

## Halls of Residence

**We aim to give students the best experience in their Halls of Residence by keeping them safe and supported and by promoting their participation and ownership of an equal and responsible communal society.**

**Students' experiences in their Halls of Residences are often the most important of their educational life. Creating a suitable environment for study, social opportunities and communal living supported by good pastoral care is crucial.**

## Residents' Charter

The Residents' Charter sets out in general terms the services provided to you by the Halls of Residence. The Charter also defines your responsibilities and obligations both to the Halls of Residence and to your fellow residents.

The Charter does not replace the Residence Conditions to which you must agree before taking up residence in a hall. The Residence Conditions may be found at: <http://www.bangor.ac.uk/accommodation/essential.php.en>

### Before you arrive at the University:

- You will receive clear information regarding making an application to live in a Hall of Residence explaining the process involved and the closing dates for applications and all costs involved.
- If your application is successful, once you are offered accommodation you will be given clear information on how to accept the offer including deadlines and deposit pre-payments.
- You will be given clear information regarding arrival at the University and about your Hall of Residence.

### In the Halls of Residence you can expect from us:

- Access during the period of your contract to clean, secure and safe living accommodation which conforms to or exceeds the UUK Code of Practice and current health and safety practice.
- A friendly service that will be equitable and transparent and provide value for money.
- An environment conducive to study, free from unreasonable noise, discrimination, harassment or intimidation.
- Repairs and maintenance carried out efficiently and as swiftly as possible.
- Respect and privacy, giving adequate notice for non-urgent maintenance work.
- Access to assistance at all times from Halls staff, Security staff or the Mentor team.
- Pastoral care from the trained Mentor team.
- Communal laundry facilities.
- Common rooms.
- Cleaning of communal areas under a clearly defined Service Level Agreement.
- Provision of a mail collection service with clearly displayed opening hours.
- Access to a well-defined complaints procedure – see: <http://www.bangor.ac.uk/accommodation/essential.php.en>

### During your period of Residence we will expect you to:

- Adhere to the Residence Conditions and the University Regulations.
- Have due consideration for other residents and not cause undue disturbance.
- Respect the rights and health and safety of other residents and staff.
- Exercise care in the safekeeping of keys and/or key cards at all time and report any loss to the Halls staff as soon as possible.
- Ensure prompt payment of all fees due.
- Maintain a reasonable level of hygiene and cleanliness in communal kitchens and bathrooms, and in your own study bedroom and shower room.
- Remain responsible for your guests at all times and to register any overnight guests as detailed in the Residence Conditions.
- Conserve energy and respect the environment.