



**HARTPURY**  
UNIVERSITY  
AND COLLEGE

# HANDBOOK

for Residential Students



2020 - 2021



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# WELCOME

Dear Student,

Welcome to Hartpury! I hope your stay in our accommodation is one you will remember for many years to come.

This handbook is intended to help you with day-to-day residential life. Please keep it in a safe place so you can refer to it throughout the year and please do not hesitate to contact us if any points are unclear.

The Student Services, Safeguarding, Warden and Wellbeing teams will play an important role during your time in residence; they are the first point of contact if you require any help or information. We pride ourselves on our friendly, supportive and customer-focused service.

The quality of life in our residential community is dependent on the members who live in it. Please help us to continue our tradition of being a caring community by caring about others in your hall or house. Inevitably, to assist in the smooth running of a community there must be some rules! You will read about the rules as you go through this handbook. Please abide by them. May I particularly draw your attention to the Accommodation Licence including the Residential Regulations and Procedures which you must adhere to. This can be found on our website ([www.hartpury.ac.uk](http://www.hartpury.ac.uk))

On behalf of the Student Services, Safeguarding, Wardening and Wellbeing teams, I look forward to welcoming you to our accommodation and wish you every success with your studies.

**Lesley Worsfold**  
**Vice Principal - Resources**

# CONTACTS



Contact	Telephone number	Mobile
<b>Bullying Helpline</b>	01452 702327	
<b>Chaplain</b> chaplaincy@hartpurv.ac.uk	01452 702194	
<b>Counselling Service</b> studentcounselling@hartpurv.ac.uk	01452 702326	07788 148357
<b>Duty Warden</b>		07768 091041
<b>Finance</b> finance@hartpurv.ac.uk	01452 702148	
<b>Residential Safeguarding Manager/Prevent Lead</b>	01452 702131	07966 901530
<b>IT Service Desk</b> itsupport@hartpurv.ac.uk	01452 702180	
<b>Library Reception CLC</b> <b>Library Reception ULC</b>	01452 702358 01452 702160	
<b>Nurse</b> nurse@hartpurv.ac.uk	01452 702174	
<b>Safeguarding</b> safeguarding@hartpurv.ac.uk		07788 148358
<b>Sexual Health Nurse (NHS)</b> (Thursday 09.00 - 12.20 term time only)	0300 4216500	
<b>Sports Academy Reception</b> sportsacademy@hartpurv.ac.uk	01452 702688	
<b>Student Services</b> studentservices@hartpurv.ac.uk	01452 702109	
<b>Transport Office</b>	01452 702183	
<b>Wellbeing and Absence Administrator</b>	01452 702327	

## Emergencies (Out of hours)

<b>Duty Warden</b>	07768 091041
<b>Fire/Police/Medical Emergency</b>	999
<b>Safeguarding</b>	07788 148358

# A-Z

## **Residential Life Information**

This section is set out alphabetically for ease of reference and is applicable to students living on campus. Please take the time to read the information. Ignorance of rules and regulations is no excuse!

## **Covid-19 (Coronavirus)**

Due to the Covid-19 pandemic, some of our residential rules and regulations will be kept under review and any changes will be communicated to you during your residential induction. It has been necessary to make some changes.

## ABSENCE FROM RESIDENCE

**Under-18 students** | Parents/guardians should inform Hartpury of any absence including college holiday and work experience periods using the absence web page ([absence.hartpury.ac.uk](http://absence.hartpury.ac.uk)) or the parental app. This will automatically update the Warden Operation Curfew Reports to show the student has been granted authorised absence. Parents/guardians must enter their unique pass key before they authorise the request. Parents/guardians must complete a pass key request form before this facility can be utilised. This update allows Hartpury to contact the parent/guardian if there is an emergency and it also assists the Duty Warden Team in checking the facilities in the event of an evacuation.

### Please note:

- Parents/guardians WILL be contacted at any time during the night if the e-signing out process is not adhered to.
- Parents/guardians MUST sign students out at all times within the parameters of the academic year including holiday periods i.e September to June.
- Students can only be signed out to return to the family home. For any other instances, prior permission should be requested from Darryl Hill - Residential Safeguarding Manager/Prevent Lead [darryl.hill@hartpury.ac.uk](mailto:darryl.hill@hartpury.ac.uk)
- Students with authorised overnight absence are not allowed to return to campus until 7.00am the next day.

## ACCESS TO YOUR ROOM AND BLOCK BY STAFF

You must allow access to your room by authorised persons for cleaning at the agreed times (under-18 students only) and for inspections/maintenance at reasonable times. Hartpury reserves the right to gain access to your room in the following circumstances:

- If there is reasonable suspicion that your room may contain illegal substances or you are undertaking illegal activities or activities that contravene your Accommodation Licence
- In an emergency such as flood, fire or suspected fire
- Fire drills
- Where a safety restraint has been removed from a window
- Where a complaint has been received regarding an issue such as noise, behaviour or issues with visitors
- To conduct safeguarding or wellbeing checks on individual students who are unwell, injured, presumed missing or a risk to themselves or others.

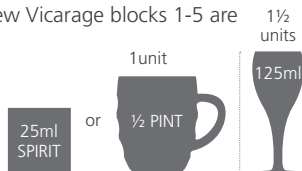


## ALCOHOL

The consumption of alcoholic beverages during the working day is discouraged. The Licensing Act limits the consumption of alcohol on Hartpury premises purchased from a student bar to designated areas such as Legends. Students purchasing alcohol in the student bar must provide proof of age on each occasion in the form of their student identity card. Students under the age of 18 are not permitted to purchase, be in possession of, or consume alcohol on Hartpury property. Under-aged students found purchasing or consuming alcohol will be disciplined and, as a result, may be banned from events. Students or guests over the age of 18 who purchase alcohol for under-age students will be asked to leave the bar immediately and will be subject to disciplinary procedures.

All accommodation blocks designated for under-18 students and New Vicarage blocks 1-5 are alcohol free zones.

The recommended safe limit of alcohol for adults is 14 units per week, spread out through the week, with at least two alcohol-free days a week. Alcopops typically contain at least 1 unit. Two small (125ml) glasses of wine are three units and a pint of normal strength lager or cider contains two units. There is no official safe limit for under-18s.



# APPLIANCE MANUAL

An appliance manual can be found in the kitchen/communal area in every block

## B



### BALL GAMES

For health and safety reasons ball games and similar pastimes are not allowed on any of the open areas adjacent to the halls or in the halls. Playing field areas should be used if you wish to play ball games.

### BBQs

Disposable BBQs are not permitted to be used on campus. If you wish to have a BBQ please contact the Duty Warden for a BBQ plate and grill. You will be responsible for the use of the equipment and for cleaning/tidying the area afterwards.

