

A photograph of three students sitting on a wooden bench in front of a modern university building. The building has large glass windows and a brick base. The students are smiling and talking. The woman on the left has long blonde hair and is wearing a blue cardigan over a purple top and dark jeans. The man in the middle is wearing a black jacket and dark jeans. The woman on the right is wearing a red jacket, blue jeans, and glasses, and has a grey bag slung over her shoulder. The scene is set outdoors on a grassy area.

# Welcome to Loughborough University Halls information booklet 2011-2012 Essential information

# Student **Accommodation** Centre



University Approved **Accommodation**  
On and Off Campus

## What's in this booklet?

This booklet is produced by the Student Accommodation Centre and introduces you to Loughborough University's Halls of Residence. Here you will find answers to a number of general questions as well as important information about the various Halls, catering options and campus life. Please read this booklet and the Licence Terms and Conditions 2011-12, both of which form the Terms and Conditions of your occupancy in our residential accommodation for 2011-12.

<b>Welcome</b>	<b>1</b>
<b>Arrival</b>	<b>2</b>
<b>What to Bring</b>	<b>3</b>
<b>Your Room</b>	<b>4</b>
<b>Living in Halls</b>	<b>5</b>
<b>Your Responsibilities</b>	<b>7</b>
<b>Other Information</b>	<b>7</b>
<b>Halls of Residence Summary</b>	<b>Inside Back Cover</b>
<b>Contact Details</b>	<b>Back Cover</b>

---

**Please note:**

All of this information and more (including a pdf copy of this booklet) is available from our Student Accommodation Centre website: [www.lboro.ac.uk/campus-living/accommodation/](http://www.lboro.ac.uk/campus-living/accommodation/)



# The Student Accommodation Centre welcomes you to Loughborough University

**The Student Accommodation Centre team are here for you**, offering advice and support for all your accommodation needs. The Student Accommodation Centre is an important part of the Loughborough Experience, allocating students into University Halls of Residence, offering approximately 5600 beds for 2011-12.

Going to University is all about new experiences, it helps to know that you will be living in a safe, comfortable and supportive environment. We encourage all new students to spend their first year at Loughborough living in a University Hall of Residence. You may choose to remain in hall throughout your studies, however if you prefer to live off campus, we advertise a wide variety of privately owned accommodation.

Our halls allocation process is now all conducted on-line and via email – no paperwork to complete. All communication from us will be via email, please ensure that you check your email inbox regularly and advise us of any changes to your email address. We do not recommend that you use your school email as this may become inactive when you leave.

Before accepting your offer it is important that you read all the information in this booklet together with the Licence Terms and Conditions 2011-12. Accepting enters you into a legally binding contract that commits you to the Licence Terms and Conditions, including the obligation to pay fees for the full Licence period. It is of particular importance that you note the following conditions:

1. The accommodation commences and ends on the date recorded on your Licence.
2. Occupancy is for the whole of the Licence period.
3. The agreement comes into effect when you accept the Offer, the University is entitled (but not obliged) to terminate the Licence if you do not pay your room bond deposit by the date stipulated in your offer (charges will apply).
4. In order to occupy your room you must pay your room bond deposit and complete the online Living in Halls Induction.
5. You only have limited cancellation rights, these are set out in the Licence Terms and Conditions 2011-12, clause 6.2.4. Cancellation charges may apply.
6. Students who withdraw from University accommodation but remain registered at the University, will be liable for Hall Fees for the remainder of the Licence period.
7. Students may be able to transfer to another Room/Hall after the first four weeks of term subject to availability and a fee of £50.

The Accommodation Offer needs to be accepted online by the date specified in your offer. Upon acceptance of your Licence, the Room Bond must be paid using your University Registration Number or if a new student, within 8 days of your academic place being confirmed at Loughborough. Payments should be made at [www.lboro.ac.uk/admin/financial/pages/online\\_payment.htm](http://www.lboro.ac.uk/admin/financial/pages/online_payment.htm). If you are declining your Offer we need to know as soon as possible so that the room can be offered to another student.

## imago Services

The Student Accommodation Centre is part of imago Services. imago Services is responsible for allocating and managing your accommodation including the catering, housekeeping and facilities associated with your Hall. The staff employed within the imago Services department are all employees of Loughborough University. As a University department, imago Services is also responsible for the campus catering outlets, vending services and retail shops.

The department liaises with a number of support services including the FM Department, DANS, Academic Registry, International Office and I.T. Services to ensure the residential and catering operations on the campus meet the requirements of all of our customers. imago Services is an award-winning service provider committed to delivering an exceptional customer service to students, staff and visitors to the campus.



