

RESIDENTIAL ACCOMMODATION HEALTH, SAFETY & SECURITY HANDBOOK

Version 1.0

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| RESIDENTIAL ACCOMMODATION HEALTH, SAFETY & SECURITY HANDBOOK | | | |
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Accommodation Code**

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1.0 GLOSSARY

| | | |
|--------------------|---|--|
| Animate items | - | Animate items are things that have life, such as animals, plants, and humans. |
| Circulation spaces | - | Areas between rooms and the kitchen, staircases, lifts, and corridors between flats. |
| Communal spaces | - | Areas where all tenants have access to: Accommodation, flats, and houses. |
| Key | | A key or other device that allows entry to a Building or a part of a Building. |
| PAT Testing | - | Portable Appliance Testing (PAT) Electrical Testing of all Portable appliances |
| Portable Appliance | - | Electrical equipment that is designed to be moved from place to place and is intended to be connected to a generator or a fixed installation using a flexible cable and either a plug and socket or a spur box, or similar means. Examples of portable appliances include kettles, toasters, and other similar devices commonly used in domestic settings. |
| Prohibited items | - | items that are restricted for use in university-owned accommodation. |
| Room/bedroom | - | the Accommodation that we will make available for your exclusive use during the Tenancy Period. |
| Safezone | - | Is a Free APP that helps you feel safe on campus 24/7 by connecting you directly with our Security Services team if you need help, first aid or have an emergency |
| Tenant / | - | The person who has agreed to take a tenancy in our accommodation |
| Resident / s | - | All students who have agreed to take a tenancy in our accommodation |
| We/us/our/ours | - | Teesside University, who are the Landlords of the Accommodation |
| You/ your/yours | - | The person who has agreed to take a tenancy in our accommodation |

2.0 INTRODUCTION

Teesside University recognises and accepts its responsibility as an employer to provide and maintain, so far as it is reasonably practicable, a safe and healthy environment for all its employees, students and other persons who may be present within the buildings and places under the control of the University. The University intends to comply with the requirements of the Health and Safety at Work etc. Act (1974) and undertakes to conduct its affairs in accordance with the provisions of all other relevant health and safety legislation and codes of practice.

A copy of the university Health & Safety Policy can be found

<https://connect.tees.ac.uk/publicdocuments>

It is the duty of staff & students to take reasonable care of the health and safety of themselves and others and not to put at risk either themselves or others by their acts or omissions.

This Handbook provides guidance to students in university accommodation on what the University expects as part of their health & safety duty

If you experience an accident or have any concerns about your health and safety or that of a friend or fellow student, you should get in touch with the

- Accommodation warden
- Accommodation Team
- Security
- Student wellbeing

Someone is available 24 hours a day, seven days a week, to help with emergencies.

3.0 MANAGEMENT

Management of the university accommodation is undertaken by the Accommodation team with the support of all other University departments as outlined in the Residential Accommodation management plan.

The University aims to manage the Accommodation in a fair and reasonable manner for the health, safety, and Security of all resident students.

Students should also refer to their license to occupy when reading this Handbook.

3.1 Prohibited items

Summary of items prohibited from University-owned Accommodation

- Firearms, weapons of any kind, including air guns and imitation firearms, explosives, ammunition or fireworks
- deep fat frying that does not have a factory-fitted thermostatic control.
- any unlawful drugs or other substances, including psychoactive substances
- any oil, paraffin or electric heating other than that provided by the University
- use candles, oil burners, incense sticks, sun beds or fireworks
- Portable heaters
- E -scooters, e-bikes, e-skateboards, hoverboards et al
- Electric clothes dryers
- LED strip lights and mains-powered fairy lights
- fireworks and sparklers
- fabrics (such as tapestries) hung on walls, across ceilings, or draped over electrical appliances
- open flame cooking equipment
- Any electrical food or drink preparation item stored in a bedroom
- any item with a halogen bulb, eg lava lamp
- damaged electrical equipment
- electric power adaptors **not** made to British Standard (BS) 1363
- any Animate items, unless designated as a therapy pet with the accompanying doctor's certification

Incoming post via the university post room is subject to random checks. You will be notified of any suspected prohibited items delivered via the postal system, which may result in a follow-up inspection and confiscation.