### BICYCLES

Bicycles must be left only in the designated cycle sheds. Keys are available from Student Services for a deposit of £10, refundable on return of key. You should take reasonable precautions to ensure the security of your cycle, which is brought onto campus entirely at your own risk. You are strongly recommended to insure your cycle. Under no circumstances may cycles be stored in your block because they may impede the evacuation of the building, in the event of an emergency, and are prohibited under the fire regulations. Any cycles found inside accommodation will be removed immediately.

The Student Services team reserves the right to refuse to store items on campus.



### BUS/MINI BUS SERVICE

A service to Gloucester operates regularly during term time and less frequently during the holiday periods. The current timetable and charges will be available from the Transport Office and Student Services from 1<sup>st</sup> September 2020 and can be found on ([www.hartpurv.ac.uk](http://www.hartpurv.ac.uk)) under the transport section.

## CAR PARKING



Hartpury residential students are not encouraged to bring cars on to the campus. If a vehicle is brought on to the campus, advertised parking rates must be paid. You can purchase a parking permit online via the website or during enrolment. Vehicles are checked regularly and cameras are in operation. If an appropriate parking permit is not displayed, you will not be allowed to bring your vehicle on campus. If students do not purchase a parking permit, they may be subject to Non-Academic Behaviour Management action.

Students should not park in disabled parking bays, unless they have the appropriate authority and parking protocol should be observed at all times.

## CASH BOX

Lockable cash boxes are available from Student Services. A refundable £10 deposit is required.

## CCTV

The campus is monitored by CCTV.

## CLEANING OF YOUR ROOM

Students are responsible for keeping their bedroom, en-suite shower room (if applicable) and communal areas clean, tidy and in a fit and liveable state. Staff will conduct regular room inspections. The communal areas will be cleaned regularly Monday-Friday and bedrooms once a week (under-18 rooms only).

All kitchens have waste bins and every resident is expected, under the Accommodation Licence, to support Hartpury's Environmental Policy by utilising the recycling facilities provided. Students are required to ensure all rubbish and recycling is moved to the outdoor recycling points and NOT left in the common room/kitchens.

It is the joint responsibility of all residents to keep the kitchen/common room areas tidy and in a hygienic state. It is your responsibility to wash items immediately after use. Should cleaners be unable to gain access to the sinks because of unwashed items, these items will be removed. If kitchens/common rooms are persistently found in an unacceptable state Non-Academic Behaviour Management action may be taken. A block charge may also apply if additional cleaning is required to return the area to an acceptable condition. If in a self-catered room, please avoid using the kitchens to prepare food at unsociable hours, i.e. after 11:00pm, unless necessary on religious grounds. Basic cleaning equipment is kept in the kitchen for emergency use by students who use that kitchen. It is each student's responsibility to purchase other items and keep the equipment, e.g. microwaves, clean. Damaged or lost equipment will be charged to the appropriate students.

**Please note:** toilet rolls will only be provided in accommodation that has communal washing facilities. If you have been allocated an en-suite room you will need to supply your own toilet paper.



# CLEANING STANDARDS AND REQUIREMENTS – COLLEGE AND UNIVERSITY STUDENTS OVER 18

Cleaning staff will clean the facilities but students are also required to keep the following communal facilities clean to the following standards;



## Kitchen

- **Refrigerators and freezers** must be cleaned inside and out.
- **Floors** must be thoroughly cleaned and all grease removed. Any spillages should be cleaned up.
- **Rubbish** recycling and waste bins must be emptied regularly and kept clean (rubbish to be taken to outside recycling points).
- **Sinks/drain** Please keep and clear.
- **Hobs** must be thoroughly cleaned.

## Shower rooms

- **Sinks and shower cubicles** must all be cleaned (including taps). Do not use an abrasive cleaner as this can damage the surface. Use products which remove limescale. Please also remember to remove hair etc. from the shower drain.
- **Toilets** Clean the bowl and seat thoroughly – behind and underneath. Remove all limescale and staining with a specialist cleaner.

## Hallways, staircases and landings

- It is the responsibility of all residents to ensure that these areas are kept clean and tidy.
- No personal belongings are allowed to be left in hallways, landings, stairs or foyers.

## General

- All carpets should be vacuumed on a regular basis. Burns and stains are not considered fair wear and tear.

## COMMON ROOM-HEROES

The Common Room is open to all FE residential and non-residential students and serves a range of hot and cold beverages and snacks.

**The opening hours are:**

- **10.00am to 4.00pm and 5.30pm to 10.30pm** 7 days a week

The area is supervised by staff and all students are required to act appropriately at all times in this area.

The Common Room offers a number of facilities including Sky Sports and Freesat TV, table tennis, pool table, DVD library and 3 large Smart TV's.

Organised evening activities include: arts and crafts, movie nights, quizzes, pool and table tennis competitions, BBQ nights and food workshops.

### CURFEW

All under-18 students must be in their halls of residence, after having fobbed in by 10.30 pm and the block's occupants must be quiet by 11.00 pm. Blocks will be checked for compliance with this ruling by the duty wardens.

### COMPLAINTS

Hartpury's Complaints Procedure can be found at [www.hartpury.ac.uk](http://www.hartpury.ac.uk)  
This process must be followed when making a formal complaint.



## DUTY WARDENS AND SECURITY



The Duty Warden team is responsible for ensuring the safety and wellbeing of all students. External doors must be locked at all times and you should not let unknown or unauthorised people enter the campus buildings. Ground floor windows should not be left unsecured. Please contact the Duty Warden if you feel the security of your block has been breached.

Anyone who jeopardises the safety and security of Hartpury, its students, staff or visitors and related property may be liable to immediate suspension and possible dismissal from residence.

## DECORATIONS

Decorations used to celebrate birthdays, Halloween, Christmas etc. must be non-combustable i.e. no paper or tinsel. No decorations of any type are allowed in corridors or foyers. Decorations must be placed away from any heat source.

## DRUGS, SUBSTANCES AND SMOKING

### DRUGS/LEGAL HIGHS

Hartpury adheres strictly to the law. The use or storage of drug paraphernalia and illegal drugs, including cannabis, is not acceptable in campus accommodation. Students found in possession of or supplying these substances will be subject to Non-Academic Behaviour Management procedures. It is at the discretion of Hartpury as to whether the Police are notified of an incident involving any illegal substances (including alcohol - College students) seized will be confiscated and destroyed where appropriate in accordance with Hartpury's Search & Confiscation Procedure.

### SMOKING

Smoking is forbidden in ALL halls of residence. Please note this includes all forms of e-cigarettes and vapes. If you wish to smoke, please do so at designated smoking points and dispose of your cigarette butt in an appropriate manner. Smoking of illegal substances is banned and will be treated as serious misconduct. Students are responsible for their guests not smoking in the halls. Students who allow this will be subject to Non-Academic Behaviour Management action.