# Arrival

**YOUR ROOM NUMBER WILL BE ADVISED ON ARRIVAL**

## New Students

For the Autumn Term, all new students should arrive on the date allocated to their Hall. This is before the Autumn Term starts to allow for registration, inductions, etc. The cost for this is shown on the Hall Fees sheet as 'Additional Fee - 1st Year Students for Freshers Week'.

If you are unable to arrive on the allocated date, you must advise both the Student Accommodation Centre and your hall Warden to ensure that your room is held for you and arrangements are made for you to collect your keys (full Licence fees remain applicable). You are at risk of losing your room if you arrive late without prior notice.

## Halls Arrival Dates

Tuesday 27 September 2011	Wednesday 28 September 2011	Thursday 29 September 2011
Cayley Elvyn Richards Falkner Eggington (UG) Telford Towers William Morris	Butler Court Faraday Hazlerigg-Rutland Rutherford The Holt	David Collett Falkner Eggington (PG) Forest Court Harry French John Philips Robert Bakewell Royce Somerton

In order to ensure your arrival goes as smoothly as possible, please book an 'arrival slot'. This will help our Hall and Warden teams to ensure you can collect your keys and complete our arrival process without too much delay!

## New Students - When to Arrive

In order to take part in Fresher activities, you are expected to arrive on your Hall arrival date as detailed above. Please book your arrival slot for your anticipated time of arrival at Loughborough.

You should aim to arrive between 10am and 4pm on the arrival date for your hall. Once your academic place at Loughborough is confirmed, you will be able to go online and book your arrival slot in advance.

If you plan to arrive by car, please be patient and follow the instructions given on arrival, these are designed to allow the University to cope with the increased volume of traffic. With so many people arriving in such a short space of time things can get a little hectic, this can be alleviated by arriving during your time slot.

Please refer to our Frequently Asked Questions for detailed arrival information ([www.lboro.ac.uk/campus-living/accommodation/frequentlyaskedquestions](http://www.lboro.ac.uk/campus-living/accommodation/frequentlyaskedquestions)). We recommend that you check for any updated information on the Latest Hall News section of your allocated Hall of Residence ([www.lboro.ac.uk/campus-living/accommodation](http://www.lboro.ac.uk/campus-living/accommodation)) prior to your arrival.

## Returning Students

The Licence for Returning Students starts on Sunday 2 October, which is the date we expect you to arrive. If you wish to arrive on Saturday 1 October, you will be charged an additional £20 early arrival fee. Please book your 'arrival slot' for your anticipated time and date of arrival at Loughborough to ensure that your keys are available to collect. Any student who needs to arrive earlier than Saturday 1 October, **must contact the warden for permission before booking an arrival slot.**

# What to bring

## Money

- As it may be a few days before you can open a bank account and collect your student loan or other income, it is recommended that you bring some cash with you.
- Passport sized photographs will be required for records and ID purposes.

## Suggested items to bring

- Duvet, sheets and cover \*
- Pillows \*
- Iron \*
- Towels and tea towels
- Coat hangers
- Mugs and your own crockery and cutlery
- Start up groceries
- Cooking utensils and saucepans (self catered halls)

## Items supplied

- Pillows \*
- Kettle and toaster
- Microwave oven
- Fridge/freezer (in most halls)
- Induction hob and pans (5 day catered halls)
- Electric/gas cooker with hob, oven and grill (self catered halls)
- Curtains
- Desk lamp
- Chair

\* Your hall may supply these items, or beds may be of a larger size and double bedding is recommended - see the General Information section for your Hall of Residence ([www.lboro.ac.uk/campus-living/accommodation/halls](http://www.lboro.ac.uk/campus-living/accommodation/halls)) for further information.

Rooms are fully furnished, you must not remove any of the contents provided by the University. Should you be unable to bring bedding with you, for a fee of £10, bedding bales consisting of sheets, blankets or duvets and pillowcases can be provided for a short time until you are able to purchase your own. Alternatively, why not purchase one of our bedding or starter packs in advance of your arrival? Please see the information below...

# Kick start the Loughborough Experience

Why not take some of the stress out of arrival day with one of our bedding or starter packs? Purchased in advance and designed to provide you with some of the key essentials and save you the hassle of bringing so much with you. Please refer to the booking form online ([www.lboro.ac.uk/campus-living/accommodation/prospectivestudents/starterpacks](http://www.lboro.ac.uk/campus-living/accommodation/prospectivestudents/starterpacks)). Orders must be received no later than Friday 16 September 2011.

