiple bus options as well as a direct train from Falmer station. Many students and staff members cycle to and from the University as well.

For full information on each of these options and parking restrictions visit: www.sussex.ac.uk/sef/services/transport/



How do we support you?

HOUSING SERVICES

The Housing Services team is responsible for the allocation and billing of all University-managed accommodation, as well as the administration of tenancy agreements.

The University estates team is responsible for the operational delivery of the residences and provides building management, cleaning and porters for all residences, and manages the maintenance of most.

Each residence area has its own building manager who is overseen by the head of campus facilities management. The building manager is supported by a porter, housekeeping supervisor and a team of housekeepers. The Housing Services team in Bramber House produce information about the residences, carries out the allocation of housing and administers accommodation agreements.

Talk to us

Location: Second floor, Bramber House

Open: 10am–2pm, Mon-Fri

01273 678220

(dial 8220 from an internal extension)

housing@sussex.ac.uk

RESIDENTIAL LIFE TEAM

The Residential Life Team are here to enhance your university experience through a programme which seeks to connect, educate and support. The Residential Life team manage the day-to-day running of the Residential Life Connector scheme and can be contacted for additional welfare support if needed.

The Residential Life Connectors are returning students who act as a first point of support for students living in University managed accommodation. The Residential Life team are here to help you manage your wellbeing whilst living in the residences, including helping you to negotiate communal living issues, access appropriate support services and by offering a comprehensive programme of Residential Life events.

Talk to us

ResidentialLife@sussex.ac.uk

PEER MEDIATION

Residential Life Connectors are trained in peer mediation skills and are here to help you address any issues that may arise in your University-managed accommodation. Your Residential Life Connector will host a kitchen meeting each term to introduce themselves, give information about life on campus and to help you establish a community that is respectful of one another's needs. Your Residential Life Connector will be available to you throughout the year to respond to any queries you might have, signpost you to other departments and to lead the programme of events. Should conflict arise in your accommodation, Residential Life Connectors will utilise peer mediation to help you find a mutually beneficial resolution. Peer mediation is a valuable tool for Residential Life Connectors to assist students in adjusting and finding compromise in communal living. If you or any of your flatmates need to arrange a peer mediation or report any issues that arise in your flat, please contact your Residential Life Connector.

Find out more

www.sussex.ac.uk/campus-support/

OUT OF HOURS SUPPORT

Emergency Support

Contact Security:

01273 87 (3333)

Find out more

<https://student.sussex.ac.uk/new-students/help-and-support/residential-support>



Living on campus



WHAT DO WE PROVIDE?

When you arrive you will find a room inventory. You will need to check through the inventory, sign it and return it to the porter. When you move out, you may be charged for anything that is missing or damaged. Please leave the room as you found it.

What should you find in your room?

- Bed and mattress
- Wardrobe and drawers
- Desk and desk chair
- Bookshelves*
- Roller blind/curtains
- Desk lamp
- Waste paper bin
- Secure door lock
- Internet point/cable
- Mirror*
- Bedside cabinet

What should you find in the kitchen/communal area?

- Oven and hob
- Fridge and freezer
- Kettle and toaster
- Microwave
- Iron and ironing board**
- Vacuum cleaner
- Dining table and chairs*

* not available in all residences

** available on request from reception

There is limited storage space in the studio flats so we provide you with the ironing board, iron, vacuum cleaner, dust pan and brush and mop and bucket. These are shared so please return them to the storage cupboard after each use. (Vacuum cleaner for Lewes Court studio flats is shared with the flat next door.)

What should you find in your en-suite shower? (where applicable)

- Toilet
- Toilet brush and holder
- Wash hand basin
- Mirror

Bedding

The University provides a mattress protector that must be used. These are new and help protect the mattress. You will need to provide and launder your own duvet, sheets, pillows and pillow cases.

LAUNDERETTES

The launderettes are operated by Circuit Laundry and all machines are cashless. Instructions are available in the launderette or online by selecting your specific launderette at: www.circuit.co.uk/

Getting-started

If you have a problem please contact Circuit Laundry directly on **0800 0924068** or **01422 820026**.

The launderettes are located in Northfield, Lewes Court, Stanmer Court, East Slope and Swanborough. The main launderettes at Northfield, Stanmer Court and Swanborough include WiFi and seating areas. There is also the option for paid service washes at Swanborough launderette.

Opening hours

8.30am–midnight – 7 days a week. On bank holidays Northfield and Lewes Court are closed while all other launderettes remain open. Stanmer Court and East Slope are open 24/7 – 365 days a year.

BEDDING PACKS

A bedding pack can be purchased* from our 24 hour residence receptions or from the university online shop. The pack contains a flat sheet, duvet and duvet cover, pillow and cover. They are yours to take with you at the end of the year. Please note East Slope has 3/4 double beds (4 foot width) so you will be provided with a sheet this size if you live in that residence.

*Subject to availability.



Don't worry if you forget to pack something!

Brighton has many great shops, with prices to suit every budget, you can pick up additional items once you arrive.

FIND OUT MORE:
<https://student.sussex.ac.uk/new-students/settling-in/shop-and-eat>



USING APPLIANCES

You can download information about how to use the appliances provided (vacuum cleaner, kettle, iron, washing machine etc) from: www.sussex.ac.uk/webteam/gateway/file.php?name=equipment-guide-using-items-in-university-accommodation.pdf&site=591

LIVING ON CAMPUS

The residences form an integral part of the University of Sussex. We have just over 4,800 study bedrooms on campus, all of which are self catered and over two thirds of which have en-suite facilities.

How you feel about your accommodation is very important to us. Student tenants are typically young adults, but you will find that some students are here with their families while others are mature students returning to education.

All study bedrooms and most communal areas have Wifi or wired internet connection. Instructions on how to connect and use both systems are available from your porter.

PORTERS

The porter's hours are Monday to Friday 8.30am-5pm (please note that the porter will need to step away from reception on occasion to deal with urgent maintenance or help a student who has been locked out of their room). They are available to report maintenance faults to and collect mail from. They are an excellent first point of contact and will help wherever possible. Please report faults to the porter as soon as they arise.

The building manager is responsible for overseeing portering, cleaning and general maintenance of the site. Outside of these hours we have a duty porter based at the Bramber house 24 hour reception, in case you need to report any problems that cannot wait until the porter in your residence reception is back the following morning. For further information, please refer to page 30.

WHAT'S YOUR NEW ADDRESS?

To make sure you receive your mail or packages please use the following address with your full name, room number and postcode:

Residence (e.g. Northfield)
Flat __, Room __, (your flat number and room number),

University of Sussex,
Falmer, Brighton,
East Sussex

Don't forget to include your postcode. See the list of residences (pages 8 and 9) for individual postcodes.

HOW YOU RECEIVE YOUR MAIL

The mail is usually delivered throughout the day by couriers and your porter will place your mail into your residence mailbox. Please remember that this mailbox is shared with other people in your flat, so make sure you have discussed whether you are happy for them to pick up your mail.

We strongly advise that no money is sent through the post as we cannot be held responsible for items that do not arrive. If you have any important items being sent to you, please use registered post. If the porter receives any registered mail or packages, they will keep them secure and will place a slip in your mailbox to let you know. If you are expecting a parcel but there is no slip in your mailbox, please wait a while and check again for a slip, it may be that a large number of parcels are being processed by your residence team. Parcels are processed daily and will normally be available for collection the same day or the following day, depending on the delivery time.

Please then bring your bring your ID and notification slip to your porter who will get you to sign the mail book and hand you your registered post or package. We do not accept age verified items as we cannot verify ages on behalf of addressees. Any parcels requiring age verification will be refused and sent back.

DETAILED INFORMATION FOR EACH RESIDENCE

BRIGHTHELM

Brighthelm has 300 study bedrooms across 60 houses, each with five bedrooms. Each house has two bathrooms, washbasins in every bedroom and a well-equipped kitchen-diner with outdoor patio area.

Brighthelm contact information

Porter

01273 873482

swanborough@sussex.ac.uk

Building manager

01273 678237

ts374@sussex.ac.uk

Postcode

BN1 9SA

The Porter is based at the Swanborough reception and the building manager's office is next to the residence reception.

SWANBOROUGH

Swanborough comprises 250 rooms all with en-suite facilities and communal lounge and kitchen. There are also two adapted flats providing four bed spaces. The adapted flats have motorised doors, lowered wardrobe rails and kitchen cabinets, en-suite wetrooms, emergency pull-cords which connect directly to reception and plug-in points for vibrating fire-alert pillows.

 This residence has adaptable rooms.

Swanborough contact information

Porter

01273 873482

swanborough@sussex.ac.uk

Building manager

01273 678237

ts374@sussex.ac.uk

Postcode

BN1 9NZ

The building manager's office is just across from the porter's reception.

EAST SLOPE

East Slope residences incorporate four neighbourhoods: Amberley, Bodiam, Camber and Lullington comprising of 1,561 en-suite rooms and 556 standard study bedrooms.

 This residence has adaptable rooms.

East Slope contact information

Reception

01273 678866

Porter

eastslope@sussex.ac.uk

Building manager

01273 678236

yk256@sussex.ac.uk

Postcode

BN1 9RJ

The building manager's office is located at the East Slope Reception.

LEWES COURT (PHASE 1 & PHASE 2)

Lewes Court has 244 standard student study bedrooms in phase 1 and 217 en-suite study bedrooms in phase 2. There are also 39 studio flats across both residences.

 This residence has adaptable rooms.

Lewes Court contact information

Porter

01273 678687

lewescourt@sussex.ac.uk

Building manager

01273 877244

E.Karacs@sussex.ac.uk

Postcode

BN1 9RU

The building manager's office is in Northfield next to the reception.

NORTHFIELD

Northfield has 1,072 en suite rooms, 21 studio flats and 12 family flats. In the Northfield Reception Building there is a café/bar run by the Students' Union.

 This residence has adaptable rooms.