3.2 Confiscation

To Encourage a safe living environment, any prohibited or dangerous items are found to be in the bedroom or communal area the University the accommodation team

- will issue a removal notice and to store items until the end of your tenancy unless the item is animate, perishable, or illegal to possess
- will remove items that are prohibited, causing a nuisance, serious offence or obstruction within our Accommodation
- to inform and educate you of the consequences of possessing prohibited items within university-owned Accommodation, this could include:
 - the health and safety risks
 - the legal position and police involvement (
 - the academic consequences (where appropriate)

Any confiscated item will be held in safe storage until the end of the tenancy and then returned, with the exception of the items above.

3.3 Access

All University staff and contractors entering your Accommodation will carry a University ID badge, which you can ask to see at any time. If we need to enter your room for planned maintenance or inspection, we will usually provide seven days' notice. The email will include the date, an approximate time, and the reason for the visit, including company details.

Keys are issued only to staff and contractors who sign in at the Estates team and receive information on collecting and signing out keys.

Staff & Contractor Responsibilities:

- Contractors to report to estates reception/ weekends permissions would have been agreed with Security prior to visit – must be seen prior to any keys issued.
- The only place to collect master keys is from the main Security on campus. All staff and contractors are to report to Security, ensuring this is fully logged and contact information is also taken.
- Staff must carry identification when accessing rooms.
- Staff must respect student privacy and adhere to the safeguarding protocols in place.
- No duplication of master keys is permitted.

There are some circumstances where we may not give notice, for example:

- **Cleaning:** team members responsible for cleaning your Accommodation will be issued keys and will access it daily, Monday to Friday. The cleaning provision has been communicated to you with the useful Accommodation.

information. We will attend as soon as reasonably practicable. Additionally, we won't give notice to clean a vacant room in your flat.

- **Wardens:** Wardens have access to all Accommodation across campus. Access will be required for the following: handling complaints, emergencies, lockouts, and maintenance. The role of a warden has been relayed to you all, and every student has their warden's details to access this service.
- **Reactive maintenance:** if you have requested a repair, or where the need for repair has been communicated to you after an inspection, we will attend as soon as possible, following our timescales if not sooner. We will also access your room to conduct initial investigations and determine whether it can be fixed at that point, or a planned visit will be arranged.
- **Unplanned access:** we will access your Accommodation in an emergency, to stop a nuisance, to carry out a welfare check, or where we believe you are in breach of your contract.

Health & Safety Access:

The University reserves the right to carry out health & safety inspections in rooms and communal areas. Students will be notified in advance of these.

However, should there be continuous health & safety breaches, e.g. continuous activation of the smoke alarm, then the University reserves the right to carry out unannounced inspections.

Students will be informed that this will be happening, but not when. They will be notified after the event with the inspection findings.

Students will be given a copy of any inspection findings.

Access by an authorised representative

In exceptional circumstances, we can facilitate access to a student's room by having the student's name an authorised person. This may occur when you need to access something but are not around to collect it, if you are in a hospital, or if a student has left the Area and cannot return. This can be arranged by the student contacting us and providing, in writing, full details from the student's email account of the person collecting or gaining access. The accommodation/security would accompany the person and give them access. We will only authorise access to your bedroom/flat once we have received the student's permission.

In the event of an emergency and the student is unable to give permission, this would be dealt with the aid of our legal team.

We do not accept responsibility for the actions or omissions of any third party whom you or your trusted person has authorised to enter your room.

4.0 FIRE SAFETY

4.1 Fire Prevention

Preventing fires is everyone's responsibility and your co-operation is essential.

Notices explaining what to do in the event of a fire are prominently displayed in your study bedroom and throughout the residences.

Fire exits and escape routes (i.e. landings and corridors in residences) must be kept clear at all times. Nothing must be stored or temporarily left in these areas.

Please do not obstruct fire exits and escape routes.

Please pay special attention to the following:

- Smoking is not permitted in any University buildings. Use designated smoking areas.
- Do not tamper with fire safety equipment
- . If a fire extinguisher is discharged for any reason, the occurrence must be reported to Residential Services as soon as possible
- Do not leave any electrical appliance unattended, e.g., a cooker, toaster, hair straighteners, etc.
- Do not obstruct or prop open fire doors

4.2 Fire Alarms

You should familiarise yourself with the Fire alarm and evaluation requirements for the location of your Accommodation, and to participate in any fire drills which may be held.