Choose from one of the following options:

### Self catered starter pack: £20

1 x dinner plate, 1 x cereal bowl, 1 x side plate, 1 x mug, 1 x saucepan with lid, 1 x frying pan, 1 x vegetable knife, 1 x wooden spoon, 1 x plastic spatula, 1 x knife, fork, dessert spoon & teaspoon

### Catered starter pack: £9

1 x dinner plate, 1 x cereal bowl, 1 x side plate, 1 x mug, 1 x knife, fork, dessert spoon & teaspoon

### Bedding single: £22

1 x single sheet, 1 x single duvet, 1 x single duvet cover, 2 x pillow cases, 1 x bath towel, 1 x hand towel

### Bedding double: £26

1 x double sheet, 1 x double duvet, 1 x double duvet cover, 2 x pillow cases, 1 x bath towel, 1 x hand towel

### Bedding single + Self catered starter pack: £40

Suitable for living in Telford\* & Falkner Eggington, Butler Court\*

### Bedding single + Catered starter pack: £29

Suitable for living in Cayley\*, Rutherford\*, Royce\*, Faraday\*, David Collett

### Bedding Double + Self catered starter pack: £44

Suitable for living in Elvyn Richards, Hazlerigg Rutland, John Phillips and Robert Bakewell

### Bedding Double + Catered starter pack: £33

Suitable for living in Towers

\*Some rooms in these halls have 4ft beds, if you are allocated one of these rooms we can change the order from a single to a double (additional fees apply).

# Your room

## Keys/Proximity Cards

Everyone is issued with a key to their room, block access is via a card entry system. Where a card entry system is in place, your University ID card will provide you with access to your block (excluding Unite halls). Be sure to lock the outer door at night and always lock your room when you are out, taking your keys/ID card with you. If you lock yourself out of your room contact your Hall/Site Manager or Sub-Wardens/Warden if out of office hours. If you lose your keys then please report this to the Hall/Site Manager who will issue you with a replacement key set for which a charge will apply. Replacement ID cards are issued from the Card Office within the Student Accommodation Centre. Dependant upon which hall you are in, you may need to get your block access reinstated at your hall reception. Please remember to hand in your key to your Hall/Site Manager at the end of your Licence term or you will be charged. DO NOT punch a hole in your ID card and attach it to your keys, it will stop it from working. Card holders and lanyards are available from the Card Office.

## Cleaning

### University Halls

All University Halls have bedroom cleaning provided, the fee you pay for your Hall will reflect this. Your room will be cleaned weekly, fortnightly or monthly depending on the hall accepted. It is your responsibility to change your bed, wash your bed linen and keep your room tidy.

Communal areas including shared bathrooms and kitchens/snack rooms will be cleaned regularly as long as they are free from personal items and do not prevent access to the surfaces. In addition, each area will contain a kitchen rota – please check for your duty day. Students are responsible for the removal of all rubbish from their rooms and kitchens, and for taking to the refuse areas.

### Unite Halls (Harry French, The Holt and William Morris)

In self contained and en-suite flats, it is your responsibility to keep your room and kitchen clean and tidy. In standard bedrooms, shared bathrooms, kitchens plus all communal stairways will be cleaned on a weekly basis.

### Derwent Hall (Forest Court)

All communal areas including bathrooms and kitchens are cleaned on a monthly basis.

## Insurance

Room contents insurance is included in your Hall fees. Full details of your insurance policy are available at [www.endsleigh.co.uk/student-possession.html](http://www.endsleigh.co.uk/student-possession.html). You are advised to read the information carefully and purchase top-up cover if necessary. Please note that bicycles are not covered in hall insurance.

## IT Services

IT Services provide a variety of communication and information technology facilities. For system requirements and further information please see [www.lboro.ac.uk/it](http://www.lboro.ac.uk/it)

## TV Licences

If you plan to bring a television set for your room, you should ensure that you have a valid UK television licence. For further information see [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) or contact 08705 226 666.

## Room Bond Deposit

You are required to pay a room bond deposit of £150 to secure your Hall accommodation, this is then held against any charges or damages to your room during your stay in Hall. A room inventory form (online or paper document) will be available for you to complete on arrival. Digital photo evidence of any damages may be obtained by hall staff. Providing you return the room to us in the same condition as when it was let to you, the deposit will be returned in full within 30 days of the end of your Licence period. A full list of charges ([www.lboro.ac.uk/campus-living/accommodation/feesdocumentsandforms](http://www.lboro.ac.uk/campus-living/accommodation/feesdocumentsandforms)) are available but there may be some variation between halls due to the different types of buildings and contents within each.