Northfield contact information

Porter

01273 877148

northfield@sussex.ac.uk

Building manager

01273 877244

Nicola.Thomas.1@sef.fm

Postcode

BN1 9BJ

The Manager's office is next door to the porter's reception.

Please ensure you contact your porter or reception in the first instance before contacting your Building Manager.

NORWICH HOUSE

Norwich House is dormitory style accommodation with bedrooms, kitchens and bathrooms coming off a main corridor. There are 117 rooms.

Norwich House contact information

Porter

01273 678323

swanborough@sussex.ac.uk

Building manager

01273 678237

ts374@sussex.ac.uk

Postcode

Norwich House: BN1 9QS

The building manager's office can be located in Swanborough.

STANMER COURT

Stanmer Court has 463 student study bedrooms, 11 studio flats and a small number of shared studios, all with en-suite facilities. There is a TV lounge and the reception is open 24 hours.

 This residence has adaptable rooms.

Stanmer Court contact information

Porter

01273 678938

stanmercourt@sussex.ac.uk

Building manager

01273 678344

A.McNamee@sussex.ac.uk

Postcode

BN1 9PU

The building manager's office at Stanmer Court is next door to the Porter's reception.

Car access for Stanmer Court

Please note there is no vehicle access to Stanmer Court except for the September welcome weekend and the official end of undergraduate move-out weekend.

FINDING YOUR WAY

Download maps of residences on campus:
<https://www.sussex.ac.uk/study/accommodation>



Rent

PAYING YOUR RENT

Information on when and how to pay your rent is provided in your accommodation offer letter. You can pay in full in advance or in three instalments payable on specified dates in October, January and April (for 9-month contracts).

PAYMENT DATES:

Information on when and how to pay your rent is provided in your accommodation offer letter. You can pay in full in advance or in three instalments payable on specified dates in autumn, winter and spring (for 9-month contracts). Students with 11- or 12-month tenancies will have an extra instalment payable in the summer. Students who move into their accommodation later in the year, and whose tenancies are for three months or less, will, in most cases, be expected to pay the full amount in advance

Whichever method you use, arrangements must have been made by the time you move into your accommodation. (Overseas students should note that it can take some time to set up a UK bank account and paying by credit card is usually a more viable option.)

You can set up a debit card or credit card payment plan online via Sussex Direct from 1 September. If you have any problems contact the Student Accounts team on **0800 849 4979** to give them your payment details, or email **studentaccounts@sussex.ac.uk**

(Students at the Brighton and Sussex Medical School should call **01273 873799**.)

If you start to fall behind on your agreed payments, please contact Student Accounts at an early stage to let them know you are having problems. Students who get seriously behind with their rent are at risk of being evicted from their accommodation.

More information on rent payments can be found at:
www.sussex.ac.uk/finance/services/feesandincome/studentaccounts/accommodation

YOUR RENT INCLUDES:

All utility costs

Telephone service charge (where a phone is provided and excluding external call charges)

Bedroom contents insurance

Cleaning of communal areas

24-hour porters service in defined areas

Residential welfare support.

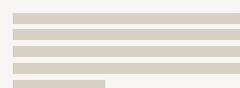
SETTING UP PAYMENTS

YOU CAN SET UP A DEBIT OR CREDIT CARD PAYMENT PLAN VIA SUSSEX DIRECT FROM 1 SEPTEMBER.

We've teamed up with Blackbullion – a free platform to help students gain financial confidence for life.

BUDGETING

Don't forget to budget for all your living expenses.



Housekeeping and Sustainability

CLEANING

Each student is responsible for the cleaning of their study bedroom and keeping the communal areas tidy. However, to keep all the flats to a reasonable standard, we will clean communal areas weekly and your en suites monthly. You will need to make sure that the surfaces are cleared before the housekeepers arrive.

Please follow these guidelines:

- On cleaning day please ensure kitchens/bathrooms are left in a satisfactory and clear condition with all rubbish removed.
- Do your own washing up and clean the cookers after use, place food waste in the food waste caddy and do not dispose of it using the sink or drains..
- Vacuum dry spillages/mop up liquid spillages on the floor
- Empty the rubbish from your bedroom, kitchen and bathroom bins regularly.
- Rubbish and recycling must be removed regularly. One warning email will be sent before charging for the removal of standard waste. Any refuse posing a risk to others (for example by blocking access or attracting pests) will be removed without warning and all occupants will be re-charged.
- Clean showers, sinks, baths and toilets after use.
- Cotton wool and tissues must be put in the wastebin.
- Keep bedrooms clean and tidy and vacuum once a week
- Do not fix posters or post-it notes to windows.
- Do not use Sellotape, Blu tac, nails, drawing pins, LED strips or anything else that could cause damage to walls.
- You may be charged extra after your stay for redecoration if the room is damaged.

Every room is inspected each term. You will be advised by email if your room or flat is not satisfactory. You may be charged for extra cleaning, during or after your accommodation agreement, if the room is not left in a satisfactory condition.

If the flat or room is left in an unsatisfactory state, for example in which the housekeepers are unable to do their job without moving your possessions, you may receive a warning letter. Should we find there is no improvement in the following days, the building manager will send your flat a final warning notice. This will state that we will remove our cleaning service and replace it with cleaning contractors should the condition of your flat not improve. Once cleaning contractors are booked, we cannot cancel their service and the charge will be passed to you.

We have a team of housekeepers attending to maintain the standard of your accommodation. We expect our staff to treat you with respect and be treated with respect in return. Should you have any complaints regarding housekeeping staff, these should be made to the building manager.

Occasionally, we may need to change the day your flat is cleaned due to sickness, staff training or bank holidays. Sometimes we may need to reduce the level of cleaning temporarily, however we will try to keep interruptions to a minimum.

Should you feel that any complaint has not been handled satisfactorily, please see:

www.sussex.ac.uk/sef/services/residences

FOOD SAFETY

For many of you this will be the first time you have lived away from home. Follow these simple guidelines to make sure the food you prepare for yourself and other people is safe to eat:

- Wash your hands before preparing or consuming food.
- Ensure cuts and open wounds are covered before touching food.
- Keep all high-risk foods refrigerated e.g. meat, poultry, fish and dairy products.
- Keep raw and cooked food separate in the fridge and covered.
- Wash utensils and chopping boards in between preparing raw and cooked food.

- Keep hot food covered and do not leave food out, it attracts pests.
- Ensure hot food is thoroughly cooked.
- Adhere to 'use by' and 'best before' dates.
- Use disposable dish cloths to prevent bacteria from building up and spreading.
- If you are in any doubt about the safety of the food you are about to eat, throw it out.
- Do not pour hot oils or grease down the sink.

ENERGY EFFICIENCY

We aim to provide the best energy-saving products for your flats based on budget and durability. All our domestic goods are rated A (except for tumble driers).

Included in your rent is an allowance that covers the average cost of providing utility services based on the previous year's expenditure for that residence. Help the University keep its carbon emissions and energy costs to a minimum by being sensible and following good practice with your energy usage.

Please turn off all personal electrical equipment, including lighting, when not in use.

HEATING

Heating is provided from October to May, depending on the weather, and set to a timer. In some residences, bedroom radiators have thermostatic valves that give greater control over the heat in your room. Each valve provides a degree of control of the space heating. Can you please either turn your valve to '★' when leaving for long periods of time or 3, which is the optimum, efficient setting. Brighthelm residents have control of their own heating. The heating is switched off with the rest of campus around April/ May time, weather permitting and we do monitor the temperature. If there is a problem with the heating a small number of heaters are available from the porter. Priority is given to families with children and those with health needs.

HOUSEKEEPING

Specific instructions about how to use timers can be found in your individual flat. There is limited control of the temperature at East Slope as the residence is designed to maintain a temperature of around 21°C.

WATER EFFICIENCY

Try to use water efficiently by following these simple tips:

- Use the minimum amount of water required when you boil water in saucepans and kettles
- Do not leave the tap running while you brush your teeth, shave, or wash your hands as this can waste up to five litres of water per minute.
- A four-minute shower uses about a third of the water of a bath. But power showers can use more water than a bath in less than five minutes.
- Cotton wool, sanitary items and wet wipes should be put in a waste bin.
- Dripping taps can waste up to four litres of water a day. Please let us know so that we can replace worn tap washers.
- Some of our residences have a dual flush toilet which can save up to 68% more water than standard toilets. There are two buttons, the bigger one uses more water than the small one. Please use as required. To ensure the bowl is emptied, press down the button for five seconds.

LIGHTING

Hallway lighting in most residences is movement-sensitive and will automatically switch off when no motion is detected over a period of time.

We supply low-energy bulbs where possible, including those for desk lamps, vanity units and fridges. Please collect these from your porter.

RECYCLING

We encourage you to reduce your consumption and recycle where possible. Cardboard, paper, plastic bottles, and tins go into the Dry Mixed Recycling, glass items in the Glass Recycling, and anything else goes into General Waste. Please check with your porter for locations to recycle tetra pak, food waste, mobile phones, ink cartridges, batteries, crisp packets or cooking oil.

All students are required to place recycling into the external bins provided. Any recycling left in the flat may incur charges for removal. Please reuse the receptacles for Mixed Recycling and Glass to transfer items to the external bins, and then return it to the flat. If nonrecyclable items are mixed in recycling bins, the contents become contaminated and all the waste will have to be processed as general waste. Please do not dispose of glass in the glass bins after 9pm to avoid disturbing other residents.

Consult our campus recycling map for a complete list of recycling facilities on campus: www.sussex.ac.uk/sef/recycling

EMPTY BOTTLES AND CANS

The collection of glass bottles and cans in the residences can prevent the residence team from being able to clean all areas properly and in some cases can cause a hazard to staff cleaning your room or flat. All empty bottles and cans should be disposed of in rubbish and recycling bins. If large numbers of bottles or cans cause an obstruction to cleaning, they may be removed and a contract cleaning charge applied.

