

# Inverness Residences

2021/22



University of the  
Highlands and Islands  
Oilthigh na Gàidhealtachd  
agus nan Eilean

# Welcome Book



 [www.uhi.ac.uk/en/studying-at-uhi/first-steps/accommodation/uni/](http://www.uhi.ac.uk/en/studying-at-uhi/first-steps/accommodation/uni/)

 [student.accommodation@uhi.ac.uk](mailto:student.accommodation@uhi.ac.uk)

 01463 225 201

# Contents

Welcome	2
Key Contacts	3
Building Access & Key Cards	4
Out-of-Hours Procedure	5
On Site services	6
Appliances & Cooking	7
Waste Disposal & Recycling	8
Cleaning & Room Inspections	9
Fire Safety	10-11
Smoking Policy	12
Wi-Fi	13
Maintenance	14
Socialising & Acceptable Behaviour	15
Tenancy Information	16
Covid-19 Information	17
Data Protection	18
The Highlands and Islands Students' Association	19-20

# Welcome

We would like to welcome you to the University of Highlands & Islands (UHI), Inverness student accommodation! Our team is here to help you make Inverness your new home.

This student handbook is designed to provide you with a range of information that should be of assistance to you during your stay.

## Local Amenities

There are a range of local amenities around your accommodation that you can take advantage of.

Visit Scotland <https://www.visitscotland.com/destinations-maps/inverness/> should be viewed for local information.

Please remember to look after yourself and to register with a local GP and dentist.

Finally, you will get much more from your time at the University of the Highlands and Islands by availing yourself of the service on offer by the Students' Association.

A link to their site is <https://www.hisa.uhi.ac.uk/>.

# Key Contacts

## Reception

There is a main reception point in Inverness which is open Monday to Friday, 8.30am to 4.00pm. The office staff can assist with general queries and logging maintenance issues. Reception can be reached by phone on 01463 225201 or by e mail on [student.accommodation@uhi.ac.uk](mailto:student.accommodation@uhi.ac.uk).

## Help Desk

We operate a 24-hour Help Desk facility. You may reach the Help Desk by calling 01463 225554 or by e-mail [student.accommodation@uhi.ac.uk](mailto:student.accommodation@uhi.ac.uk). In an emergency, you should always phone as emails are not always monitored out-of-hours.

You can also log maintenance requests on the accommodation portal, Starrez, which you used to make your accommodation application.

# Building Access & Key Cards

On arrival you will be given a key card, this will give you access to the main building and your flat/studio. It will also give you access to the communal areas such as the laundry room.

Please note that all cluster bedrooms require you to swipe your key card to lock your room. Studios and the main entrance to cluster flats lock as the door closes.

If you lose your key card there will be a charge of £15 to replace it. If you misplace your key card outside of normal business hours you will need to contact security who will be able to give you access to your room.

University staff and out-of-hours security are only able to give you access to your room, they are not able to give you access to different blocks or room other than your own.

# Out-of-Hours Procedure

Should you require assistance during office hours then please either go to reception, call the accommodation team on 01463 225201 or email [student.accommodation@uhi.ac.uk](mailto:student.accommodation@uhi.ac.uk).

Outwith office hours security will be present on site. The number for them is displayed throughout the accommodation and they will be able to assist with issues such as lock outs, anti-social behaviour, and the logging of maintenance issues.

# On Site Services

## Laundry

Your laundry facilities are state of the art and as a resident you can access these 24 hours per day.

Coins are not required as you can pre-load your laundry card with money to operate the washers and dryers.

Guidance is available within the laundry room as well as through Circuit, our laundry operator's website <https://www.circuit.co.uk/card-top-up-unauth/>.

A wash is £3.00 and a dry is £1.50. Please download the 'Circuit App' to be able to use the machines or if you would prefer you can purchase a laundry card from reception for £2.00.

# Appliances & Cooking

## Appliances

All accommodation is equipped with electrical appliances. We ask that you take due care with the use of these appliances and that you report any fault to the help desk should you find it. If the appliance is portable, we ask that you disconnect it from the mains power and let your flat mates know that the appliance is faulty and should not be used.

We ask that appliances are not left on standby mode as this is a waste of electricity.

All appliances are tested regularly and in accordance with the law to ensure they are operating properly.

## Cooking

Cooking should always be undertaken when a room is properly ventilated, with either the extraction fan in operation or a window open. You should not leave food unattended when cooking as this is quite often the cause of fire within student residences. Your kitchen is equipped with a fire blanket near the cooker as well as a fire extinguisher. Your hob is equipped with a "hob angel" that will automatically shut off the hob if it is left unattended. This does not affect the oven. However, your safety is of the utmost importance, and you should evacuate the premises immediately in the event of a fire.