## ELECTRICAL APPARATUS AND PORTABLE APPLIANCE TESTING

Students are responsible for ensuring that any equipment they bring to Hartpury is electrically safe and suitable for UK electrical systems. Electrical equipment must not overload the electrical supply. Individual electrical items shall not be rated above 1kw. One CE approved fused multi-adaptor (rated at 10 amp with a maximum four ways) for use with low wattage equipment only, such as a PC and printer, is permitted in each room. All plugs and adaptors must comply with BS1363.

Non-UK equipment and associated non-UK to UK adaptors may not be used unless they have been inspected and approved by Hartpury.

If you are in any doubt about the suitability of your electrical appliances contact Student Services. Hartpury will undertake an electrical test for all appliances, if deemed necessary. Electrical items belonging to students that are placing an excessive load on the electrical systems, or which, in our view, are unsafe or unfit for use, will be removed and stored until the end of year. Power supplied is 240v and 3-pin plugs must be utilised.

### Items that should not be brought into halls include:

- Cubed adapters/cable drum extension leads
- Microwaves/toasters
- Rice cookers/slow cookers
- Items requiring a continental electrical adapter in order to work.
- Personal fridges/freezers
- Electrical room heaters
- Baby Belling rings
- Electric fans/electric blankets
- Deep fat fryers
- George Foreman grills or similar (past experience dictates that these items are inherently dangerous due to a combination of an accumulation of fat, poor washing-up practices and late night high-spirited food binges)
- Sandwich makers/toasters
- Coffee machines/juicers
- Electric fairy lights
- Large speakers

It is acceptable for students to have their own kettles in their room.

Items which are forbidden and found in student rooms will be confiscated by staff and returned at the end of the academic year.

If you have a query regarding a piece of electrical equipment that you are not sure about, please contact Hartpury's Health and Safety Manager or Residential Services.

## EMAILS

From time to time we may need to contact you. You are expected to check your Hartpury email address at least once a day.

## EMERGENCIES

### FIRE

#### On discovering a fire:

- Operate nearest fire alarm
- Leave the building by the nearest signed exit
- Report to assembly point
- Do not attempt to attack the fire. Do not put yourself at personal risk
- Call 999 and ask for the Fire Service
- Contact the Duty Warden and inform them that you have discovered a fire and that the Fire Service has been called

#### On hearing the fire alarm:

- Leave the building by the nearest signed exit
- Report to assembly point
- You must leave when required, even for a practice. It is a disciplinary matter if you refuse
- Contact the Duty Warden and inform them that the alarm has sounded

**DO NOT: STOP IN THE BUILDING TO COLLECT PERSONAL POSSESSIONS OR RE-ENTER THE BUILDING UNTIL THE FIRE SERVICE OR WARDEN HAS GIVEN PERMISSION**

## FIRST AID

If you discover a situation in office hours where first aid or emergency medical treatment is necessary, you should call the mobile numbers listed below. Out of hours, urgent medical treatment can be called by telephoning the Duty Warden. If an ambulance is needed, dial 999 and ask for the Ambulance Service and then contact the Duty Warden immediately after the ambulance has been called so that the ambulance can be directed to the correct location. An accident on campus must be reported to the Health and Safety Manager as soon as is practical.

Area	Number
<b>Equine</b> All equine areas including outside facilities.	<b>07971 150769</b>
<b>Student Zone</b> Includes: all on-site student accommodation, Hartpury House and Courtyard.	<b>07896 826446</b>
<b>Sports Academy (inc. pitches)</b> Note: the Sports Academy duty first aider should not be used for off-site activities.	<b>07969 766584</b>
<b>Main Campus</b> Includes: Graze, Red & Black, Legends Bar, University Learning Centre (ULC), Mark Davison Centre, College Learning Centre (CLC), Animal Science, buildings and laboratories.	<b>07969 767155</b>
<b>Farm</b> All farm buildings, teaching areas, Malcolm Wharton Centre and the area surrounding the lake.	<b>07766 417304</b>

## EMERGENCY ACTION IN THE EVENT OF A SECURITY INCIDENT

If you notice a breach of security during normal office hours (8.30am to 5.00pm), please report it to Student Services. After normal office hours, wardens patrol the campus on a regular basis. They can be contacted on **07768 091041**.

## EMERGENCY ACTION IN THE EVENT OF URGENT REPAIRS/ BREAKDOWN OUT OF HOURS

Emergency repairs, e.g. serious leaks, complete loss of electrical power, etc, must be reported immediately to Student Services (during the hours of 8.00am to 5.00pm). Thereafter, contact the Duty Warden on **07768 091041**.

## END OF CONTRACT

You are expected to vacate your room by 4.00pm on the last day of each term. If you stay later, just like a hotel an additional charge will be levied. If you need to stay later than the last day of term, please speak to the Accommodation Office who may be able to extend your booking. Rooms are used for conferences during the holiday periods so it may not be possible to grant your request.

If you do not fully vacate your room when asked to do so your belongings will be removed and you will be charged for the service and storage.

When leaving your room to go on summer vacation, please start clearing it a week before you leave. Please clear all pin boards of posters and clean out cupboards and wardrobes, i.e. remove all personal possessions. If rooms and the communal areas are left in an unacceptable state requiring additional cleaning, you will be charged for this service. It is the student's responsibility to clean microwaves, hobs and fridge/freezers, where applicable. If any of these are left in an unacceptable state you will be charged for this service.

You are advised to arrange a departure inspection appointment (booked via Student Services) to allow the proper processing of paperwork and checking of your inventory. Details of how to book the appointment will be released towards the end of your contracted agreement period. Please follow all guidance issued regarding departure. If you leave accommodation before the end of your course please email [accommodation@hartpury.ac.uk](mailto:accommodation@hartpury.ac.uk) for instructions on how to return your key.

## EATING OUTLETS

**There are a number of eating outlets on campus offering a wide range of choice as follows:**

- **Equine Arena Restaurant** This is situated in the Equine Indoor Arena and is open for breakfast and lunch on weekdays only.
- **Graze** This is situated on the main campus and is open for breakfast, lunch and dinner throughout the day. Snacks and drinks are available to purchase outside of normal meal times.
- **Heroes** The Further Education Common Room serves hot and cold snacks throughout the day/evening.
- **Legends Bar** This is a lively social space available to University students throughout the week serving snacks and Costa coffee.
- **Red & Black** This is situated next to Graze and serves a range of light snacks including take away Costa Coffee throughout the day/evening on weekdays only.
- **Shop facilities** Graze sells a variety of packaged foodstuffs. Additional items such as toiletries and medicines are available to purchase from Student Services. Stationery can also be purchased from the University Learning Centre (ULC) and College Learning Centre (CLC).
- **Subs Your Way** This is a mobile catering outlet located at the Home Farm campus. It offers breakfast and lunchtime snacks, Monday–Friday.