WASTE

You are responsible for removing rubbish and recycling from your bedroom and communal areas. There are large bins in and around your residence for disposing your recyclable and non recyclable waste. The rubbish from outside bins is collected three times a week. Please make sure that you dispose of your rubbish safely and securely inside the bin. If the nearest bin is full please use the next suitable bin for your waste. If you leave bags of waste by the bin or leave the bin lid open, then the local wildlife will tear the bags open and leave rubbish lying everywhere. Please note that a charge for removal of rubbish may be added to your account.

FOOD WASTE

Each kitchen will contain a food waste caddy. It's your responsibility to use your food waste caddy correctly.

Please use the compostable liners for your caddy (available at reception) and make sure your caddy is cleaned thoroughly after each use.

You can recycle this food waste:

- All uneaten food and plate scrapings

- Baked goods such as bread, cakes and pastries
- Dairy products, eggs and eggshells
- Fruit and vegetables including raw and cooked vegetables and peelings
- Out-of-date or mouldy food
- Raw and cooked meat or fish, including bones
- Tea bags and coffee grounds

No plastic items, for example, compostable plastic containers or plastics bags or other disposable containers can go in the food waste bins.

We recommend you empty your food caddy often and when full, and empty this in the outdoor food bin in each bin compound. Please make sure that you dispose of your rubbish safely and securely inside the bin.

Do not leave full compost bags outside or on the floor in the bin store to ensure this doesn't attract pests.

All food waste collected will be taken to produce green energy.

YOUR ENVIRONMENT

We are very lucky that our campus is set in the beautiful South Downs. Please respect this environment by ensuring that any rubbish is disposed of in the many bins around campus. Rubbish such as broken glass, cans and plastics are dangerous to local wildlife and also to the children who live on campus.

PEST CONTROL

Wildlife or pests may occasionally enter the buildings, for example flies, spiders, ants, silver fish or lady birds. Most insects are harmless but can be a nuisance. Mice and rats can also be attracted if you leave rubbish/food lying around. Therefore please regularly dispose of rubbish in bins provided.

If you discover wildlife or pests in your residence please report it to the porters at reception.

The University estates team may arrange a visit from a pest control specialist who will determine the treatment required. You will be notified of any treatment schedule. If you think you may have bed bugs, report it immediately to the porters who have an information sheet about how to proceed.

You must adhere to the pest control procedures. If you don't follow the instructions when treatment is necessary, you are responsible for prolonging the issue and any potential consequences.

General information

INTERNET: CAMPUS RESIDENCES

Wifi and internet facilities are provided in the residences as a campus service rather than a residential service and is therefore not part of the rent.

On the University campus you can connect to the internet from your study bedroom: you can connect via a wire or wireless. Further instructions are available at:

www.sussex.ac.uk/its/services/networkandstorage/networkandinternet

Internet: Internet service is provided by Wifinity. For troubleshooting and support please refer to our website:

www.sussex.ac.uk/its/help/guide?id=280

You can see a map of computer rooms on campus:

www.sussex.ac.uk/its/services/clusterrooms/clustercomputers

TELEPHONES

A telephone is provided in the common area of each flat.

There are several pre-programmed telephone numbers including your residence reception and security.

Calls to other accommodation communal rooms are free of charge.



STORAGE

The University is unable to offer any storage provision and will not look after items sent by post from students who have not yet arrived. You can get details of local storage companies from our website:

<https://student.sussex.ac.uk/accommodation/university/welfare/belongings>

TELEVISIONS

If you wish to bring your own TV or live stream programmes on your laptop or other electronic devices you will need to buy a TV licence. Unfortunately, reception on campus is poor, so you may wish to test the reception in your room before buying the licence.

INSURANCE

Basic contents insurance is included within the rent. Should you have any enquires about what is and is not included, you can either follow the link below or Contact Howden Insurance on 0800 923 4200.

If anything is removed from your room without your permission, please contact Security who will contact the Police, if necessary. We would also ask that you inform the building manager, so that they are aware of the incident. Any claims for lost items should be made to Howden. Please always ensure that your room is secure when you leave as failure to do so could result in a claim being rejected.

For more information, go to:

<https://student.sussex.ac.uk/accommodation/university/welfare/contents-insurance>

HOME DELIVERIES

All the main supermarkets will deliver to all University residences. However, the drivers will expect you to meet them at their van to direct them to where they should unload the shopping. They will not carry your shopping into your residence or wait if you are not at home during the allotted delivery time. For deliveries to Stanmer Court please ensure drivers are met at Falmer Station to direct them to where they should unload the shopping. To avoid a fine, please return all crates to the driver on the day of delivery and do not store them in the residences. Please be aware that porters and residence receptions are not able to accept food deliveries on your behalf. Any perishable food items sent to reception will be refused and sent back.

MOVING OUT

Swapping rooms

Your accommodation agreement is for your room only and you should never swap rooms with another student without informing Housing Services. Housing Services will then ensure that your building manager and porter are aware. Swapping rooms without telling Housing Services is a serious breach of your accommodation agreement. Further action may be taken against any student found to have done so. If you are unhappy with your room allocation, you can log into Sussex Direct then click on the Admin tab then Room Swaps to add your name to the online swap list to find someone to swap with. Once you have agreed to swap rooms with someone, go back to Housing Services together to complete the paperwork. A charge of £26 each will go onto your student account to cover the administration involved. Room swap requests will be subject to finance and discipline checks.

EMAIL

We will contact you by email wherever possible. Please make sure you check your University of Sussex email account daily.

GENERAL INFORMATION

Sub-letting

You must not share the accommodation, sub-let it or transfer occupancy to any person. Unauthorised occupation of the accommodation will be treated by the University as a serious breach of the accommodation agreement and will be reported to the student discipline team which might result in student being asked to leave their accommodation through court action as noted in our terms and conditions: www.sussex.ac.uk/study/accommodation/apply/policies

MOVING OUT BEFORE THE END OF YOUR CONTRACT

You have signed an accommodation agreement with the University for a fixed period of time. If you want to leave University accommodation before the end of this period please note, as per the terms and conditions of your accommodation agreement:

1. If you are leaving your room because you are moving to other accommodation outside the University, you will continue to be liable for rent until you have found another suitable tenant (who is not already in University-managed accommodation and meets the agreement of Housing Services).
2. If you are permanently or temporarily withdrawing from the University you are no longer eligible to stay in University accommodation and you will be required to leave your accommodation either before or by the four-week notice period. It is your responsibility to notify the Housing Team and complete the required termination form. Failing to do so may result in the University issuing a Notice to Terminate.
3. If you have an accommodation agreement until September and plan to undertake research or to return home to complete your dissertation, please note that you remain liable for rent until the end of the accommodation agreement. You have signed an accommodation agreement for a fixed period of time which means you are responsible for payment of rent until expiry of the agreement.

4. In all cases, you will be charged £55 to cover the cost of cleaning and re-letting your room. This also applies if your contract is terminated under notice.

If you want to terminate your contract you should:

5. Go to or email Housing Services to complete a termination form, giving at least four weeks' notice before the date you plan to move out. www.sussex.ac.uk/study/accommodation/apply/policies
6. Ensure that you inform your contacts (friends, family, your bank etc) of your change of address as any mail received after you move out will be returned to sender.

LOOKING FOR ACCOMMODATION FOR NEXT YEAR

Around November, if we believe there may be vacancies available on campus for the following academic year, a Returners Waiting List will be opened.

Continuing students who wish to make an application to live in University accommodation on health grounds will be able to apply from November until 30 April of each year. Students wishing to apply on health grounds should follow the procedure described in the link below and not apply for the regular Returners waiting list. In May a continuation of housing panel will decide if applicants meet the criteria to be housed. More information can be found here: <https://student.sussex.ac.uk/accommodation/university/health>

No student with a history of accommodation debt or any formal tenancy action will be eligible for returning to university managed accommodation.

Housing Services can help students looking to rent in the private sector in the following ways:

- Our student hub pages provide information on local agents and search engines to use when looking for properties.
- We would advise you to check your tenancy agreement against our annotated example agreement on the student hub.

- We can provide landlord references, however we cannot give legal advice to your prospective landlord or letting agent if you have no history of non-payment of rent or formal tenancy management action.

END OF CONTRACT

At the end of your contract you will have to move out. There are no exceptions as the halls are used for conferences and other visitors. We ask that you remove all your belongings, rubbish and recycling from your room and communal areas. Please note that a charge will be made for any rubbish/recycling that is left. We cannot guarantee that any items that are left will be stored.

Upon vacating the accommodation, all keys must be returned to your Residence Reception. You will be charged for any unreturned keys or damages found in the accommodation that were not noted on your inventory. Should you wish to appeal any charges then please write to the building manager within 30 days receiving the charge, via: www.sussex.ac.uk/sef/services/residences

ACCOMMODATION AVAILABLE OVER THE SUMMER

If you need to stay on campus over the summer, you will need to apply for a room with Housing Services in Spring. There is a variety of accommodation available for different budgets and requirements. Housing Services will announce details nearer the time via their holiday accommodation page: www.sussex.ac.uk/study/accommodation/holiday

The online swap list opens one week after the Welcome Weekend.

Building works

CAMPUS DEVELOPMENT

West Slope construction

The University of Sussex is investing in making its campus better – from big builds to small refurbishments, we are making our campus more accessible, more sustainable, and better connected.

Our West Slope plans are transformative. We have created space by removing outdated buildings, meaning that we can add new, modern residences, a new Health and Wellbeing Centre and a new supermarket and café. West Slope has been thoughtfully developed with accessibility and sustainability as a priority; outdoor lifts and gentle walkways will make campus easier to navigate and the development aims to achieve biodiversity net gain, an addition to the University's plan to set aside 42% of land for nature on campus by 2027.

Over the past two years we have completed works to prepare campus for West Slope including upgrading utilities. Construction is now underway within the perimeter of the West Slope construction site. For more information on the location of our West Slope development, please view our Campus Map.