Also familiarise yourself with the location of fire exits, fire alarm systems and firefighting equipment.

No matter how many 'false alarms' have occurred in your residence, you must treat Every alarm as an emergency

Testing of the fire alarm systems is carried out periodically.

Failure to observe this rule will result in disciplinary action under the Student Regulations.

You also have a duty to report any instances of abuse of fire safety equipment; this is in the interests of all residents who may rely on the equipment in an emergency.

4.3 Guidelines

Please follow these simple guidelines.

- keep kitchen doors and corridor doors closed when you are cooking. They are fitted with a self-closer for obvious reasons, and must never be wedged open or the self-closer disconnected.
- if available, use the extractor fan when cooking, or open a window
- if your cooking creates a lot of steam or smoke, open a kitchen window, but avoid opening the kitchen door until it has disappeared
- if you do burn your food (e.g. toast) do not take it out of the kitchen whilst it is still smoking
- if you have a bath or shower, avoid opening the bathroom door until the steam has disappeared
- do not use aerosol sprays, incense sticks, or anything that will create dust near a detector

5.0 ELECTRICAL SAFETY

5.1 University Responsibility

The University carried out 5 yearly testing of all mains power with all of the Accommodation.

5.2 Your responsibility

It is important that you use mains electricity correctly. If you do not, you could cause serious harm to yourself and others.

The United Kingdom uses a voltage of 230V with a frequency of 50 Hz. Only use a British standard fused voltage adaptor with three rectangular blades. Never force another plug type into the socket.

You therefore should not operate high-power appliances (rated at 1000 watts or higher) in your bedroom.

Check that cables from all your devices are safe and don't pose a fire or tripping hazard.

Your electrical devices must meet the British Safety Standards regulations. If you're an overseas student, it is important to make sure your travel adaptors are compliant with British Standard 1363.

If you bring electrical items from overseas to use in communal areas, please ensure that they conform to EU standards. If they don't, we may remove them from your kitchen.

All extension leads should be PAT Tested before use. Please ask the Accommodation team for assistance if required.

When using electronic equipment in kitchen areas, be mindful of other residents' health & safety. The University reserves the right to remove any electric equipment it feels is causing a danger to other occupants or to the building itself.

6.0 WATER SAFETY

6.1 University responsibilities

Water safety management is the responsibility of the University. Accommodation is the responsibility of the University. The University has a Water Safety Management plan in accordance with the Approved Code of Practice

We regulate the temperature of your hot water to help keep you safe. We may occasionally visit your room to check that we are doing this correctly.

The University will also require access to ensuite rooms and shared bathrooms periodically to descale shower heads.

6.2 Drinking Water

Drinking water in the UK is safe, clean and of the highest standard of quality.

Drinking water is available from taps in Kitchens and bedrooms.

6.3 Student actions

If you have been away for longer than a week, we recommend running your taps and shower for a few minutes to remove any stagnant water in the tap head.

Any changes to water quality, including temperature or colour, should be reported immediately to the Accommodation Team.

7.0 PORTABLE APPLIANCE TESTING

7.1 Scope

In line with the University Policy, this applies to all portable electrical equipment within University-owned Accommodation, including equipment provided by the University and items brought by you.

The Health and Safety at Work Act 1974 places a duty on us to ensure that you are not exposed to risks to your health or safety while living in our Accommodation. This legislation requires employers and those responsible for premises, such as universities, to conduct their operations in a way that safeguards the health, safety, and welfare of everyone affected, including residents like you.

The Electricity at Work Regulations 1989 further mandate that any electrical equipment with the potential to cause injury is maintained in a safe condition. This means we must ensure that all portable and transportable electrical devices within your Accommodation are regularly inspected and tested to prevent any risk of electrical hazards.