If you have any specific dietary requirements, suggestions or problems regarding your meals or service, please speak with the Catering Manager.

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# F

## FIRE PRECAUTIONS

You are expected to comply with fire precautions at all times and should familiarise yourself with fire alarm break-glass switches, emergency routes and the location of fire-fighting equipment. Your room comes fully equipped and students must not remove and/or replace Hartpury furniture with their own items. This includes the mattress. Fire practices are held at regular intervals; wilful failure to participate in these practices is viewed as a serious matter and treated as misconduct. The removal of or tampering with fire fighting equipment, fire/smoke detection installations, or the misuse of any other device installed to provide protection against fire are criminal offences under the Regulatory Reform (Fire Safety) Order 2005. Please note the fire alarms are tested weekly on Wednesdays.

## FEMALE HYGIENE

Sanitary bins in individual bedrooms are emptied every four weeks. The bins in communal areas are emptied weekly. Please do not use the bins for general rubbish.

## FRIDGE - BEDROOM

Each bedroom is provided with a small fridge. Students are responsible for keeping it clean. The temperature dial is best kept at no. 3. When vacating please leave the fridge turned on. Please ensure you don't move your fridge in front of the heat sensor as this will stop your heating from coming on. Students who require a lockable fridge to store medication should request this in advance by contacting the Accommodation Office.

## FURNITURE

Your room comes fully equipped and students must not move/remove or replace Hartpury furniture with their own items. This includes the mattress and window blind.

## FIREWORKS

No fireworks or other explosives are allowed on campus.

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# H

## HAZARDS IN YOUR ACCOMMODATION

If you see something in your accommodation that you think is dangerous, report it as soon as possible to Student Services, the Health and Safety Manager or Duty Warden.

**These are the main hazards in your accommodation:**

### Fire Hazards

- **Cooking** Do not leave cooking unattended. Keep the hob, oven and grill (where applicable) clean and free from fat.
- **Fire Doors** Keep shut at all times. Do not wedge open.
- **Escape routes** The hallway, corridors and stairs are your escape route – keep them clear at all times. Outdoor footwear and boots should be stored in your room or boot room.
- **Cigarettes** All accommodation is non-smoking.
- **Candles** Do not use candles, joss sticks, electric fairy lights or other naked flames.
- **Flammable Liquids** Do not store flammable liquids such as kerosene, lighter fluid, petrol, paraffin, methylated spirits or BBQ lighting fluid.

### Slips/Trips and Fall Hazards

- **Stairs** Use them responsibly and carefully.
- **Floors** Keep them clear, e.g. free from trailing electrical cables and spilt liquids.
- **Windows** Never remove window restraints or attempt to climb in or out of windows.

## Electrical Hazards

- **Sockets** Do not overload. Use only fused, trailing extension leads. Do not use cable drum extension leads or cubed electrical adaptors.
- **Appliances** Do not use items where the cable is worn or frayed.
- **Heaters** Never cover electric heaters. Do not bring your own heater into the room.
- **Voltage** If you are an international student you need to ensure that electrical appliances are suitable for use with 240V electrical supply. We strongly encourage you to use only electrical appliances purchased in the UK.

## Personal Safety

- **Alcohol and Drugs** Will decrease your ability to judge hazards and increase the risk of injury both inside and outside your accommodation.
- **Security** Keep all doors locked and only allow your own visitors to access the building.

## Housekeeping

Good housekeeping creates a pleasant environment and keeps your accommodation safe. Poor hygiene can attract germs and pests.

## HEALTH, ILLNESS AND INJURIES

- The Nurse is available, term-time only via appointment. Appointments are booked via the Wellbeing Centre.
- The contraception and Sexual Health Nurse (NHS) is available on Thursdays 9.00am to 12.20pm (term-time only)
- Doctor's appointments are available Monday to Friday mornings at Staunton and Corse Surgery for students registered with the practice. Appointments with the Doctor are allocated by the nurse.
- Transport to Staunton and Corse surgery and Gloucester Royal Emergency Department is provided for those without their own transport. Students need to make their own transport arrangements for all non-emergency outpatient appointments.
- Repeat prescriptions can be ordered via the Wellbeing Centre for those students registered with Staunton and Corse surgery. Prescriptions will be available for collection from the Wellbeing Centre three days after placing your order.
- You should return home if you become unwell, particularly if your illness is likely to continue for more than a couple of days, or is infectious to others, or if you sustain an injury and are advised you may need monitoring more closely. International students should seek advice from the Residential Safeguarding Manager/Prevent Lead or Duty Warden.
- Students who are injured away from Hartpury should inform the Residential Safeguarding Manager / Prevent Lead before returning to campus, particularly when the nature of their injury requires additional wellbeing checks, prevents you from exiting a building at a normal walking pace, or restricts you from raising an emergency alarm.
- For urgent medical issues out-of-hours please contact the Duty Warden.

## HEATING

The heating is on between 6.00am to 12.00 midnight and is dependent on movement in the room to initiate it coming on. Before reporting your heating doesn't work please ensure that the switch on the trunking is switched on and that you haven't put items in front of the sensor, which detects movement. Heating does not operate when the weather is mild and operates between October and May. This may change due to extreme weather conditions. For health and safety reasons students are not permitted to bring their own heaters in to residences.





## ID CARDS

All students will be issued with an ID card and lanyard at enrolment. Your ID card will be used for identification purposes at student events, for payment of meals in the eating outlets and for use in the library. Hartpury actively encourages a 'cashless' environment. ID cards/lanyards MUST be worn at all times when on campus. Students are not permitted to leave campus if they have timetabled teaching or study sessions. If you have misplaced your ID card please visit Student Services to obtain a replacement. A replacement card costs £5.00.

## INCLEMENT WEATHER

Check the website and student portal for up-to-date weather information if snow is expected.

## INSURANCE

Student contents insurance cover is provided by Endsleigh, the leading provider of student insurance.

## IRONS AND IRONING BOARDS

Irons and boards are available. Please email [studentservices@hartpury.ac.uk](mailto:studentservices@hartpury.ac.uk) and one will be delivered to your room.

## IT FACILITIES

All residential students on campus have free access to the residential network (Eduroam), which allows fast wireless internet access in all student bedrooms and various locations around campus. Students will need to supply their own wireless enabled laptop or tablet PC. Smart phones can also be connected to this service. A wired network port is also provided in each bedroom to allow students to connect their desktop computer, games console or Smart TV to the internet. The required network cable can be purchased from Student Services for £4.00 or you can bring your own cable.

Chargeable printing services are available in the ULC and CLC, and some classrooms.