Better ways of working

Alongside construction and refurbishment work, we are also investing in better digital communications through our Network Replacement Programme. We are upgrading the internet network across our entire campus, laying brand new fibre optic cabling that will deliver vastly improved speeds across our campus, ensuring that our students have access to what they need, when they need it, where they need it.

Managing disruption

During our campus development works, there may be temporary road, cycle, and pedestrian diversions. In addition to routine maintenance (see page 16), there may also be temporary interruptions to services such as power, internet, heating, or water to facilitate campus development works. All planned interruptions to utility services will be communicated to you in advance. Occasionally, there may be unforeseen and/or emergency outages which we cannot notify in advance, although we shall try and keep disruption to a minimum.

Throughout the 2025/26 academic year and beyond, the West Slope development will be under construction. There will be construction noise in the immediate area of the construction site, and from construction vehicles around the site and elsewhere on campus. To mitigate disruption, noise levels in and around the construction site are monitored continuously and construction activity is limited to the set working hours stated below.

Keeping you safe

The University works in partnership with specialist contractors to deliver construction and infrastructure projects. Our West Slope development is being delivered by Balfour Beatty, a Tier 1 construction contractor with industry leading expertise in safety, noise, and environmental management. Having successfully delivered our East Slope residences and Student Centre, Balfour Beatty understand the needs of our student community.

All contractors working with the University are briefed on campus safety, behavioural expectations and have set working hours, which are as follows:

Monday to Friday: 8am to 6pm

Saturday: 8am to 1pm

Should planned disruptive works need to take place outside of these hours, residents will be informed in advance.

For your safety and the safety of contractors working on our campus, all residents must respect the boundary line of worksites and observe all safety instructions.

Contact us

You can find out more about our campus development plans at www.sussex.ac.uk/campusdevelopment. During your stay on campus, you can contact the Better Campus Team by emailing bettercampus@sussex.ac.uk if you have any queries or complaints about the West Slope development or any other construction works on campus.



Maintenance

REPAIRS

The University estates team is responsible for the operational delivery of the residences and provides building management, cleaning and porters for all residences, and manages the maintenance of most. All maintenance is reported to your residence team who will arrange repair through the correct channel. Across all of the residences, response times are dependent on the nature of the problem, with more urgent issues resolved with greater priority.

Priority 1 – Emergency repairs

🕒 24 hours

Major flooding or leaks, gas leaks, complete power failure to building, openly broken windows, other emergencies

Priority 2 – Urgent repairs

🕒 3 days

Heating failure or hot water loss to building, partial power failure*, minor leaking, other urgent problems

Priority 3 – Routine repairs

🕒 14 days

Broken light fitting**, broken furniture, dripping tap or shower, partially non-functioning oven, other minor problems

Please report any repairs in your own accommodation to your Porter via email (contact information is available on pages 8 and 9), or in person at your reception during working hours.

Alternately, you can report a maintenance fault directly to the service centre by scanning the QR code in your residence.

Urgent repairs can be reported via phone to your local reception. When out of hours, report urgent repairs to your residence 24/7 reception outlined below:

For Stanmer Court residents only, please contact the reception on **01273 678938**.

For East Slope residents only, please contact the reception on **01273 678866**.

For all other residents, please contact Bramber House reception on **01273 678232**.

Your porter will endeavour to help you and will carry out minor repairs or contact the maintenance team as needed.

If you report a repair it will be assumed that you have given permission for your room to be entered to carry out the repair.

For planned maintenance, we will give you 48 hours' notice via email. All contractors and University estates employees will carry ID cards at all times, and they will be happy to show their ID if requested. If they do not have any ID and you are concerned, refuse entry and contact your porter immediately.

If we are not able to repair a fault quickly, alternatives will be offered, whether that's access to other facilities or the option of moving to another room. If you require an update on repairs please contact your porter initially, and follow the escalation process available at <https://student.sussex.ac.uk/accommodation/university/repairs> if further action is needed.

CONDENSATION

Condensation can be a problem if there is no adequate ventilation or natural light in bedrooms, bathrooms and kitchens. Sustained condensation will cause damp and this might lead to mould formation. This can be removed by using a suitable chemical. Prevent condensation by making sure the rooms are ventilated, kitchen and bathroom ventilation fans are used and curtains kept open. Drying clothes in bedrooms whether on clothes horses, radiators or heated rails will add condensation and is not permitted.

*if other functioning plugs are available in the same room

**if other lighting is still available in the same room

Some rooms will have air vents above the windows which should be in the open position as often as possible.

TOILETS

Some toilets are fitted with an environmentally friendly water-saving cistern, which reduces the volume of water flushed. To fully flush the toilet hold the handle down or press the button for a few seconds.

All toiletry and sanitary products (including facial wipes) apart from toilet paper must be disposed of hygienically in a bin and not flushed down the toilet. Contact the porter immediately if you think your toilet may be blocked.

SINKS

Please do not pour food particles, fat or oil down the sinks as this will congeal and prevent the waste water leaving your building. Please remove any food or hair from plughole.



Damage to property

DAMAGE TO PROPERTY

In the past, it has unfortunately been necessary to charge some residents for damaged or missing items, which cannot be classified as 'fair wear and tear'. Please note that the original condition of your room/flat, which varies from area to area, will be taken into account and you will not be charged for any inherited defects which you note on your room inventory.

For information, you will be charged for damages on an individual basis in circumstances such as following:

- Dirty bedroom
- Dirty en suite
- Dirty communal area
- Other cleaning
- Replacement locks
- Replacement keys
- Carpet burns
- Carpet cleaning
- Contract clean
- Damaged furniture/equipment
- Bedding/sundry equipment
- Decorations
- Removing rubbish
- Broken windows

TENANCY MANAGEMENT AND STUDENT DISCIPLINE

It is your responsibility to make sure you have read all information included in this handbook and your licence to occupy accommodation. If any clauses of the licence are breached, you may be subject to tenancy management action. Aside from your agreement, if any evidence is discovered of activity that affects or has the potential to affect the health, safety or wellbeing of students and staff, you may be subject to student disciplinary action including fines imposed by the Student Discipline team.

RENT REBATE POLICY

Every effort will be made to carry out repairs in a timely fashion with the least amount of disruption to you. There are many factors that influence the time it takes to do this: there could be parts on order, personnel sent to a more urgent job, or intermittent faults that keep recurring.

Please see page 20 for a list of priority repairs and timescales.

Rent rebates are only applicable in certain specific circumstances.

As a landlord, the University is allowed a reasonable time in which to attend to repairs, as stated above. In more serious cases, where a maintenance problem culminates in the actual withdrawal of major facilities or services (e.g. loss of hot water, etc), residents may be eligible for a partial rent rebate if the problem persists for longer than the stated period and no reasonable alternative provision can be made.

<https://student.sussex.ac.uk/accommodation/university/repairs/complaints>

Health, safety and security

HEALTH SERVICES

There is a medical practice located next to the Student Centre offering GP services. You will also find a pharmacy and optician nearby.

Sexual Health Clinic

The nearest clinic is located in the Royal Sussex County Hospital, outpatients department, at the Claude Nicole Centre, Eastern Road, Brighton. Opening times vary and appointments can be made by calling the clinic on **01273 664721**.

Meningitis

The symptoms of meningococcal meningitis and septicaemia are not always easy to spot at first because they are very similar to flu. The illness may take one or two days to develop, but it can develop very quickly and sometimes the patient can be seriously ill within a few hours. The symptoms are as follows, but they may not all appear at the same time:

- being sick
- high temperature
- violent or severe headache
- stiff neck
- a dislike of bright lights
- drowsiness and lack of energy
- painful joints
- fits
- a rash – tiny spots or bruising under the skin, which do not turn white when they are pressed.

Please refer to the Meningitis Information **website** for further help.

Should you have some or all of the above symptoms, you should seek medical help immediately. Go to Health Centre and if this is not possible, please call security on extension **3333** who will call an ambulance for you.

Call NHS **111** or your GP surgery for advice if you're not sure if it's anything serious or you think you may have been exposed to someone with meningitis.

Mumps

Mumps is a viral infection spread by droplets and saliva through coughing and sneezing. It is less infectious than some diseases, such as rubella and chickenpox, as it requires close contact with an infected person. However, it can cause viral meningitis, permanent deafness and occasionally inflammation of the pancreas and ovaries or testicles.

Again, if you have any health concerns, contact the Health Centre or out-of-hours Security. We will arrange a taxi for you to go to hospital and back, just to be sure.

SECURITY

The security centre can be located in the north end reception of Bramber House and can be contacted on **01273 678234** for non-emergencies and **3333** or **01273 873333** for emergencies only. Security patrol the campus on a 24 hour basis.

All security staff are qualified first aiders and can respond quickly to emergencies. If requested they can provide escort facilities after dark for lone students. It is preferable to book this by contacting security on **01273 678234** or contact them on the day if you were unable to book. Security will endeavour to help but please note if they are attending an emergency they may require you to wait if it has not been booked.

PROCEDURE FOR LOST KEYS

If you have been locked out during office hours you can go to the porter of your residence (you will need ID) who will let you back into your room.

If you have been locked out during out-of-office hours, you can go to the 24-hour reception in Bramber House (you will need some ID) and the porter on duty will let you back into your room. Stanmer Court and East Slope residents should go to their reception (not Bramber House). Repeated lock outs will incur a minimal call out fee of £5 per lock out.

If you have lost your keys, you must report them as lost to the porter. You will be supplied with a new key and charged accordingly.

Most bedroom doors across campus are self locking. Please take your key with you every time you leave your residence, to avoid a lockout or additional key charge.

WHAT TO DO IF YOUR KEY OR CARD HAS BEEN STOLEN

If your keys/card have been stolen, you must report this to the Police and get a crime reference number. You will be issued with a new key or fob by your porter at no charge.



PERSONAL SAFETY AND SECURITY OF POSSESSIONS

Although the University campus is patrolled by security, you still need to be mindful of your own personal safety, both on and off campus.