The university is committed to providing a positive stamp to the environment by sustainable living and recycling and we encourage all our students to do the same.

We ask that you follow the below as a minimum:

- Separate your waste into the designated bins provided
- Turn off appliances when not in use
- Turn off lights / lamps when you leave the room
- Activate power saving mode on your PC
- Don't have your window open AND your heater on
- Turn the tap off whilst you brush your teeth
- Only fill your kettle with the water your need

## General Waste

The bin stores are located at the bottom of the car park and contain the general waste bins and the separate recycling bins. Please note that glass cannot be placed in the recycling bins and must be taken to local bottle banks. It is your responsibility to remove all rubbish and recycling from your en-suite/studio/kitchen.

Waste is not to be left outside of marked bins as this will attract seagulls and rodents.

The cleaning of your room is your responsibility (this includes all cluster kitchens and corridors as well). The university is responsible for the cleaning all the communal areas (reception, corridors, and laundry rooms).

The university will carry out bi-monthly room inspections to ensure all rooms are clean and tidy but also so we can carry out Health and Safety checks and ensure there isn't any outstanding maintenance.

We ask that for room inspections the following is completed:

- All rubbish to be removed (fire hazard)
- Microwaves / ovens cleaned
- No dirty dishes left out
- All floors hoovered / swept
- All sides wiped down
- Bathrooms wiped down including toilet
- No out-of-date food in the fridge

If a room fails an inspection, then you will be given 24 hours to rectify this. If you fail to pass the re-inspection then we will hire professional cleaners with the cost being passed over to you.

If a communal kitchen / bathroom fails then the above will still apply with the cost being equally split.

# Fire Safety

The safety and security of our students is paramount. All of our sites are equipped with high quality fire systems, fire doors and fire prevention equipment. All our systems are checked regularly to ensure that they are working correctly.

In addition to this we ask that all of our students ensure that they assist with fire safety:

- All fire doors to be kept closed at all times
- All hallways and emergency exits to be kept clear at all times
- No smoking in the building
- No electronic cigarettes or vaping in the building
- No lit candles or incense at any times
- No portable heaters in the accommodation

We cannot stress the importance of fire safety enough. A fire can have devastating consequences and we wish to ensure that all residents are as best prepared as possible in the event of fire. To this end, our fire alarm system is tested weekly. The test will last a maximum of 40 seconds and you are not required to evacuate the building during this test. You are required to evacuate the building at any other time the alarm sounds and go to your designated assembly point. At no time should you tamper with the fire sensors in your bedrooms and common areas; infractions of this type will result in disciplinary action.

# Fire Safety

In the event of an evacuation, please exit the building by the nearest available exit and go to the assembly point, located at the bottom of the car park, beside the fence. There is no need to call the fire brigade as once the alarm activates the fire brigade will respond automatically. It is important that the roadway is clear to allow the fire brigade free access.

The doors to flats, bedrooms and kitchens are all important in the prevention of a fire or smoke spreading. For this reason, they should not be propped open and should remain closed at all times. If you have any questions please speak with a University of the Highlands and Islands member of staff.

## Smoking Policy

Smoking is not permitted in the accommodation building or on the grounds; this includes e-cigarettes. Smoking in the building will activate the fire alarm and cause a fire evacuation. Should this happen you may be subject to disciplinary action.

# Wi-Fi

The Wi-Fi and cabled internet in the building is provided by ASK4. We advise all students to download the 'ASK4' app as this provides useful information in case you have any issues.

Instructions on how to join the Wi-Fi can be found in your room (these are available in English, Spanish and Chinese). On your Ask4 account you can enable 6 devices to be connected.

If you do have any issues then you will need to contact ASK4 directly, this can be done by:

- Through the app (quickest response time)
- Calling 0114 303 3232
- Emailing [support@ask4.com](mailto:support@ask4.com)
- Text 'call me' to 07797 800 545 and they will call you back

During office hours please report any maintenance issues to reception in person, by phone on 01463 225201 or [student.accommodation@uhi.ac.uk](mailto:student.accommodation@uhi.ac.uk). For out-of-hours emergency maintenance issues please call 01463 225554. Please bear in mind that this number is for emergencies only.

Our aim is to deal with maintenance issues as soon as possible so please do report any issues straight away. Once you have logged your issue then we will aim to give you a timeline so you know when it will be fixed.

Please note that if the fault is in your room then we will require access. We will contact you to let you know what time an engineer will be onsite to fix the fault or to investigate.