There is an IT help desk service located in the Student Zone where students can go for advice and help with any IT problems they experience at Hartpury. The IT help desk is open Monday to Friday 8.30am to 5.00pm and can also be contacted by telephone on 01452 702180 or via email [itsupport@hartpury.ac.uk](mailto:itsupport@hartpury.ac.uk)

IT HELP  
DESK

Hartpury provides access to computing and IT resources to help students and staff with their studies and work. Access to the computing and IT resources is a privilege. If a user violates the IT Acceptable Use Policy (AUP) the user may have their access rights limited or withdrawn, be subject to Non-Academic Behaviour Management action, or even criminal proceedings in the most severe cases. The IT Acceptable Use Policy is published on the Hartpury website.

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# K

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## KEYS AND FOBBS

Keys or fobs for the entrance doors and a key for your own room are issued on your arrival. Keys must be returned when you leave. Always report a lost or stolen key/fob as soon as you realise it is missing. Keep your bedroom door and hall outside doors locked at all times for security reasons. You should remember to bring your key back when returning after a weekend or holiday period. If staff are called to let you into your room, there may be a charge of £10.00.



If a key or fob is lost or damaged you will be charged the full cost of replacement: £15.00 per key, £12.50 per fob. The charge will be deducted from your damage deposit. If you find your lost key/fob and return it to Student Services within five days of it being reported lost, a credit will be given. If more than two keys/fobs are lost during an academic year, in the interests of security within all residential blocks, the lock will be changed and you will be charged a minimum of £75.00. If a key/fob is subsequently found once a lock has been changed, there will be no credit given. Keys should not be copied and nor can they be passed onto third parties for use.

Fobbing in and out of on-campus blocks should occur EVERY time you pass through the front door. 'Tailgating' is not permitted. This is particularly important for under-18 students who must fob into their block before 10.30pm, before going to bed and out of their block before 10.30am for registration. Failure to do so will result in a check of the bedroom and possibly the student's parents being called about an unauthorised absence.

If you lock yourself out of your accommodation you will need to go to Student Services during office hours so they can identify you by checking your records before letting you in. After office hours you will need to ring the Duty Warden to ask to be let back into your room. There may be a charge for this service.

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# L

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## LAKE

Swimming in the lake is prohibited.

## LAUNDERETTES

**Launderettes are located:**

- opposite the Vet Nursing building
- at the centre of the Rudgeley Complex

Coins are required to operate the machines in Rudgeley. The machines opposite the Vet Nursing building are operated using a Laundry card. Laundry cards can be purchased from the dispenser in the launderette. When using the machines, please keep within the load limit. Problems connected with the machines or any damage should be reported directly to the laundry company. The number is displayed



in each launderette. Please note, Hartpury cannot be held responsible for damage caused to washing while using the laundry facilities. Students are responsible for the laundering of all personal items. Machines MUST NOT be used to wash items worn or used by animals. Please do not leave your washing unattended. Hartpury cannot be held responsible for lost washing.

## LITTER

Please help us to keep the campus tidy and use the bins provided. If you are seen dropping litter you may be fined!

## LOST PROPERTY

All lost and found items will be taken to Student Services. Please visit Student Services if you wish to report a lost item.

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M

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## MAIL

Your incoming mail can be collected from Student Services Mon-Fri only. On-campus mail is managed in the following manner. All parcels and registered packages are to be signed for by students. You may post items for internal staff at Student Services. There is a post box for external mail in the Student Zone. After you leave campus accommodation it is your responsibility to ensure you have let the relevant companies and individuals know your new address details. Any mail not collected will be returned to the sender one week after the end of the accommodation agreement. Mail should be addressed using your name, followed by (student) c/o Student Services, Hartpury, Glos, GL19 3BE. To collect your mail you must show your ID card.

## MAINTENANCE

To report an issue with your room or block please use the 'facilities button' on the Student Portal. If you have any difficulties with this please speak to your block warden whose contact details are on your block notice board in the foyer.

## MICROWAVE

Each communal area is supplied with a microwave. Please remember to use it correctly and not overflow with water when heating pasta.

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N

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## NOISE IN HALLS

Please be considerate to others when playing music. Large amplifiers and speakers are not allowed and music should not be heard outside your room. Equipment will be confiscated if it causes a nuisance.

Shouting, door slamming and general messing about causes disturbance to others who should not have to put up with unreasonable behaviour.

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## P

### POSTERS IN YOUR ROOM

Please confine any posters or similar displays to the notice board area provided. They should not be fixed to other areas of walls, ceilings or doors because this can cause damage to the fabric of the room and create a fire hazard.

### PETS

No pets are allowed in student accommodation except accredited Assistance Dogs registered with Assistance Dogs UK or one of their partner agencies. This includes reptiles and fish. please refer to Hartpury's Dog Policy found on the Hartpury website.

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## R

### RESIDENTIAL REGISTRATION (under-18 students)

As part of our commitment to safeguarding, all under 18 residential students are required to register in the morning before 10.30am, 7 days a week by either fobbing out (Rudgeley, Catsbury and New Vicarage) or swiping their ID card (Dingle 1 and 2 only) before exiting the accommodation block. Failure to register before 10.30am may result in disciplinary action.

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## S

### SAFEGUARDING

This is everyone's responsibility. We have a legal responsibility to safeguard students, staff and visitors. If you suspect abuse has taken place, if somebody discloses abuse or you believe there is an imminent risk, you should inform the Deputy Safeguarding Lead on 07788 148358.

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## T

### TAXI SERVICE

We have a preferential service from AndyCars. All AndyCar drivers have been DBS checked and know the campus well. To arrange your journey call Freephone 0800 9177945

## TELEVISIONS

If you have a television set in your room or use a device to access live stream TV programmes, you must obtain a TV licence. Hartpury's licence only covers television sets in teaching accommodation and communal areas. It's the law and you could be fined for failing to have a licence.



## TOILETS

Please do not flush anything down the toilet except toilet tissue. Any type of face wipe or cleaning wipe must be disposed of in the waste bin.



## VISITORS/GUESTS

**As a result of the Covid-19 pandemic residential blocks will operate as 'households (Dingle 1 & 2 & Catsbury college blocks will be split into a number of households). Students will not be allowed guests or visitors including Hartpury students from other residential blocks. These rules will be explained in more detail in your residential induction and of course they will be subject to review as the government eases restrictions.**

Students are responsible for authorised guests in their blocks and should ensure their safety. If a fire alarm sounds in the block, students must ensure their guests leave the building immediately. Visitors must behave in a manner acceptable to the Hartpury community and abide by the terms and conditions of the residences.

### FE College Students

Non-residential students are not allowed in residential blocks. Residential students may visit other residential blocks but must leave by 10.00pm for security reasons. No Under-18 students are allowed in Over-18 halls of residence at any time.

Visiting parents or carers are not permitted into residential blocks unless at the start or end of the term to assist the student in moving their belongings from their room

Please note

- There is no mixed visiting in Catsbury Halls at any time.
- If you are in a shared room please ensure your room-mate is happy for guests to visit. If not please meet your guests in the communal space.