- Use window locks, restrictors and peepholes where fitted. Report any fault with the above security measures to your porter as soon as possible.
- If your residence is fitted with an intercom and door entry system, please use this and do not allow access to people who are not known to you.
- Keep front doors locked at all times.
- Lock your bedroom door and close your window when leaving your room.
- Close your curtains at night.
- Mark all items of value (e.g. laptop computers, iPads, etc) with a unique identifier using a security pen.
- Exercise caution and keep to footpaths where possible, especially after dark.
- If you are permitted to have a car on campus, keep it locked and check that all windows are closed. Lock any items of value in the boot where they cannot be seen.
- If you have a bicycle, please make sure that it is secured in a bicycle rack.
- Report any incidents, should they occur.
- Do not walk on the railway line at Falmer Station as lines are live 24/7 and carry 750 volts of electricity.
- Do not attempt to cross the busy A27 road at the south of campus.
- If there are patio doors in your residence, make sure you lock them when leaving your residence.

Call security on 3333 from any bedroom telephone (or use an emergency telephone) if you need assistance or notice anything suspicious.

EMERGENCIES

In the event of a serious emergency you should contact security on **3333** on any bedroom or University phone or 01273 873333 from a mobile phone. Tell security the problem and your location and they will respond.

If necessary, they will also contact an ambulance, wait for an ambulance to come onto campus and guide them directly to you.

Do not contact an ambulance directly as they will not know where to go and this could waste valuable time.

Security will also complete an incident/emergency form, which a health and safety advisor will investigate and follow up, if necessary.

ELECTRICAL SAFETY

To ensure the safety of personal electrical items, you should arrange for any electrical items you bring to your room to be electrical safety tested. The University will safety test electrical items that are provided in your residence. You may be able to arrange for your items to be tested by the University at certain times throughout the year. This will be for a small fee and we will make you aware of any item that fail its test and arrange for its safe disposal. We will remove from site any items we believe to be unsafe.

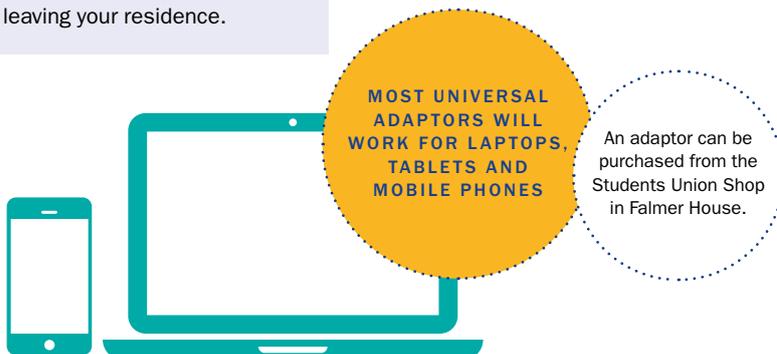
Please follow these simple guidelines:

- Ensure that all plugs are wired correctly, (i.e. with the plastic casing of the wire held firmly by the cord grip). Also ensure that all wires and cables are in good condition.
- Adaptors should not have a trailing lead and should not be overloaded.
- 3-way adaptors are banned from the residences. Any 3-way adaptor found will be removed.
- No two-pin or other non-UK plugs to be plugged into the sockets, an adapter must be used
- You should not modify or interfere with electrical equipment.
- Unplug hot hair tools, or any electrical equipment that could cause fire when not in use.
- The charging of electrical bikes or electric scooters should not take place inside residential accommodation.
- Electric scooters are banned from campus

UK voltage is 230 with an AC of 50Hz, most universal adapters work for laptops, iPhones, iPads etc. An adaptor can be purchased from the Students Union Shop in Falmer House.

Most US appliances run on 120 volts and alternate a 60Hz – i.e. hairdryers, shavers and hair straighteners and will not work with a regular adaptor so you will need a mini transformer as well.

If you find you trip the electric circuits when using any equipment, please inform the porter so that the trip switch can be reset and do not use the appliance again unless you have the correct adaptor or transformer.



FIRE SAFETY

It is important to know what to do in the event of fire. Notices explaining what to do in the event of fire are prominently displayed in all study bedrooms. Fire exits and escape routes (i.e. landings and corridors in the residences) must be kept clear at all times. Specific advice on your actions in relation to a fire alarm activation will be provided at your kitchen meeting by your Resident Life Connector in the first few weeks of term, and you need to make yourself familiar with the signage adjacent to your fire alarm panels.

WHAT TO DO IF YOU DISCOVER A FIRE

1. Sound the fire alarm by operating the nearest break-glass unit. When a residence fire alarm is activated, Security and the Fire Brigade are automatically called. The alarm also warns everyone else in the building to evacuate.
2. Your accommodation has been provided with a fire blanket within the kitchen area. If you have received training in the use of this item and tackle an incident without personal risk then do so. Always remember to leave yourself a clear escape route should the fire get out of control.
3. If someone's clothing catches fire, get them to lie down as quickly as possible to prevent them breathing in the heat and smoke. Roll them over in blankets, coats or a fire blanket from the kitchen to smother the flames.
4. If you cannot extinguish the fire, ensure the door of the room where the fire is has been closed. This will contain the fire and prevent the smoke entering the halls, corridors or stairways, which other people may be using to escape.
5. Leave the building and move to your nearest assembly point. Notify the Security team of the reasons for the activation if known and await further instruction.

WHAT TO DO IF YOU HEAR AN ALARM

1. Leave the building, if possible, closing all doors and windows behind you, and go to the assembly point. Please note whether your flatmates and/or guests have vacated the building. If anyone is missing, report this to Security or the Fire Brigade when they arrive. Under no

circumstances should you re-enter the building until you have been told that it is safe to do so. Do not stop to collect personal belongings.

2. Telephone the emergency number **3333** from another flat or house if necessary or **01273 873333** from a mobile phone, and advise Security of your room number, location and cause of the fire.
3. If you cannot leave your room because the corridor is full of smoke, the safest thing to do is to go back into your room, shut the door and place a wet towel or blanket at the base of the door. Next, go to the window and try to attract attention. Do not break the glass.
4. If you are not on the ground floor, do not get out of the window or jump. Generally, you will be in more danger from your fall than from the fire.
5. If your room becomes smoky, the air will be cleanest and coolest near the floor, so lie there until help arrives and then let them know where you are.

Remember never put yourself or others at risk – if in doubt always evacuate.

In each of the residences we have automatically-activating fire detectors fitted. These are:

- Heat detectors, activated solely by a dangerous rise in temperature, sited where there is likely to be smoke, steam or dust, e.g. kitchens, near bathrooms, or in workshops.
- Smoke detectors, which are much more sensitive, are sited in 'clean' areas such as bedrooms and corridors.

By far the most common reason for a fire alarm sounding is when fumes, steam or smoke from cooking activate a smoke detector. This will result in a member of staff attending and if necessary, the Fire Brigade.



Therefore, in conjunction with the Fire Brigade, we would ask that you do following:

- Keep kitchen doors and corridor doors closed when you are cooking. Doors automatically close and must not be wedged open.
- Use extractor fans, if available, when cooking.
- If your cooking does create a lot of steam or smoke, avoid opening the kitchen door until it has dispersed.
- If you burn your food, do not take it out of the kitchen whilst it is still smoking.
- If you have a bath or shower, avoid opening the bathroom door until the steam has cleared.
- Do not use aerosol sprays or anything that will create dust near a detector.
- Under no circumstances should a detector be tampered with or covered.
- Ensure that the grill pan is cleaned regularly.

Covering a smoke detector is extremely dangerous and could put the lives of you and your housemates at risk – as such the University takes this act very seriously and the following sanctions will apply.

1st offence: An engineer will be called to check the integrity of the smoke detector and you will be charged to cover the cost of this call out. You will receive a formal tenancy warning and (if applicable) university disciplinary action.

2nd offence: You may be charged for a further visit by an engineer to test the integrity of the smoke detector. This matter will also be referred to Student Discipline to review, and a fine of £250 may be issued through Student Discipline procedures. You will be subject to escalated formal tenancy action and (if applicable) University disciplinary action.

3rd offence: You may be charged for a further visit by an engineer to test the integrity of the smoke detector. This matter will also be referred to Student Discipline to review, and a fine of £250 may be issued through Student Discipline procedures. You will be subject to escalated formal tenancy action, university disciplinary action (if applicable) and a Notice to Terminate your accommodation may be served.

FIRE DOORS

Flat entrances, kitchen doors and bedroom doors are fire doors and must not be propped open at any time. In some residences the kitchen door is fitted with an alarm that will sound if the door is left open too long. The alarm will stop when the door is closed. In other residences there is a magnet holding the outer kitchen door open which will close automatically upon a fire alarm activation. These doors must not be propped open. Every flat has protected evacuation routes which will be compromised if any fire doors are wedged open. Do not do this as it compromises yours and others safety as well as constituting a criminal offense.

The Building Act requires the University to inform tenants of the value of fire doors and tenants responsibilities. Within your accommodation you have multiple fire doors, they are installed as bedroom doors, kitchen doors, flat entry doors, riser cupboard doors and doors protecting staircases. The University has a responsibility to maintain them in a safe state which it does through an inspection programme. Tenants are also required to inform the University when they are aware of fire doors which require maintenance (this could be obvious damage, doors that shut harshly and doors that do not fully close through the use of the self-closing device). These doors are there to protect your means of escape as well as other occupiers. Fire doors should never be deliberately damaged or wedged open. If they are the individual responsible they will be subject to disciplinary action by the tenancy management team. You will be issued with a formal warning from the tenancy management team that may have further implications.

WINDOWS

Most windows are restricted for your safety, any room found to have the window restrictors tampered with in any way will result in tenancy action being taken against the occupant. You will be charged for any damage to windows due to the restrictors being forced.

Students living on the ground floor are reminded to keep their windows shut when not in their room. Any person found climbing through a window will be reported to Security.