## Leaving Hall Early

In accordance with your Licence, if you are leaving the University and wish to leave the accommodation during the Licence period, you must complete an Accommodation Cancellation Form at The Student Accommodation Centre (form can also be printed from the website). For further details, please refer to your Licence Terms and Conditions.

## Third Party Halls

We work closely in partnership with three external accommodation providers. Of our 17 halls of residence at Loughborough, 8 are owned by a third party:

**Unite** – Harry French, The Holt and William Morris: Managed by Unite staff.

**Derwent Living** – Forest Court: Managed by Derwent Living staff.

**UPP (University Partnerships Programme)** – Elvyn Richards, Hazlerigg Rutland, John Philips and Robert Bakewell. Managed by imago Services, UPP are responsible for hall maintenance.

The Student Accommodation Centre is responsible for accommodation allocations to both University and third party halls, and should be contacted for any general or contractual enquiries for these halls.

# Living in Halls

## Catered Halls

In our catered halls students will have a meal provision of either 5 day (10 or 15 meals per week) or 7 day (19 meals per week) depending on the hall accepted. Catering services are reduced over the Christmas and Easter vacation and end of term fun week (Christmas and Easter Vacation – brunch and evening meal; final week – brunch only). No catering available during University closure days.

Meals are taken on a self serve basis in your dining hall. A wide variety of dishes are available for breakfast, lunch and dinner. Seven day Catered Halls operate a brunch service at the weekends. A packed lunch may be reserved by ordering the day before it is needed with the Front of House Manager. If on a 5 day meal plan, weekend meals can be purchased by using Diners+ ([www.lboro.ac.uk/campus-living/food-drink/dinersplus](http://www.lboro.ac.uk/campus-living/food-drink/dinersplus)). Hazlerigg Rutland and Robert Bakewell can opt into a flexible dining package offering 10 meals per week – please see our Frequently Asked Questions or contact the Student Accommodation Centre for further details.

Special dietary requirements or Allergies can be accommodated for by our Catering Team. Please discuss with your Chef and Front of House Manager after you have arrived.

## Dining Hall Meal Times

Breakfast:	8am – 8.45am	Late Continental Breakfast:	8.45am – 9.30am
Lunch:	12.00pm – 1.30pm	Dinner:	5.00pm – 6.30pm
Weekends only: Brunch:	11.30am – 1pm	Evening Meal:	4.45pm – 6pm

## Self Catered Halls

In our self-catering halls, you can occupy your room during the Christmas and Easter vacations.

Students can choose to cook for themselves or to eat out at one of the many venues around campus. Discounts available by purchasing a Diners+ ([www.lboro.ac.uk/campus-living/food-drink/dinersplus](http://www.lboro.ac.uk/campus-living/food-drink/dinersplus)) card.

Also visit [student.cookingtv](http://student.cookingtv) to see mouth-watering demonstrations of meals to cook on a budget.

## Let's Talk About Food...

### diners+

This is our discounted meal offer package – buy meal units which are loaded onto your student ID card, which you can then use in halls and other campus food outlets. Look for the **d+** signs on menus

Ideal for any self catered students living on or off campus so you can have discounted, nutritious hot meals or a retail meal deal whilst on campus. You can also top up 5 day catering plans by having discounted weekend meals.

The more units you buy the higher the discount!

<b>Number of meals</b>	10	30	50	140
<b>Cost</b>	£41.50	£115.50	£187.50	£497.00
<b>Cost per meal</b>	£4.15	£3.85	£3.75	£3.42

It is your choice how many to buy and when you wish to use them throughout each academic year.

We have carefully selected a varied and nutritious menu choice which can vary from day to day. Each meal unit entitles you to a two course meal or a retail meal deal. You can purchase extra items with cash or use the **cash+** facility on your card.

### Cash+

A cashless system, which is available to staff and students. Cash can be loaded onto your university ID card for you to use in most retail outlets on campus.

Everytime you load cash onto your **cash+** card we will add 5%. There will also be exclusive special offers for **cash+** users throughout the year.

- Convenient – you don't have to carry cash
- Flexible – use at your convenience
- No minimum spend
- Upload cash at your convenience
- **cash+** meal deals

**cash+** is a convenient way to buy food and drinks, and other useful items at any of the imago Services outlets or shops including the Piazza at the Student Union and hall dining areas. Also used at laundrettes and for printing services.

**cash+** can be purchased in multiples of £10, the maximum amount is £90, the minimum online amount is £20. There are no hidden costs!