7.2 University Responsibility

- to conduct annual Portable Appliance Testing (PAT) on portable electrical equipment supplied by the University in your Accommodation, performed by a trained person
- to provide advance notice when access is required for Testing
- to offer you the opportunity to have your electrical items tested to ensure that your personal appliances remain safe and compliant
- to clearly label each appliance that has been tested with the date and indicate whether it has passed or failed
- to remove and replace any University-owned appliance that has failed the test
- to remain vigilant for any equipment that appears to be damaged in the performance of our duties
- to visually inspect new equipment before installation and integrate the item into the annual PAT testing schedule

7.3 Your Responsibility

- to bring only electrical equipment that complies with British Standards (BS) and Institution of Electrical Engineers (IEE) regulations into the Accommodation
- to ensure all electrical equipment brought into the Accommodation is promptly presented for Testing during scheduled Portable Appliance Testing (PAT) sessions
- to remain vigilant for any signs of damage or malfunction in electrical equipment

- to promptly report any University-owned damaged or malfunctioning electrical items to us for investigation and repair
- to refrain from using any electrical items that are under investigation or have been marked as unsafe until they are cleared for use by an authorised person
- to familiarise yourself with and adhere to these requirements
- to seek clarification from a member of the Accommodation Services Team about any aspect of this policy, as required

7.4 Checking for Damage

Possible issues to look out for:

- damage (apart from light scuffing) to the supply cable, including fraying or cuts
- damage to the plug or connector, such as cracking casing or bent pins
- The equipment has been subjected to conditions for which it is not suitable, such as being wet or excessively contaminated
- loss of power to the socket
- damage to the external casing of the equipment
- loose parts or screws
- evidence of overheating, such as burn marks or discolouration

If you notice any of these signs of damage, it's important that you cease using the appliance immediately.

- If the equipment is University-owned, please report immediately to the Accommodation Team
- If it is your personal equipment, do not use it and replace it. The Accommodation Team can assist with the safe disposal of any electrical equipment.

8.0 KITCHEN SAFETY

8.1 Safety

Never leave a cooker or electrical appliance unattended when in use. In the case of a cooker fire, please:

- sound the fire alarm
- turn off the ring or hob
- Carefully place the lid or a damp cloth or fire blanket on the pan
- leave the kitchen and shut the door
- Never put water on an oil or fat fire
- Never try to carry or move a burning pan.

Always keep the kitchen door closed when cooking

8.2 Student Appliances.

Students must only use cooking appliances in the Kitchen area. Cooking in bedrooms, circulation and communal areas is prohibited.

The appliance should have the appropriate CE, UKCA or BSI Kite marked and be used in accordance with the manufacturer's instructions.

Any international appliances should only be used with an approved plug adapter. The accommodation team should approve this prior to use

8.3 University Appliance

The University provides a variety of electrical appliances to you in your Accommodation. If your appliances break, appear dangerous, or stop working, please let the accommodation team know right away.

- Do not leave dangerous or broken electrical appliances for other residents to use
- Do not try to repair damaged electrical appliances by yourself
- Keep clear of exposed electrical wires

All the kitchen appliances have been PAT tested before you arrive. They need to be switched on at the wall if they are not already.

Most fires start in the kitchen, so you should never leave food **cooking unattended**.

The University provides manuals of all kitchen appliances with the Accommodation. Please get in touch with the Accommodation Team if you require further support.

9.0 GAS SAFETY

9.1 Cooking

The University does not provide any gas-powered cooking facilities within the Accommodation.

9.2 Heating

In Accommodation where gas heating is used for traditional radiators, the University will maintain the gas boilers in accordance with the Gas Safety Regulations.

Gas heating is used in Central Boiler plants (away from individual houses and flats)

- Cornell Quarter
- Kind Edward Square
- Parkside Halls
- Parkside West Houses & Flats

Gas boilers for individual houses can be found at Parkside East. The University may require access from time to time for planned maintenance.

9.3 If you smell gas

Follow these steps immediately:

- Open windows and doors to allow the gas to escape
- Don't use open flames
- Do not touch electrical switches - turning lights on or off can cause a fire
- Contact the accommodation team promptly. If out of hours, call Security on 01642 342086 or use the Safezone App

9.4 Carbon Monoxide Monitors

Carbon Monoxide monitors are fitted in Accommodation where required.

If the alarm sounds, please leave the room immediately and contact the Accommodation Team or the security office immediately.

Any student found to be tampering with these Monitors will be referred to the Student Casework office for breach of Health & Safety Policy.

10.0 HEATING

10.1 Temperatures

Your Accommodation will be heated to a target temperature of 19 to 21°C from the start of October until the end of April. These dates may shift slightly if it's unusually hot or cold.

When your room is at a target temperature, your radiator may feel cold. If you don't think your room is reaching the target temperature during the winter months, or there is a fault with your heating, please let the Accommodation Team know.