If you require assistance out-of-hours then please do contact the Warden. Please do not send emails if the request is an emergency as emails are not always monitored out-of-hours.

# Socialising & Acceptable Behavior

Socialising is an integral part of student life, and we ask that when having friends and guests in your accommodation that you remain aware of the impact that may have on other nearby flats and neighbours.

Repeated instances of complaints will lead to disciplinary action, so we ask for your consideration and full cooperation.

Please adhere to Covid-19 regulations at all times and ensure you are socialising within these guidelines.



# Tenancy Information

Your tenancy dates are stated on your Tenancy Agreement.  
*You must have vacated your room by 12pm on the end date.*

Rent should be paid in full prior to your arrival or you can choose to pay in monthly instalments which will be due on the 5th of each month. For a detailed payment schedule specific to your room type and lease length please contact the student accommodation team on [student.accommodation@uhi.ac.uk](mailto:student.accommodation@uhi.ac.uk).

Single Rooms are £115.00 per week

Studio Rooms are £135.00 per week

If you are having difficulties paying your rent please contact the student accommodation team to discuss this. You may also wish to contact your local student support team.

We can only accept bank transfer for payments, please include your full name and room number as the reference.

Account Name: UHI Student Residences Rent Account

Sort Code: 82-65-18

Account No: 50056673

IBAN: GB21CLYD82651850056673

Our priority is to ensure a safe environment for all our students staying in university accommodation.

We must all play our part in limiting the spread of COVID-19 in our communities and follow the latest Scottish Government guidance closely: <https://www.gov.scot/coronavirus-covid-19/>.

Please adhere to Covid-19 regulations at all times and ensure you are socialising within these guidelines.

Remember to:

- Wear a mask in crowded situations and where social distancing is not possible
- Socialise in well-ventilated areas
- Regularly wash your hands and clean surfaces/door handles/ light switches
- Try to keep a 1 metre distance from others
- Take a test if you display any symptoms
- Consider taking regular Lateral Flow tests (these are available from the Scottish Government website, local pharmacies and through your local academic partner)
- Alert accommodation and campus staff if you test positive for Covid-19

Please regularly check the university website for up-to-date guidance and information: <https://www.uhi.ac.uk/en/students/support/coronavirus-covid-19/>.

Important information and announcements from the university will also be emailed to your student account.

# Data Protection

We are committed to being fully compliant with UK and European Data Protection Law. Due to this we are only permitted to discuss a student's account with the verified account holder.

The university is committed to GDPR compliance, if you would like more information on how we use and share data then please see our privacy notice here: <https://www.uhi.ac.uk/en/t4-media/one-web/university/privacy-notices/privacy-notice-tenancy-agreement-for-uhi-residences.pdf>.

## Welcome to HISA!



Hello! Welcome to your new accommodation. We just wanted to introduce ourselves – we are the Highlands and Islands Students' Association (or HISA for short!), aka your Students' Association. We exist to represent you, support the student voice at UHI and help you to get the best out of your student life.

## What do we do and how do we do it?

We represent all further and higher education students at the University of the Highlands and Islands' (UHI) 12 academic partners. HISA is run by students, for students, we exist to make sure your student experience is the best it can be!



Due to our unique geography, we are the only Students' Association in Scotland to provide our members with both local and regional representation. This means you can influence decisions where you study and influence decisions that affect your peers at other academic partners.

The HISA regional team is made up of a President, a Vice President (Further Education) and a Vice President (Higher Education), all working full-time (on sabbatical). The regional team works in partnership with the elected Local Officers from each academic partner, to ensure a strong student voice.

HISA is also here to help you enjoy your time as a student - we can help you with setting up clubs, starting societies and organising events. HISA hosts many events too, including Freshers, Student Elections, HISA Awards and HISA Con, you can find out more about these and all our other work on our website - [www.hisa.uhi.ac.uk/](http://www.hisa.uhi.ac.uk/). Make sure you get involved with your local Freshers activities, as these are a great way to meet other students in your area!

Helping to improve your time studying is at the heart of everything we do, we promote inclusion, celebrate individuality and fight for the issues that affect you!

## Your HISA Local Officers for 2021/2022

If you want to get involved or find out more about what we do, get in contact with your local HISA Officers:

Ruth McFadyen (Inverness President) - [ruth.mcfadyen@uhi.ac.uk](mailto:ruth.mcfadyen@uhi.ac.uk)

Bonnie Crawford (VP Education) - [bonnie.crawford@uhi.ac.uk](mailto:bonnie.crawford@uhi.ac.uk)

Julie Riviere (VP Activities & Welfare) - [julie.riviere@uhi.ac.uk](mailto:julie.riviere@uhi.ac.uk)