**Both diners+ and cash+ can be purchased online at [www.lboro.ac.uk/campus-living/food-drink/dinersplus](http://www.lboro.ac.uk/campus-living/food-drink/dinersplus) or call into the Student Accommodation Centre during office hours.**

## Eating on Campus

At Loughborough there are many catering outlets on the main campus that provide a full service in terms of food, shopping and entertainment. All imago outlets are branded with Loughborough's own in-house brands: Fuel, Taste and Dine.

fuel	taste	dine
Offers a range of healthy food for those on the go. We operate a number of small outlets around the campus which deliver a range of healthy snacks for food to take away.	The café style of campus eating. This is great food cooked to order using fresh ingredients. Fabulous coffee, fresh juice and big comfy couches – a great way to chill and meet friends.	A touch of class with a traditional restaurant feel where all the food is home cooked with local ingredients. Honest, healthy, traditional food.

## Laundrettes

All University Halls have access to their own laundrette, operated on both a cash and card (**cash+**) basis.

## Post and Parcel Room

### PARCELS CANNOT BE ACCEPTED PRIOR TO ARRIVAL.

Parcels and secure items for Cayley, David Collett, Elvyn Richards, Faraday, Hazlerigg-Rutland, John Philips, Robert Bakewell, Royce, Rutherford and Telford can be collected from **Cogz and Parcelz**, opening hours Mon to Fri 8:30am to 5:30pm, Sat 9am to 1pm – you must bring 2 forms of ID. Items to be addressed with your full name, ID number and hall of residence.

Unite do not sign for or take delivery of packages. Post for Harry French, The Holt and William Morris will be delivered to your post box by Royal Mail. If the item is too big you will be left a card to collect it from the local sorting office in town. When ordering goods by courier, ensure that you give them a contact number and ensure you are available at the time of delivery. If you are not available to receive the item it is your responsibility to rearrange delivery with the courier.

All other halls can collect all of their post and parcels from their hall reception.

The postal address to be used for all halls can be found on the relevant Hall page on our website at [www.lboro.ac.uk/campus-living/accommodation/halls](http://www.lboro.ac.uk/campus-living/accommodation/halls) Please note that post boxes are shared with other students and the Hall Management cannot be held responsible for missing items of post. All items of value must be sent by registered post.

## No Smoking Policy

By law, smoking is prohibited in any indoor public place, this includes all Halls of Residence and University buildings. When smoking outside, students should consider the health of others by not smoking within 3 metres of doors or windows and consider the safety of others by not smoking in the proximity of flammable liquids or gases. This is a University Policy. Failure to comply will put you in breach of your accommodation licence. If convicted of smoking in a non-designated area a fine may be imposed and disciplinary action may be taken against you.

## Communication

Communication of events and messages from the Committee, the Warden team and Hall Management are through the noticeboards, email and display screens. These notices are generally of an official nature and will include such things as registration details and end of term arrangements. In addition [www.lboro.ac.uk/campus-living/accommodation](http://www.lboro.ac.uk/campus-living/accommodation) our announcements and Facebook pages include updates. It is your responsibility to check these information sources regularly.

## Absence from Hall

In the case of emergency or a fire alarm, it is important that all residents are accounted for. If you are going to be away from Hall you should inform your Sub-Warden and your neighbours. Keeping people informed of your absences also stops us worrying about you unnecessarily.

## Hall Development/Refurbishment

The University has recently embarked upon major developments of the campus residential accommodation, including the building of 4 new halls of residence which concluded in September 2009, refurbishment of The Holt bedrooms and kitchens, and a £multi million refurbishment of the Towers hall.

The University has a programme of continuous upgrades to facilities in our existing accommodation. We have listened to student feedback and are:

- Upgrading beds to 4ft where possible
- Refurbishing dining rooms, starting with Cayley/Rutherford
- Upgrading facilities in David Collett to reflect changes in the catering provision
- Refurbishing accommodation in Falkner Eggington (2012/13)
- Refurbishing previously closed accommodation in Village Court to create an additional 300 bed spaces

## Environment & sustainability

Loughborough University recognises the need to embrace environmental and sustainability issues and is dedicated to setting the standards for best practice within universities. By working in partnership with our students, suppliers and academic departments the University can make a significant improvement at reducing its impact on the environment as well as actively trying to improve it. As part of the licence terms and conditions you are required to recycle paper, cardboard, cans and plastic bottles, to take your glass to the bottle banks provided and to reduce energy consumption where possible. Throughout the year we operate a series of incentive schemes to encourage you to do this with prizes to the best halls in the form of charity (RAG) donations. Check out the B.E.S.T. (Building Environmental Sustainability Together) notice boards in hall for further details.