### HE University Students

- Guests are occasionally allowed to stay overnight. One guest per resident is permitted for a maximum of two consecutive nights in any one week and for a maximum of six visits per year. To comply with fire regulations visitors staying overnight must be approved by the Residential Services Manager or the Residential Safeguarding Manager/Prevent Lead. Guests bringing a car on campus overnight will need a temporary car pass. Please give 24hrs notice when booking a visitor for an overnight stay. All guests staying overnight must be Over-18.

## VISITOR BEHAVIOUR

Any visitor may be asked to leave our premises by an authorised member of the safeguarding or wardening teams for any of the following reasons:

- Where there has been verbal or physical abuse towards another student or member of staff because of their differences such as race, sexual orientation or disability
- Where there is physical damage or any other acts of vandalism to the premises
- Excessive or persistent noise
- Drunk and/or disorderly behaviour including overstaying their welcome and refusing to leave when asked to do so
- Where there has been unacceptable behaviour towards Hartpury staff or students
- Where they are found causing a nuisance in any other building other than the one they are invited into
- Inappropriate dress which might cause offence
- Aggressive behaviour or verbal or physical abuse towards staff and students at any time
- Where they are found in restricted areas of the campus
- Failure to accept and comply with any reasonable request by a member of the Warden Team
- Where their acts may endanger others' safety and security
- Failure to comply with any fire regulations that may endanger others' safety
- Failure to comply with any of our Safeguarding, Health and Safety policies and procedures which may lead to injury or accident. Where there is any suspicion of anything illegal being carried out by the visitor, then the matter will be put into the hands of the local Police

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## W

## WHAT YOU WILL NEED TO BRING WITH YOU FOR YOUR ROOM



- Bed linen standard single size
- Duvet/blankets
- Waterproof Mattress protector (strongly recommended)
- Pillows
- Towels
- Tea towels
- Toiletries, toilet rolls, etc.
- Basic cutlery/crockery and cooking utensils including pans if in self-catered accommodation
- First Aid kit to include plasters, bandages, and a thermometer
- Medication



## WASTE AND RECYCLING

Students should dispose of waste appropriately. Please collect your recyclable waste in the bins provided and empty the bins, when full, at the appropriate recycling points on campus. Please read and familiarise yourself with the instructions in the kitchens regarding recycling. Any student not meeting requirements of rota for waste removal will be charged £10.00.

**Please see below for some handy tips to reduce waste:**

**Food waste:** Every week cook a meal together to use up items that may exceed their best before or use by date.

**Packaging waste:** Try to buy things in the types of packaging that can be recycled. Get reusable shopping bags which are much easier to carry and reduce plastic bag waste.

**Swap shop:** If you are thinking of throwing something away that may be of use to someone else, see if you can swap it with somebody.

**Hartpury is environmentally aware.**

Help us save water by turning off taps.  
Conserve energy by turning off lights



# STUDENT CONDUCT & NON-ACADEMIC BEHAVIOUR MANAGEMENT PROCEDURE

## Student Conduct

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### CONDUCT WITHIN HARTPURY ACCOMMODATION

As a student of Hartpury and a resident of Hartpury accommodation, you are expected to contribute to the residential community. You are expected to work and behave, both within and outside the Hartpury campus, in ways that reflect Hartpury's values and to be considerate and respectful of others at all times.

**You should ensure you are familiar with the following information:**

- Accommodation Licence including the Residential Regulations and Procedures
- Contents of this handbook for Residential Students
- Non-Academic Behaviour Management Procedure
- Student Code of Conduct (Further Education)



# STUDENT CONDUCT

**The Accommodation Licence including the Residential Regulations and Procedures and the Non-Academic Behaviour Management Procedure are available on the website.**

Inevitably, to assist in the smooth running of a community there must be some rules which we ask you abide by. **These are as follows:**

1. Students of Hartpury are expected to conduct themselves at all times in a manner supportive of an academic community.
2. Provide consideration for others in the halls of residence, staff and visitors.
3. Noise should be kept to a minimum. Loud music which interferes with the wellbeing of others will not be tolerated. Particular care should be taken at night, when maintenance of an atmosphere conducive to sleep and late night study is essential, particularly in University blocks. Excessive noise will not be tolerated between 11.00pm and 8.00am.
4. Communal areas must be maintained in a fit state for their purpose. In particular kitchens and toilet facilities must be kept clean and tidy.
5. Bedrooms must be kept in a fit and habitable state. Only furniture, fixtures and fittings provided by Hartpury are allowed.
6. Due attention should be given to the safety of other residents and oneself, particularly through the adherence to fire regulations.
7. Security precautions must be followed and doors to halls must be kept shut at all times. Fobs/keys must be used by the specific student to whom they are issued and fobs/keys should not be given out to other parties.
8. Mixed visiting, not adhering to curfew regulations, the consumption or storage of alcohol is not permitted in all FE (college) blocks, even if a student is over 18 years old. (See Covid-19 protocol on visiting protocols)
9. Possession, supply and cultivation of illegal drugs are serious criminal offences (as defined by the Misuse of Drugs Act 1971) as is being involved with these activities. Students found to be involved in this type of activity will be fully investigated and risk being excluded from Hartpury and the matters being reported to the police. We have a duty of care to all students living in our accommodation and as such remind all students that the use of so-called 'legal highs' or any other substances that put others at risk are also banned from use. In certain situations, Hartpury will conduct an oral drug test, please see the Drugs Related Incident procedure on the Hartpury website.
10. Paraphernalia such as 'bongs' or any other items that are clearly associated with drug misuse are also forbidden to be stored/used in all campus buildings including student accommodation and the Hartpury estate.

Students in breach of the Accommodation Licence including the Residential Regulations and Procedures risk invoking the Non-Academic Behaviour Management Procedure. In the event of a serious breach, a student risks dismissal from accommodation and in some instances, exclusion from Hartpury itself. Each incident will be assessed on a case by case basis, depending on severity.

As a guide, please see Appendix 1 – please note this is not exhaustive but gives an indication of some common and some more serious breaches. Misconduct concerned with assault, theft, weapons or the possession, supply, cultivation of drugs (or being involved in any of these activities) automatically become matters where Hartpury considers involving the police.