SAFETY TESTING

To ensure that the accommodation is kept as safe as possible, regular safety checks will take place. We will notify you when the tests will take place but due to the nature of the work, we will most likely give you a date and a time period as opposed to a specific appointment. All personnel, including contractors, will have an ID and a pass.

At times it is essential for residence teams to carry out safety testing without prior notice to residents. Teams will knock on your door before entering and will have identification with them.

The following is a list of current safety tests scheduled every year:

- Fire equipment tests – an engineer will check all the fire-fighting equipment, extinguishers, fire blankets and emergency lighting to make sure that it is all in date, present and in good working order.
- Fire alarm tests – every week an engineer will set the fire alarm off for a few seconds. This is to check that the system is working correctly by priming different locations in each building.
- Fixed electrical appliance testing – every five years all electrical sockets are labelled and checked for compliance.
- Portable appliance testing – all University equipment is tested to ensure that it is in good working order and that there are no electrical shortages or frayed cables.
- Gas boilers are serviced and safety-checked annually.
- Legionella testing – samples of water are regularly tested for legionella bacteria. Areas that are most likely to harbour the bacteria are also cleaned, e.g. shower heads.
- Smoke heat detector testing.

GAS

There are no gas cookers in any of the residences however some residences have gas boilers. Each residence has a carbon monoxide detector – these are tested regularly. Should a detector go off, open all windows and wait outside until it is safe to go back. Make sure that you inform your porter and Security straight away as they will check the detector and make sure if it is a valid alarm.

A contractor will be contacted and will test the boiler. Carbon monoxide is essentially unburnt gas which should be vented outside, but if it is allowed to build up in the room for a period of time it can be very dangerous. If you have concerns about the safety of a gas appliance, you should contact the porter or security office on **01273 678234**.

CAN YOU SMELL GAS OR DO YOU THINK THERE'S A GAS LEAK?

The first thing to do is to make sure that you stay safe, so please:

- don't smoke
- don't light matches or cigarette lighters
- don't turn light switches or anything electrical on or off
- put out any naked flames such as candles
- open all the doors and windows
- notify the Security team immediately on **3333** or **01273 678234**.



Banned Items

In order to protect the Health, Safety and wellbeing of all residents, there are a number of items that are banned from being used, stored in or delivered to University managed accommodation. The below list is to provide guidance on banned items but is in no way exhaustive. If any staff members are made aware of items in accommodation that pose a real or perceived risk to the wellbeing of any residents or to the condition of buildings, they will be removed without warning and residents may face disciplinary and/or tenancy management action.

FIRE HAZARDS

Any item that poses a real or potential fire risk within the residences is banned from accommodation. This includes (but is not limited to):

- Candles, josticks, incense (lit or unlit)
- Portable radiant electric fires
- Gas or liquid fuel heaters
- Shisha pipes
- Electric scooters
- Electric skateboard
- Electric bike
- Heated clothes dryers
- Deep fat fryers
- Cooking torches (propane or butane)
- Flammable materials such as paraffin, petrol etc.
- Camping stoves
- Portable cooking hobs
- BBQ's
- Firelighters
- Bunsen Burners
- Soldering Irons
- Smoke Machines
- 3D printers

For safety reasons, the charging of batteries for electronic cigarettes, E-Bike batteries or any associated equipment is prohibited on University premises,

including in student accommodation. This is because the batteries have been known to explode when being charged and therefore pose not only a fire risk but also a personal safety risk.

Only appliances with UK G-type plugs are permitted in the kitchen.

OFFENSIVE WEAPONS

Any item that can be deemed an offensive weapon, no matter the intended use is banned from accommodation. This includes (but is not limited to):

- Replica, ceremonial or toy weapons
- Knives (aside from standard kitchen use)
- Martial arts weapons
- Archery equipment
- Air weapons
- Axes or Swords
- Baseball bats

ITEMS DAMAGING TO PROPERTY

It is important that we protect the quality of accommodation for all students living with us and as such, there are a number of items that have been banned from accommodation as they have been identified as causing actual or potential damage to the buildings, fixtures and fittings. These include (but are not limited to):

- Adhesive tacs, tapes, pads, hooks or pins in walls
- LED strip lights (that stick to walls, furniture or fittings)
- Portable clothes washing/drying machines
- Replacement shower heads or tap fittings (shower heads are replaced every 3 months for water hygiene reasons and any personal shower heads found will be confiscated)
- Dartboards/Darts
- Steam diffusers
- Bidet attachments to sink/ toilets

ITEMS FOR KITCHEN USE AND STORAGE ONLY

Due to the smaller size of bedrooms and the fire protection in kitchens, there are certain items that are not prohibited from the residences, but they must be used and stored in kitchens only – they are not permitted to be stored or used in bedrooms. These include (but are not limited to):

- Kettles (provided in kitchens)
- Toasters (provided in kitchens)
- Microwaves (provided in kitchens)
- Clothes Irons (provided in kitchens)
- Mini Fridges (unless provided by University after declaring medical need)
- Rice cookers
- Air Fryers
- Sandwich makers/panini press/grills
- Coffee machines
- Clothes airers

OBSTRUCTIVE ITEMS

Any large items that cause obstruction to access and exit points in the residence or prevent staff from completing their duties effectively due to obstruction are not permitted. Items such as bicycles and children's buggies/pushchairs should be stored outside of the residences in designated storage areas.

Please note that items listed above are not an exhaustive list, any items deemed to pose a real or perceived risk to the wellbeing of any residents or to the condition of buildings, will be removed without warning and residents may face disciplinary and/or tenancy management action.

Occupancy rules

GUIDELINES FOR BEHAVIOUR

With so many people, many of whom are young adults all living in the same place, it is very important to set boundaries on what is acceptable behaviour; and to have procedures in place for dealing with those who do not respect their neighbours or University property.

All students are subject to the University's regulations. Breaches of your Accommodation Agreement could lead to internal disciplinary action.

Further details can be found at:

<https://student.sussex.ac.uk/new-students/help-and-support/residential-support>

You have signed a legally binding document detailing what is expected of you. The following are reminders of what was included:

- You are not permitted to do anything which 'may endanger the health and safety of other tenants or employees of the University', for example, tampering with the smoke detectors.
- Fire extinguishers and alarms should only be operated in genuine emergency situations.
- The use of candles, incense sticks, shisha pipes, chip pans, 3-way electric adaptors, and trailing cables is not allowed and staff may remove such items if they are considered to present a safety risk. Items will be returned to their owner at the end of the contract.
- Fire escape routes (i.e. all corridors and landings) must be kept free of obstructions at all times.
- You are not permitted to do anything that 'is, or may be, a nuisance or annoyance (especially by making a noise) to any other resident or any neighbours'; we therefore ask that you comply with the following guidelines:
 - No excessive noise to be audible outside your room after 11pm Sunday to Thursday night.

- No excessive noise to be audible outside your room after 1am Friday and Saturday nights.
- Consideration must be shown at all times, especially near family flats. Please note that these times are guidelines and you should not make excessive noise or nuisance at any time.

In general we ask our tenants to:

- respect others and their basic rights
- respect the property of individuals, groups and that of the University
- observe all duly established housing and University policies, procedures, regulations and standards, as well as UK laws and local bylaws
- refrain from activities that interfere with the regular operation of the residence
- present identification upon the request of an authorised University of Sussex official (e.g. Security, Porters, Residence Managers)
- ensure that guests behave in a manner consistent and in accordance with the University's housing policies. You are responsible for the behaviour of your guests.

SMOKING

You are not permitted to smoke cigarettes or electronic cigarettes inside residences. Students who are found to have been smoking inside residences are liable for a financial fine imposed by the Student Discipline, and may be served with a Notice to Terminate. We ask that when smoking outside you follow the legal guidelines and remain at least two metres away from doors and open windows.

Members of staff have the right to work in a smoke-free environment.

For safety reasons, the charging of batteries for electronic cigarettes or any associated equipment is prohibited on University premises, inclusive of student accommodation. This is because the batteries have been known to explode when being charged and therefore pose

not only a fire risk but also a personal safety risk.

Do not tamper with the fire detection equipment in your room or in your kitchen, it is a criminal offence. If this is discovered, a fire alarm engineer will be called to check for damage, and you will be billed for this cost

ILLEGAL SUBSTANCES POLICY

1. The University takes all reasonable measures within its powers to discourage the use of illegal substances among residents and guests. Students are reminded that possession of illegal substances is a criminal offence and that possession with intent to supply is a more serious offence. It is an offence to knowingly permit illegal substances to be used on one's premises; both staff and the University are legally bound to inform police if they become aware of illegal substances being used on University property.
2. It is policy not to tolerate the use or possession of illegal substances on University premises. Students found to be using, dealing or in possession of any illegal substance, including cannabis will be reported to the police and undergo disciplinary action by the University. This action could result in them being fined by the Student Discipline team and/or excluded from University. They may be required to leave their accommodation with four weeks' notice and will not be granted references or permitted to live in University-managed accommodation for the remainder of their time at University.
3. The University reserves the right to enter the common areas of the residence to carry out testing for illegal substances. The University will also inform the police of any student suspected of dealing, using or possessing illegal substances.
4. Students are reminded that the possession of cannabis is still a criminal offence.

OCCUPANCY RULES

5. Legal highs fall under the category of illegal substances and will be dealt with in the same way as previously mentioned substances.

ALCOHOL AND ANTI-SOCIAL BEHAVIOUR POLICY

1. The University recognises that moderate use of alcohol plays an enjoyable role in the social lives of many students. Abuse of alcohol by a minority can, however, be both damaging both to those students themselves and to those who live and work alongside them.
2. All incidents of anti-social behaviour will be investigated fully and students who are found to have behaved in an anti-social manner may be subject to internal disciplinary procedures. This may result in a fine imposed by Student Discipline team, or being issued with a Notice to Terminate the accommodation, and/or exclusion from the University. Serious breaches of behaviour, including criminal behaviour, will be referred to the local police.
3. While it is recognised that major offences are often committed while under the influence of alcohol, students should be aware that the University does not regard drunkenness as a factor reducing the gravity of such offences.