# Your responsibilities

## Payment of Fees

It is important that you pay your room bond deposit in order to secure your accommodation. Room bond deposits must be in British Pounds and are payable on-line at ([www.lboro.ac.uk/admin/financial/pages/online\\_payment.htm](http://www.lboro.ac.uk/admin/financial/pages/online_payment.htm)). Alternatively if you are an International Student, you can contact the Finance office direct on +44 (0)1509 223538 to pay by Bank Transfer.

Accommodation charges are payable in three termly instalments. Payment for accommodation can be made by direct debit, on-line or direct via the Student Finance office. If you elect to pay by direct debit you must complete and return a direct debit mandate to the Finance Department of the Student Services Building. This forms part of the 'Payment Options' form, which you will receive with your Registration pack. New students must return this form by 21 October 2011 to allow the Income staff enough time to log your bank details.

The payment dates for the 3 instalments are:

- 25 November 2011
- 27 January 2012
- 4 May 2012

If your payment is late, the University will charge you interest on the money you owe. Please inform the Student Finance Department if you have a problem in paying your bill.

Tuition fees can also be paid in three instalments by the same payment method. If you have arranged for your tuition fees to be paid by way of a student loan, you do not have to do anything as we will be advised by the student loan company directly.

## Licence Terms and Conditions

The Licence Terms and Conditions 2011-2012 ([www.lboro.ac.uk/campus-living/accommodation/feesdocumentsandforms](http://www.lboro.ac.uk/campus-living/accommodation/feesdocumentsandforms)) together with this booklet and your Licence Offer form a legally binding document. Please read this information carefully before accepting the Offer and save the information for future reference.

## Health and Safety

You will be required to complete the Living in Halls Online Induction before you move into your accommodation. Further details on Health and Safety are available on the website and in your hall. We take Health and Safety very seriously and you have the same responsibility whilst living in halls.

## Allergies

We have a University Allergy Policy – please make time to speak to the Hall Manager and/or Warden team regarding any allergies you may have, and ensure you provide details on the Living in Halls Online Induction. While you are staying at Loughborough we need to share this important information with those who need to know. If you have a severe allergy DANC (Disability and Additional Needs Services) should be made aware of this. Tel: 01509 222770.

# Other information

## Cycling On and Around Campus

Cycling is an excellent way to get around the campus and the town. As well as helping to keep you fit and being an environmental way to travel, it is often the quickest way. There are excellent cycle paths around Loughborough and secure storage is available for campus residents in bike sheds at each hall, details available on arrival (Please note bikes are not allowed inside residential buildings unless you are a member of the cycling club).

We have our very own cycle shop in the centre of campus, Cogz ([www.lboro.ac.uk/campus-living/other-services/bikeshop-Cogz](http://www.lboro.ac.uk/campus-living/other-services/bikeshop-Cogz)), for all your cycling requirements. Cogz offer a range of bikes (new and reconditioned), parts and accessories as well as offering a comprehensive repair and maintenance service. Check out their special offers including bike packages ready to collect when you arrive on campus. All bikes need to be registered with University Security and Cogz undertakes this service as well as offering a Service and Storage facility during vacations. Free secure bike locks are available from the Security Office.

## Car Parking

Campus Security is responsible for the allocation of car parking spaces and parking permits throughout the campus and the Unite premises. Priority is usually given to students living off-campus or students with special needs. As there are a limited number of spaces available, permits are not usually allocated to first year students.

If you are allocated a room in one of the following Halls; Elvyn Richards, Hazlerigg-Rutland, John Phillips, Robert Bakewell and William Morris, there is a planning and transport control in force. If a vehicle is to be brought to Loughborough, the student must complete the Car Park Agreement Form stating the identified parking space.

A compound is available for motorbikes. It is worth noting that campus security is strict regarding unauthorised parking – they have the power to immobilise your car or motorbike and also impose parking fines, so register your vehicle and park only in designated areas. Applications for a parking permit will open from Monday 5 September and are obtained from the Security Office ([www.lboro.ac.uk/service/fm/security/student\\_parking.html](http://www.lboro.ac.uk/service/fm/security/student_parking.html)).

## Security

Get to know your neighbours! If you are concerned about a possible intruder, contact the Hall Manager, Warden, Sub-Warden or Security immediately.

- Be vigilant.
- Keep outside doors locked and windows in the communal areas closed at night.
- Make sure you close your room windows and lock your doors whenever you are out.
- Keep all valuables out of sight.
- Use a good quality D lock on your cycle (available from the security office).
- Do not leave your valuables unattended in changing rooms or the library.
- Ensure your property is security coded.