# HARTPURY COLLEGE NON-ACADEMIC BEHAVIOUR MANAGEMENT 2020/21

<p><b>PROCEDURE</b> All disciplinary actions will be recorded on the Student Record. Parents will be informed if student is under 18</p>	
<p><b>LEVEL</b></p>	<p><b>Behaviour Management Breaches</b> (example offences, this list is not exhaustive and the process is cumulative)</p>
<p><b>Level 1</b> Meeting with Head Warden</p>	<ul style="list-style-type: none"> <li>• Campus Parking Breach</li> <li>• Minor Breach of Behaviour Management/Residential Rules and Regulations including Health &amp; Safety Legislation</li> <li>• Alcohol Breach - Possession of Alcohol Outside of Designated Areas (O18) and/or Supplying Alcohol to an U18 Student (O18)</li> <li>• Repeated Failure to Comply with Morning Registration procedure (U18)</li> <li>• On Campus Breach of Curfew and/or Misuse of Security Fob (U18)</li> <li>• Breach of Behaviour Management involving Overnight Guests</li> </ul>
<p><b>Level 2</b> Meeting with Residential Safeguarding Manager</p>	<ul style="list-style-type: none"> <li>• Alcohol Breach – Under the influence of alcohol (U18)</li> <li>• Drunk/Disorderly behaviour</li> <li>• Repeated Breach of Parental Online ‘Sign Out’</li> <li>• Unsafe Driving Breaches on Campus</li> <li>• Off Campus Breach of Curfew and/or misuse of security fob (U18)</li> <li>• Visiting Pubs / Clubs (U18)</li> <li>• Deliberate Damage to College Property (including that which breaches Health &amp; Safety requirements)</li> </ul>
<p><b>Level 1 Formal Written Warning</b></p> <p>Recorded on the Student Record &amp; Parents/Guardians will be informed if student is under 18</p> <p><b>Residential Sanctions such as earlier curfew plus any of the following:</b></p> <ul style="list-style-type: none"> <li>• Any sanction relating to breach at the discretion of the Head Warden</li> <li>• Vehicle banned from Campus until permit purchased for parking breach</li> <li>• Meeting with Health &amp; Safety Manager</li> <li>• Meeting with a member of the Wellbeing Team</li> </ul>	
<p><b>Level 2 Formal Written Warning</b></p> <p>Recorded on the Student Record &amp; Parents/Guardians will be informed if student is under 18</p> <p><b>Residential Sanctions such as earlier curfew plus any of the following:</b></p> <ul style="list-style-type: none"> <li>• Loss of curfew rights as an Over 18 Student</li> <li>• Any additional sanction relating to offence at the discretion of the Residential Safeguarding Manager</li> <li>• Payment for repairs / replacement</li> <li>• Vehicle banned from Campus for a specific period</li> <li>• Meeting with Health &amp; Safety Manager</li> <li>• Meeting with a member of the Wellbeing Team</li> </ul>	

<p><b>Level 3 Meeting with Vice Principal (Resources) or nominated member of SMT</b></p>	<ul style="list-style-type: none"> <li>• Serious Alcohol Breaches / Intimidating Behaviour</li> <li>• Physical Assault</li> <li>• Deliberate Bullying (including Cyber Bullying &amp; Residential / Sports Initiations)</li> <li>• Equality and Diversity Discrimination</li> <li>• Dangerous Driving on Campus which could include driving under the influence of Alcohol or illegal Substances</li> <li>• Use/Possession/Under the Influence of Class A, B or C Drugs plus 'Legal Highs' &amp; including Performance Enhancing Drugs</li> <li>• Supply or Dealing of Drugs including 'Legal Highs'</li> <li>• Any Serious Breach of Behaviour Management and/or Residential Rules &amp; Regulations including Bringing the College into Disrepute Which Could Relate to Offsite Incidents</li> </ul>	<p><b>Level 3 Formal Written Warning</b></p> <p>Recorded on the Student Record &amp; Parents/Guardians will be informed if student is under 18</p> <p><b>Residential Sanctions to accompany a Level 3 Formal Written Warning at the discretion of the Vice Principal (Resources)</b></p> <p><b>For Serious Breaches:</b></p> <ul style="list-style-type: none"> <li>• Automatic <b>Formal Suspension for up to 2 weeks</b> from College followed by a Behaviour Management Panel</li> <li>• For incidents involving use/under influence/possession or supply of drugs/possession of drugs paraphernalia an oral test to detect drug use will be required</li> </ul>
<p><b>Non - Academic Behaviour Management Panel following Suspension</b></p> <p>Chaired by: Vice Principal and attended by Executive/Senior Members of Staff</p>	<p><b>Possible Outcomes of Behaviour Management Panel:</b></p> <ul style="list-style-type: none"> <li>• Return to College with <b>no further action</b></li> <li>• Return to College with <b>Final Written Warning</b> including a 4 Week Residential Behaviour Improvement Plan</li> <li>• Return to College with <b>Final Written Warning and Residential Licence Cancelled</b></li> <li>• <b>Permanent Exclusion</b></li> </ul> <p><b>All Final Written Warnings will include the following sanctions:</b></p> <ul style="list-style-type: none"> <li>• Permanent Event Ban / Residential Trip Ban plus any other sanctions at the discretion of the Behaviour Management Panel</li> <li>• Specific targets/sanctions relating to the offence at the discretion of the Non-Academic Behaviour Management Panel - for drug related incidents this will involve a period of random monitoring where oral tests will be conducted and support will be provided</li> </ul> <p><b><u>N.B.</u></b></p> <p><b><u>Any Breach of a Final Written Warning is likely to result in Permanent Exclusion</u></b></p> <p><b><u>Any Illegal Substance related Breaches are likely to result in Permanent Exclusion</u></b></p>	