VANDALISM

Any reports of vandalism will be investigated through the disciplinary process and any fines or charges will be passed on to those found responsible by the Student Discipline team.

Where we are unable to determine responsibility for vandalism any charges for repair may be passed on to the residents in the house or flat.

THREATENING OR VIOLENT BEHAVIOUR

We do not tolerate any threatening or violent behaviour towards another



resident or member of our staff. All formal allegations of threatening behaviour will be investigated under Regulation 2 through the disciplinary process internally and/or in conjunction with any criminal proceedings.

Should you have concerns, please contact your RLC or, if it is more serious, Security or the night porter. We encourage all students to report severe instances of threatening or violent behaviour to the police directly (via 24 hour security if on campus, **01273 873333**).

Examples of threatening or violent behaviour include:

- intimidation such as shouting or swearing
- threatening behaviour in the verbal form, gestures or obstruction etc
- threatening letters, text messages, social media messages and comments, or emails
- possession of any weapon, regardless of the lack of any overt threat to use it
- being incapable while under the influence of drink or illegal substances
- any unwanted physical contact
- personal insults
- racial harassment
- sexual harassment
- harassment on the grounds of disability, and bullying.

BICYCLES

Bicycles are not allowed inside the residences for health and safety reasons. Bike racks can be found close to all residences and you are advised to use a sturdy chain and lock for security. Please note bicycles are left at owner's risk.

E-SCOOTERS

Electronic scooters are not permitted on the University campus or in any University managed accommodation. It is not possible to get third party insurance for privately-owned E-Scooters which is an essential requirement for any motor vehicle entering the University estate. Under the law, E-Scooters are also not allowed to circulate on public roads, pavements, and cycle lanes in most parts of the UK, including Brighton and Hove.

NOISE

Because our residences are mainly occupied by young people living away from home for the first time, noise can be a problem. All accommodation agreements state that tenants must not do anything in the room or building which is, or may be, a nuisance or annoyance (especially by making a noise) to any other resident or any neighbours. The University aims to take a robust approach towards students who persistently annoy their neighbours by making an unreasonable amount of noise, and will proceed with disciplinary action, which could result in a fine by the Student Discipline team, and possible eviction. For persistent offenders we may also call in Brighton & Hove council's environmental health officers who have the power to impose hefty charges and confiscate equipment. If you are having problems with noisy neighbours, see page 35 for how to take action.

ACCESS TO ROOFS

For safety reasons roofs may not be accessed under any circumstances. Any person climbing onto a roof or accessing a roof through a window will be reported to Security.

SOCIAL MEDIA – PUBLIC ORDER

Please note that any gathering organised in the residence will be the direct responsibility of the hosts or tenants living in the accommodation. We discourage any type of gathering arranged via social media as these events can quickly develop in scale and size. Any residents found to have organised such a gathering will be sent through the University discipline process for public order violations and may be charged for any damage, clean up and associated costs attributed to the event.



OCCUPANCY RULES

GUIDELINES FOR HARMONIOUS LIVING

Honesty, consideration, mutual respect, discussion, compromise and understanding are key in learning how to live with your flatmates:

- Talk to your flatmates.
- Set ground rules.
- Discuss personal habits, sleeping schedules, musical tastes, needs, wants and expectations.
- Seek help if a difficulty does arise between flatmates. Contact your residential life connector, they will help to facilitate communication and attempt to find a resolution.
- Try to be accepting and understanding of alternative lifestyles.
- Plan in advance for overnight guests, and be considerate.
- Keep accurate records of all bills that you share.
- Replace or return items that have been broken or borrowed.
- Make an effort to keep your living space clean, comfortable and pleasant. The more liveable your space is, the happier and more productive you will be.
- Don't pretend that everything is fine if it is not.
- Don't play practical jokes. The intent may be misunderstood.

- Don't think problems are going to go away by themselves. Try to address problems as they arise, do not wait until problem is unbearable.
- Don't leave notes addressed to your flatmates taped in the kitchen or in any other conspicuous location. When an issue arises, be honest. Communication is the best way of finding a solution.

Where appropriate the Residential Life team is able to offer a peer mediation service for students who seek assistance in resolving conflict. Please contact your residential life connector in the first instance.

Your residential life connector (RLC) can also assist in arranging rotas to manage communal chores.

HEALTH AND SAFETY AND MAINTENANCE INSPECTIONS

We inspect all communal areas and bedrooms twice per year. Following these inspections, the porter may need to visit your room again to carry out subsequent repairs or defects noted. You are not required to be present for the visits, but should you have any issues that you wish to bring to our attention, just leave a note on the dining table or noticeboard, or email your building manager. All bedrooms and kitchens will be inspected and residents may be issued with a notice if it is felt that standards of cleanliness are poor.

Your building will be subject to a fire evacuation exercise at least once a year. You will not receive any prior notification and will be expected to cooperate by evacuating immediately. The individuals who fail to evacuate or cooperate will be reported to Student Discipline.

GUESTS

You are allowed to have guests overnight in your room on an intermittent basis. This should be for no more than three nights per calendar month and agreement from your housemates should be sought in advance.

You are responsible at all times for the conduct of your guests.

Please note: All guests must sign the guest register available at reception. Guests can stay a maximum of three nights per calendar month.



OCCUPANCY RULES

YOUR BEHAVIOUR AND THE UNIVERSITY

The University's expectations for the behaviour of all our students are outlined in Regulation 2 (Student Discipline). The University may take disciplinary action if your behaviour does not meet these expectations.

<http://www.sussex.ac.uk/ogs/govdocuments/regulations>

You have additional behaviour responsibilities while you reside in university-managed accommodation. This is reflected in your Accommodation Agreement. As your landlord the University may also take action if you do not act in accordance with your Licence to Occupy university-managed accommodation.

The action taken will be dependent on the nature of the offence. Behaviour considered as a discipline matter in University accommodation could result in a disciplinary finding and potential sanction/s applied, this could impact your ability to study at the University. Behaviour which breaches the terms of your Licence to Occupy could ultimately result in the termination of your agreement to reside in our accommodation (i.e. Notice to Terminate). Frequently, a 'warning' is the appropriate response but it is important that you understand more serious steps can be taken.

An appropriate investigation will always be undertaken when we respond to a concern, in accordance with Regulation 2 and/or the Licence to Occupy.

CATEGORISATION

A concern can be communicated by any member of the University community.

Once a concern is received, the University will review the behaviour of concern and determine the most appropriate mechanism to respond. This could include a combination of any of the following:

1. Student Discipline investigation; and/or
2. Licence to Occupy investigation; and/or
3. Police referral.

You will be informed about this decision. Our decision on this matter is final.

1. STUDENT DISCIPLINE INVESTIGATION

A discipline investigation will be conducted in accordance with Regulation 2: Student Discipline (2019). You are advised to familiarise yourself with the regulation.

In summary, an investigation will involve the appointment of an Investigating Officer who will decide the appropriate steps to be taken. You will have the opportunity to respond and discuss the concern directly with the Investigating Officer, this includes submitting any evidence/representations. Please note, any serious behavioural concerns may be considered by a Student Disciplinary Panel. The standard of proof of our decisions is the balance of probabilities. You also have the right to appeal the outcome of a student discipline investigation, as per Regulation 2.

If the Investigating Officer makes a finding of misconduct then a sanction could be applied. The table below (Annex 1) may be taken into account in their decision making. The Accommodation Discipline team within Housing Services have delegated authority from the Office for Student Complaints, Appeals and Regulations (OSCAR) to investigate any concern raised with Housing Services around Level 1 misconduct within the residences.

2. LICENCE TO OCCUPY INVESTIGATION

If you breach the terms of your Licence to Occupy an investigation will be conducted in accordance with the terms of your Licence to Occupy Agreement. You are advised to familiarise yourself with this agreement.

The nature of the investigation will depend on the breach. In summary, an investigation will involve the appointment of an Investigating Officer from the Housing Team who will notify you of the allegation. You will have the opportunity to respond and discuss the allegation with the Investigating Officer, either through written representations or a face to face meeting (this will depend on the circumstances). The time which you will be given to respond will be that which is reasonable in the circumstances, however in the case of an alleged serious breach which places others at risk of harm very short notice may be given in order to safeguard others. You will be invited to submit any evidence and will also be provided with copies of evidence received by the Investigating Officer (unless it is decided that this needs to be withheld to safeguard another person, in which case you will be given a fair summary as is appropriate in the circumstances). The Investigating Officer shall make such enquiries as are timely, proportionate and reasonable, having regard to fairness and the safety and wellbeing of others.

OCCUPANCY RULES

After concluding the investigation, the Investigating Officer shall determine whether on the balance of probabilities the terms of the Licence to Occupy have been breached. The Investigating Officer must act reasonably in reaching this decision.

Outcomes will depend on the circumstances of the breach, the level of severity of the breach and whether others are exposed to a potential risk of harm. They may include a written warning or, in the case of a serious breach which potentially places others at risk of harm, the Licence to Occupy may be terminated by the University.

You can request a review of the outcome of a Licence to Occupy Investigation on the following grounds:

New evidence is now available that was not previously available during the investigation; or

There was an irregularity in the investigation that had a material impact on the outcome

A review request must be submitted in writing to the Accommodation Services Manager at 2nd floor, Bramber House, University of Sussex, Falmer, Brighton – housing@sussex.ac.uk within 10 working days of receipt of the outcome of the Licence to Occupy Investigation

The Accommodation Services Manager shall respond to the student in writing with the Review Outcome. The potential outcomes could be the investigation decision being *upheld*, *amended*, *re-investigated* or *dismissed*.

Please note, a decision to issue a 'Notice to Terminate' is final. If you do not vacate after being served a Notice to Terminate, the University may take legal action.

Police Referral

In rare circumstances, a concern may need to be referred to the Police. In such circumstances, the University will usually place our internal investigations (discipline and/or Licence to Occupy) on hold, until the conclusion of the criminal process. An internal investigation will typically recommence once the criminal justice process has concluded/closed.