Never put yourself in danger. All you need to do is ask whether the person is lost, or whether you can help – if their behaviour is still suspicious contact Security 01509 222141 or Freephone Campuswatch on 0800 526966. Lost property should also be reported to the Security Office.

## Calendar 2011/12

### Christmas Vacation

All catered hall students can make use of their room<sup>#</sup> and will have brunch and evening meals provided\* during the vacation period, excluding the University closure days from 23 December 2011 to 3 January 2012 inclusive when rooms must be vacated – alternative accommodation will be available.

<sup>#</sup> Students residing in Village Court accommodation are required to vacate their rooms during the Christmas vacation period.

\*There are no meals provided for Elvyn Richards students, or students taking the flexible dining package during the 4 week Christmas vacation period – rooms do not need to be vacated.

All self catered hall students have use of their rooms throughout the Christmas vacation.

### Easter Vacation

**Royce Hall** students must vacate and empty their room for the 4 week Easter vacation period from 17 March 2012 to 15 April 2012 – alternative accommodation will be available. All other catered halls\* can make use of their room – brunch and evening meals provided during the vacation period (excluding University closure days from 6 to 10 April 2012 and 5 to 7 May 2012 inclusive).

\*There are no meals provided for Elvyn Richards students, or students taking the flexible dining package during the 4 week Easter vacation period – rooms do not need to be vacated.

All self catered hall students have use of their rooms throughout the Easter vacation.

### The Summer Vacation

At the end of the Summer Term, 39 week let halls must be vacated by 10am on Saturday 30 June 2012.

Students in Elvyn Richards, Hazlerigg-Rutland and Robert Bakewell must vacate by 10am on Saturday 14 July 2012, The Holt by 10am on Saturday 21 July 2012. Postgraduate halls must vacate by 10am on Saturday 15 Sept 2012.

If you need to stay during the Summer Vacation, accommodation can be booked on a weekly basis, further details will be available nearer to the time.

### Re-applying for Hall 2012-13

In December 2011, the allocation procedure for the next academic year starts. Online applications will be open for second, third and fourth year undergraduate students to return to hall.

Accommodation for returning Postgraduate students is limited. Please check our website for up-to-date information and details on how to apply. Applications can be made online from April 2012.

If you are not successful in gaining a place to return to hall or prefer to live off campus in your second or third year, we offer a choice of University Approved privately owned off campus accommodation. Details of available properties can be found on the Findahouse section of the Accommodation Website or visit our office to discuss the options available to you.

## Campus Living Website

([www.lboro.ac.uk/services/campus-living](http://www.lboro.ac.uk/services/campus-living))

The website is managed by imago services and is an important source of information for all of our customers. The site is designed to allow students, staff and visitors to gain a wealth of interactive information on-line.

- Maintenance reporting
- Sustainability and recycling
- Online ordering and e-Commerce
- Feedback to Customer Relations
- How to create your food diary and information on menu cycles in our dining halls
- COGZ the campus bike shop
- Web Cams

# Halls of Residence summary

<b>All our halls are NO SMOKING</b>	<b>Week Let</b>	<b>Self Catered</b>	<b>Meals on 7 days (19 meals a week)</b>	<b>Meals on Mon-Fri (15 meals a week)</b>	<b>Meals on Mon-Fri 10 meals per week</b>	<b>Flexible 10 10 meal per week dining package</b>	<b>Games/Common room</b>	<b>Rooms for disabled students</b>	<b>Postgraduate rooms</b>	<b>Undergraduate rooms</b>	<b>No. of beds</b>
<b>Village Park</b>											
Cayley	39			✓			✓	✓		✓	290
Elvyn Richards	41				✓		✓	✓		✓	406
Faraday	39			✓			✓	✓		✓	329
Hazlerigg-Rutland	41	✓				✓	✓	✓		✓	196
John Phillips Court	50	✓						✓	✓		298
Robert Bakewell	41	✓				✓	✓	✓		✓	400
Royce	35			✓			✓			✓	375
Rutherford	39			✓			✓			✓	304
Telford	39	✓					✓	✓		✓	175
Village Court	35			✓	✓		✓			✓	TBC
<b>East Park</b>											
Butler Court	39/44	✓					✓	✓		✓	310
Forest Court	50	✓					✓		✓		144
Harry French	39/50	✓					✓	✓	✓	✓	389
Holt	42	✓					✓			✓	261
Towers	39		✓				✓	✓		✓	310
William Morris	39	✓					✓			✓	467
William Morris – Somerton	50	✓							✓		11
<b>Central Park</b>											
Falkner Eggington Courts	39/50	✓					✓		✓	✓	571
<b>West Park</b>											
David Collett	39			✓			✓	✓		✓	365