# HARTPURY UNIVERSITY BEHAVIOUR MANAGEMENT 2020/21

## LEVEL

**Behaviour Management Breaches** (example offences, this list is not exhaustive and the process is cumulative)

## PROCEDURE

<p><b>C1</b></p> <p><b>Issued by:</b> Head Warden</p>	<ul style="list-style-type: none"> <li>Breach of Behavioural / Noise Codes of Conduct</li> <li>Breach of Accommodation Licence (Overnight Guest &amp; Parking Offences)</li> <li>Breach of Health and Safety(Minor)</li> <li>Breach of Fire Evacuation Procedure</li> </ul>	<p><b>C1 Formal Written Warning including first level warning in respect of potential cancellation of Accommodation Licence</b></p> <ul style="list-style-type: none"> <li>Behaviour Management Meeting with Head Warden</li> </ul> <p><b>Possible Outcomes / Sanctions:</b></p> <ul style="list-style-type: none"> <li><b>£50 Fine</b></li> <li>Specific targets relating to offence plus any others at the discretion of Head Warden</li> <li>Vehicle banned from Campus until permit purchased</li> </ul>
<p><b>C2</b></p> <p><b>Issued by:</b> Residential Safeguarding Manager / Prevent Lead or nominee</p>	<ul style="list-style-type: none"> <li>Tampering with Fire Safety / Security Equipment e.g. Covering Detectors / Security Cameras</li> <li>Drunk and Disorderly Behaviour</li> <li>Dangerous Driving on Campus</li> <li>Breach of Hartpury's Social Media Policy (unacceptable use)</li> </ul>	<p><b>C2 Formal Written Warning including second level warning in respect of potential cancellation of Accommodation Licence</b></p> <ul style="list-style-type: none"> <li>Behaviour Management Meeting with Residential Safeguarding Manager / Prevent Lead</li> </ul> <p><b>Possible Outcomes / Sanctions:</b></p> <ul style="list-style-type: none"> <li><b>£75 Fine</b></li> <li>Specific targets relating to offence plus any others at the discretion of Residential Safeguarding Manager / Prevent Lead or Nominee</li> <li>In all instances of breaching Campus Health &amp; Safety regulations, you will be required to meet with the Health &amp; Safety Manager</li> </ul>
<p><b>C3</b></p> <p><b>Issued by:</b> Vice Principal (Resources) and / or Residential Safeguarding Manager / Prevent Lead</p>	<ul style="list-style-type: none"> <li>Equality and Diversity Discrimination (this may include unacceptable use of social media)</li> <li>Use/ Under Influence//Possession/Supply/Dealing of Class A, B or C Drugs including 'Legal Highs' and Performance Enhancing Drugs</li> <li>Theft / Physical Assault / Violence /</li> <li>Bullying (including Cyber bullying / Sports Initiations/ bullying in residential accommodation)</li> <li>Any Serious Breach of Health &amp; Safety (possession of explosive devices) and/or Behaviour Management including Bringing the University into Disrepute Which Could Relate to Offsite Incidents</li> </ul>	<p><b>C3 Formal Written Warning including final warning in respect of potential cancellation of Accommodation Licence</b></p> <ul style="list-style-type: none"> <li>Behaviour Management Meeting with Vice Principal (Resources) and / or Residential Safeguarding Manager / Prevent Lead</li> </ul> <p><b>Possible Outcomes / Sanctions:</b></p> <ul style="list-style-type: none"> <li><b>£100 Fine</b></li> <li>Student Event Ban</li> <li>Possible suspension from Residence</li> <li>Recommendation for removal from accommodation</li> <li>Specific targets relating to offence plus any others at the discretion of the Vice Principal (Resources)</li> <li>Payment for repairs / replacement</li> <li>In all instances of breaking Hartpury Health &amp; Safety Regulations, you may be required to meet with the Health &amp; Safety Manager.</li> <li>For incidents involving use/under influence/possession or supply of drugs/ possession of drugs paraphernalia an oral test to detect drug use will be required</li> </ul>

	<ul style="list-style-type: none"> <li>• Vandalism / Deliberate Damage to Campus Property</li> </ul>	<ul style="list-style-type: none"> <li>• Sanctions for drugs or alcohol may include students undergoing appropriate screening and with support provided</li> </ul>
<p><b>Non-Academic Behaviour Management Panel</b></p> <p><b>Chaired by:</b></p> <p>Pro Vice Chancellor and attended by Executive/Senior Members of Staff</p>	<p><b><i>A Non-Academic Behaviour Management Panel will be convened within a 14-day period of the C3 meeting.</i></b></p>	<p><b>Possible Outcomes / Sanctions:</b></p> <ul style="list-style-type: none"> <li>• Return to Hartpury with no further action</li> <li>• Return to Hartpury with Final Written Warning</li> <li>• Return to Hartpury with Final Written Warning but Accommodation Licence cancelled</li> <li>• Permanent event ban</li> <li>• Exclusion from Hartpury</li> <li>• Specific targets/sanctions relating to the offence at the discretion of the Non-Academic Behaviour Management Panel - for drug related incidents this will involve a period of random monitoring where oral tests will be conducted and support will be provided</li> </ul>

## DAMAGES PRICE LIST

Item	Cost
Bedroom Clean (only)	From <b>£20</b>
Specialist Clean (communal areas)	From <b>£90</b>
Blocked Drain/Kitchen/Bathroom Mains due to food /fat	From <b>£130</b>
Blocked toilet due to other than its proper use	From <b>£130</b>
Ceiling Tile	From <b>£5</b>
Carpet Tile	From <b>£9.95</b>
Door "Fire"	From <b>£260</b>
Door closer	From <b>£35</b>
Door Fire Escape Brake Glass Bolt (replacement)	From <b>£34.81</b>
Door Handle Set	From <b>£14.99</b>
Door Stop	From <b>£4.20</b>
Electric Fan	From <b>£45</b>
Electric Heater	From <b>£128.73</b>

Item	Cost
Electric RCD UNIT	From <b>£14.94</b>
Fire Alarm Detector Replacement	From <b>£27.25</b>
Fire Extinguisher	From <b>£46.25</b>
Fire Alarm Main Panel	From <b>£153.75</b>
LED light fittings	From <b>£29.07</b>
Shower Head	From <b>£12.24</b>
Shower Hose	From <b>£17.38</b>
Shower Rail	From <b>£18.90</b>
Shower Rail Support/Brackets	From <b>£2.39</b>
Shower (only) clean	From <b>£25.00</b>
Shelf Bathroom	From <b>£21.12</b>
Toilet Seat	From <b>£22.01</b>
Towel Rails	From <b>£8.28</b>
Window Catch	From <b>£5.94</b>
Window Restrictor/Stays	From <b>£14.95/£7.25</b>

Please note:

- All the above charges are subject to labour charges of £30 per hour with a minimum charge of £15 for half an hour
- All the above charges are subject to VAT and an admin charge of 15%
- Charges greater than £75 maybe invoiced for immediate payment at the discretion of Hartpury
- Noticeboards, furniture, doors, windows etc will be charged at cost
- This list should be used as a guide only and is not an exhaustive list of repair and replacement charges
- Prices are correct at the time of publication

## EQUIPMENT REPLACEMENT CHARGES

Item	Cost
Bed Mattresses	From <b>£103</b>
Blind	From <b>£71</b>
Book Case	From <b>£150</b>
Broom	From <b>£9</b>
Bucket	From <b>£10</b>
Chair (common room/kitchen)	From <b>£106</b>
Desk Chair (bedroom)	From <b>£50</b>
Dustpan and Brush	From <b>£7</b>
Fire Blanket	From <b>£50</b>
Bar stool from	From <b>£52</b>
Bedroom stool from	From <b>£138</b>
Bunk bed	From <b>£438</b>

Item	Cost
Fridge (room)	From <b>£97</b>
Iron	From <b>£15</b>
Ironing Board	From <b>£24</b>
Kettle	From <b>£22</b>
Keys and Fobs being lost/ damaged	From <b>£27.50</b>
Microwave	From <b>£71</b>
Mop	From <b>£9</b>
Toaster	From <b>£24</b>
Vacuum Cleaner	From <b>£114</b>
Wardrobe (with drawers)	From <b>£270</b>
Washing up bowl	From <b>£1.50</b>

Please note:

- Charges greater than £75 may be invoiced for immediate payment at the discretion of Hartpury
- This list should be used as a guide only and is not an exhaustive list of repair and replacement charges
- Prices are correct at the time of publication
- Prices include VAT

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