The University reserves the right to apply student discipline activity while Police activity is taking place, in accordance with Regulation 2. This could include precautionary action and/or an investigation. If the University takes precautionary action pursuant to paragraph 3 of Regulation 2 and you are temporarily suspended and/or excluded, then the University reserves the right to temporarily suspend your Licence to Occupy, or relocate you for the time period determined by the Vice Chancellor under the precautionary action.

The University also reserves the right to pursue a Licence to Occupy investigation in the event that there may have been a serious breach of the licence, while Police activity is taking place. This will occur when the University reasonably considers if the potential breach places on the health, safety and wellbeing of staff/students at potential risk. Therefore, this could result in a Notice to Terminate being served during such circumstances.

SUPPORT

The University is here to support all students. If you require support regarding an investigation or a complaint, including being accompanied, please contact:

- The Student Life Centre
www.sussex.ac.uk/study/student-life/student-support
- The Students' Union Advice Team
advice@sussexstudent.com

FURTHER INFORMATION

You may be eligible to submit a complaint if you are dissatisfied with the service provided by the University. For example, the standard of service fell below your expectation.

Important:

- A complaint cannot change a student discipline decision. In such circumstances an appeal must be requested.
- A complaint cannot change the decision to commence legal proceedings to evict you from your student accommodation. In such circumstances, a review must be requested.

For information concerning the Student Complaints Procedure see the following webpage:

<https://student.sussex.ac.uk/complaints/university/procedure>

OCCUPANCY RULES

ANNEX 1

Indicative Disciplinary Outcomes

Important note

any fines are imposed through the University Student Discipline team, and not the Accommodation team.

OFFENCE AND CIRCUMSTANCES	FINE
Drug use/possession in room	
1st Occasion (reduced fine accepted)	£50
1st Occasion (No acceptance or apology)	£70
2nd Occasion	£180
3rd Occasion	£200 and possible Notice to Terminate
Suspected drug dealing	
	Referral to OSCAR and/or Police and possible Notice to Terminate
Noise Nuisance	
1st Occasion	Warning Letter
2nd Occasion	£50
3rd Occasion	£100
Additional Offences	£100 and possible Notice to Terminate
Harassment	
	Referral to OSCAR and possible Notice to Terminate
Non-Compliance (safety and security)	
	£80
Abuse (verbal or physical)	
	Referral to OSCAR and possible Notice to Terminate
Public Order	
	Referral to OSCAR and possible Notice to Terminate
Threatening behaviour	
	Referral to OSCAR and possible Notice to Terminate
Smoking in prohibited areas	
1st Occasion	Warning Letter
2nd Occasion (admitted and accepted)	£100
3rd Occasion	£180
4th Occasion	£200 and possible Notice to Terminate
Covering smoke detectors	
1st Occasion	£50 disciplinary fine and damages cost of engineer safety call-out (up to £250).
2nd Occasion	£200 disciplinary fine and damages cost of engineer safety call-out (up to £250)
3rd Occasion	£200 disciplinary fine and damages cost of engineer safety call-out (up to £250) and possible Notice to Terminate
Vandalism	
1st Occasion	£75 and cost of any cleaning/repairs
2nd Occasion	£150 and cost of any cleaning/repairs
3rd Occasion	£200 and cost of any cleaning/repairs and possible Notice to Terminate
Malicious fire alarm	
	£200 disciplinary fine plus any damages safety check/repair costs and possible Notice to Terminate

OCCUPANCY RULES

*These fines/actions are not exclusive and not to be considered as an exhaustive list.

** This annex does not impede the University's ability to reach an alternative outcome, in accordance with Regulation 2: Student Discipline.

Any funds raised as a consequence of the above finds will be utilised as follows:

1. To assist with any costs to facilitate the student discipline process
2. Any annual residue funds to be deposited into the University's Student Hardship Fund

OFFENCE AND CIRCUMSTANCES	FINE
Possession of offensive weapons	Referral to OSCAR and/or Police and possible Notice to Terminate
<hr/>	
Parties and overcrowding accommodation causing risk to health and safety	
1st Occasion (without intent)	£100 plus any cleaning/damages
1st Occasion (with intent)	£180 plus any cleaning/damages
2nd Occasion	£200 plus any cleaning/damages
3rd Occasion	£200 plus any cleaning/damages and possible Notice to Terminate
<hr/>	



Problems and complaints

QUICK GUIDE

We hope that you will not experience any problems while living in the residences, however if you do, please refer to the quick guide on this page to see who to contact in the first instance. When your problem is resolved and you wish to request a rent rebate for a loss of amenity because the repair took longer than the advertised response please complete the online rent rebate for at:

<https://student.sussex.ac.uk/accommodation/university/repairs/complaints>

In all cases, you should receive a written acknowledgement of your request immediately.

Very occasionally, you may feel that we have been unable to deal with your request adequately and you may wish to use the University's formal complaint procedure (**<http://www.sussex.ac.uk/ogs/complaintsappeals/students>**). Your complaint would then be forwarded to the head of student support who would investigate the matter independently. In order for your complaint to be properly investigated it is essential that you are specific about the cause and nature of your complaint. You should present full details, including your name and term-time address, and include all relevant documentation. You should detail what attempts you have already made to resolve the complaint, and state what remedy you are seeking.

PROBLEM	WHO TO CONTACT
Emergency (break in, fire, serious illness, etc)	Security (Bramber House) 01273 873333 ext 3333
Noise (from tenants)	Speak to tenant directly if you can – if that doesn't work, speak to your residential life connector (RLC). If noise is late at night and you live in Stanmer Court or East Slope, please call your 24 hour reception Porter. For all other residences, please contact Bramber 24 hour reception.
Noise (from University)	Building manager (residence)
Telephones (on campus)	Building manager (residence)
Network	IT support: 01273 678090 www.sussex.ac.uk/its/help
Housemate disputes	Contact your residential life connector (RLC) in the first instance
Rent	Student Accounts (Sussex House) 0800 849 4979
Appeals against general charges	Building manager (residence)
Appeals against damages	Housing Services
Repairs	Porter or building manager
Antisocial or illegal behaviour (e.g. illegal substances, harassment)	If urgent, report to Security in Bramber House on 01273 678234. Otherwise contact Residential Life team via security on 01273 873333 (or 3333 from the phone in your study bedroom) or Student Discipline on 01273 678732 or using the online reporting form at: http://www.sussex.ac.uk/ogs/policies/student-discipline/online-forms/incident-reporting
Allocation, transfer or termination of contract	Housing office (Bramber House) 01273 678220, housing@sussex.ac.uk
Useful telephone numbers	See page 36
Emergency telephone numbers	See page 37

HARRASSMENT POLICY

The University has an Harassment Policy available on the website at: www.sussex.ac.uk/harassment

Useful telephone numbers

ON CAMPUS	INTERNAL	EXTERNAL
Emergency (Security office)	3333	01273 873333
Security office – non emergencies	8234	01273 678234
East Slope 24-hour reception	8866	01273 678866
Bramber House 24 hour reception	8323	01273 678323
Residential Life (Please contact Security for out-of-hours emergency assistance)	3936	01273 676600
Stanmer Court 24-hour reception	8938	01273 678938
Housing Services	8220	01273 678220
Health Centre	01273 249049	01273 249049
Out of hours medical help	111	111
Counselling services	8156	01273 678156
Students' Union: Reception	8152	01273 678152
Students' Union: Student Support and Advocacy Team	7038	01273 877038
IT Services	8090	01273 678090

SUPPORT

The Residential Life team are here to support you during your time in University managed accommodation. See page 5 for more information.

www.sussex.ac.uk/campus-support

HELPLINES

Alcoholics Anonymous	0800 9177650
AIDS and Sexual Health Helpline	0800 137437
Brighton & Hove sexual health and contraception service (SHAC)	01273 523388 brightonsexualhealth.com
Police	0845 6070 999
Police non-emergency	101
Royal Sussex County Hospital	01273 696955
Samaritans	01273 772277
Talk to Frank (drugs helpline)	0300 1236600/sms 82111
Victim Support	0808 1689111

In an emergency

EMERGENCIES ON CAMPUS

Telephone the emergency number **3333** and provide information about the emergency and the location (e.g. room number and building).

In case of a serious emergency students should ring the emergency services directly. Please make sure to update Security so that they are able to offer an additional support and log any incidents.

Please note: the 3333 number must only be used for emergencies – please do not use this number for general enquiries.

The University has a large complex campus and if ever an emergency service is contacted directly, it is very important that security is also informed. They will send a vehicle to the entrance of the University that will guide the emergency response unit.

EMERGENCIES	INTERNAL	EXTERNAL
Emergency	3333	01273 873333
If the above number does not answer immediately, call:	999	999
Emergency telephones on campus	There are emergency telephones located around the campus (identifiable by a flashing blue light), which can be used at all times call for assistance.	



Contact your porter for non-emergency incidents.

NON-EMERGENCY INCIDENTS - OUT OF HOURS

Non-emergency incidents include: serious repairs such as flooding, power failure, excessive noise, lock-outs etc.

ON CAMPUS	INTERNAL	EXTERNAL
Bramber House 24-hour reception duty porter	8323	01273 678323
Stanmer Court 24-hour reception	8938	01273 678938
East Slope 24-hour reception	8866	01273 678866



UNIVERSITY RADIO FALMER
URF
ESTABLISHED IN 1968

University Radio Falmer
www.urfonline.com
@urfficial | /urfficial



HOUSING SERVICES

University of Sussex
Bramber House
Falmer, Brighton BN1 9QU

+44 (0)1273 678220
housing@sussex.ac.uk

www.sussex.ac.uk/accommodation

FOLLOW US

www.instagram.com/ushousingservices

If you are visually impaired and would like to receive an electronic copy of this guide, please contact the Housing Services team:

+44 (0)1273 678220
housing@sussex.ac.uk

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