## Final check list:

### Have you:

1. Paid your room bond? (page 1)
2. Completed the post contractual Living in Halls Online Induction? (page 7)
3. Got your diners+ meal plan ordered? (page 5)
4. Thought about what to bring - need a Welcome Pack? (page 3)
5. Purchased your TV licence? (page 4)
6. Checked your PC system requirements? (page 4)
7. Reserved your bike with Cogz and Parcelz? (page 7)

# Contact details

**Student Accommodation Centre** Central Park (ref 33)  
([www.lboro.ac.uk/campus-living/accommodation](http://www.lboro.ac.uk/campus-living/accommodation))  
Tel: +44 (0)1509 22258/53  
Fax: +44 (0)1509 223906  
Advice Line Tel: 0844 7092000  
(UK only, 08:30 – 17:30 Mon – Thu, 08.30 – 17.00 Fri)  
Email: [sac@lboro.ac.uk](mailto:sac@lboro.ac.uk) (on campus and general queries)  
Email: [findahouse@lboro.ac.uk](mailto:findahouse@lboro.ac.uk) (off campus)

**Customer Relations** Central Park (ref 33)  
([www.lboro.ac.uk/campus-living/other-services/customerrelations](http://www.lboro.ac.uk/campus-living/other-services/customerrelations))  
Tel: +44 (0)1509 22257  
Fax: +44 (0)1509 223906  
Email: [imagocustomer@lboro.ac.uk](mailto:imagocustomer@lboro.ac.uk)

**Student Finance Office**  
Help Desk and Payment of Fees  
Tel: +44 (0)1509 223538  
Email: [student-finance@lboro.ac.uk](mailto:student-finance@lboro.ac.uk)

**Security Gatehouse** East Park (Ref 69)  
Tel: +44 (0)1509 222141  
Email: [gatehouse@lboro.ac.uk](mailto:gatehouse@lboro.ac.uk)

**DANS (Disabilities and Additional Needs)**  
Central Park ref 55  
Tel: +44 (0)1509 222770 (voice/minicom)  
Email: [DANS@lboro.ac.uk](mailto:DANS@lboro.ac.uk)

**Chaplaincy Service** Central Park (Ref 55)  
Tel: +44 (0)1509 223741  
([www.lborofaith.org](http://www.lborofaith.org))

**IT Services** Central Park (Ref 59)  
Help Desk  
Tel: +44 (0)1509 222333  
Email: [computer.services@lboro.ac.uk](mailto:computer.services@lboro.ac.uk)

**Counselling Service** Central Park (Ref 41)  
Tel: +44 (0)1509 222148  
Email: [ucs@lboro.ac.uk](mailto:ucs@lboro.ac.uk)

**Medical Centre** Village Park (Ref 32)  
24 hour Contact Tel: 0845 0450557  
([www.lboro.ac.uk/service/medcentre](http://www.lboro.ac.uk/service/medcentre))

**UNITE group**  
Loughborough Office Help Desk  
Tel: +44 (0)1509 238093  
Tel: 0845 1110021  
Email: [info@unite-group.co.uk](mailto:info@unite-group.co.uk)

## Useful links

**Accommodation:** See [www.lboro.ac.uk/campus-living/accommodation/feesdocumentsandforms](http://www.lboro.ac.uk/campus-living/accommodation/feesdocumentsandforms)

- The Licence Terms and Conditions 2011-2012
- Accommodation Fees
- Hall Damage Charges
- Stay safe video

**imago:** [www.lboro.ac.uk/services/campus-living](http://www.lboro.ac.uk/services/campus-living)

- diners+ and diners+ cash
- Starter Packs
- Food for the Brain
- Cogz link
- Feedback

### Other useful links:

- Web Payments: [www.lboro.ac.uk/admin/financial/pages/online\\_payment.htm](http://www.lboro.ac.uk/admin/financial/pages/online_payment.htm)
- Contents Insurance: [www.endsleigh.co.uk/student/pages/blockhalls-insurance.aspx](http://www.endsleigh.co.uk/student/pages/blockhalls-insurance.aspx)
- IT Services: [www.lboro.ac.uk/it](http://www.lboro.ac.uk/it)
- TV Licences: [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)
- Security Office: [www.lboro.ac.uk/service/security/pages/traffic\\_and\\_parking.html](http://www.lboro.ac.uk/service/security/pages/traffic_and_parking.html)
- DANS: [www.lboro.ac.uk/disabilities/](http://www.lboro.ac.uk/disabilities/)

# Student **Accommodation** Centre

University Approved **Accommodation**  
On and Off Campus