10.2 Portable heaters

Personal portable heating appliances are prohibited from being used in student accommodation.

If any appliances are found in use, the Accommodation team will issue a written warning instructing them to be removed. If they are further found to be used, they will be confiscated and returned at the end of the tenancy

10.3 Electric Heated Blankets

May be used in Accommodation, provided that they are used solely in accordance with the manufacturer's guidelines.

Only blankets with UK electrical plugs should be used and must not be used through an electrical travel adaptor.

They must also have a valid Portable Appliance Test Certificate. If this is required, it can be arranged through the Accommodation Team

11.0 LITHIUM BATTERIES

11.1 Dangers

Lithium-ion batteries are safely used by millions of people every day, powering everything from laptops and tablets to e-bikes and portable chargers. When manufactured and used safely, these batteries aren't dangerous. However, if lithium-ion devices are over-charged, short-circuited, or damaged, they present a significant fire risk, and it's now recognised in the Regulatory Reform (Fire Safety) Order 2005 that lithium-ion batteries should be considered in all fire risk assessments in the UK.

The design of each battery and the inherent risk are essentially the same: if a battery is overcharged or damaged, it has the potential to explode and cause a fire.

This risk is significantly increased by the size of the battery, as the larger the battery, the greater its storage capacity. This in turn means that in the event of the battery exploding there is a greater amount of energy that will be released.

A fire involving a lithium-ion battery releases toxic gas and creates extremely high temperatures, which can ignite products around it. If the battery is contained within a device such as an e-scooter, the scooter's components will become involved in the fire.

11.2 Usage

To effectively manage the risk from Lithium-ion batteries it is necessary to restrict the storage, use and charging of certain types of devices at the University

11.2.1 Devices permitted for storing, use and charging in Accommodation

Lithium-ion batteries are commonly found in smaller electronic handheld and mobile devices, such as:

- Mobile phones
- Laptops

11.2.2 Devices that are **not** permitted for storage, use or charging in Accommodation

Lithium-ion batteries are commonly found in larger electronic devices such as:

- E-scooters
- E-motorcycles
- E-bikes
- Electric skateboards
- Hoverboards.
- E-unicycles
- Et al

11.2.3 Electric Mobility Devices

Any Student using Electric mobility devices, such as mobility scooters and electric wheelchairs, should discuss storage and charging requirements with the Accommodation Team prior to starting the tenancy.

11.3 Safety Guidance

- Only use batteries that are CE, UKCA or BSI Kite marked;
- Only use batteries and charging equipment provided by the manufacturer for that item of equipment;
- Never modify a battery;
- Do not store, charge or use batteries in direct sunlight or near sources of heat;
- Do not leave a battery charging overnight, or when you are away for an extended period of time;
- Do not overcharge batteries. Where possible, consider the use of timers, set to end the charge at around 80% to 90%;
- Do not charge or use batteries near combustible or explosive materials;
- Do not cover chargers or batteries when charging;
- Do not use or charge batteries in extremes of temperature (see manufacturer's guidelines);
- Check batteries and chargers regularly for signs of damage. If you suspect damage, the battery/charger should not be used and must be replaced.
- Remove damaged chargers from common areas to ensure it is not used and mark up as damaged and not to be used;
- Dispose of damaged cahrges
- Electrical adaptors should not be used when charging batteries;
- Do not overload socket outlets or use inappropriate extension leads (use un-coiled extensions and ensure the lead is suitably rated for what you are plugging in to it).
- Charges should have a valid PAT Testing Certificate

You should note that portable fire extinguishers will not extinguish a lithium-ion battery fire. In the event of such a fire, you never attempt to extinguish a fire involving a battery and should simply raise the alarm and evacuate the building in accordance with the University's emergency procedures.

12.0 CIRCULATION & COMMUNAL SPACES

Storage of any items in communal or circulation spaces is not permitted.

13.0 AVOIDING MOULD IN YOUR ACCOMMODATION

Mould can have a detrimental effect on your wellbeing and the building fabric around you.

Read the following housekeeping tips to reduce the risk of condensation and mould

Do:

- Have trickle vents (if present on your window) open whenever you can, ideally all the time. This ventilates the room and removes warm moist air before it has chance to condensate. You can improve this ventilation further by having your window open whenever possible.
- Have the heating on constantly at a medium level at cold times of year, this means the building fabric warms up and is less likely to be cold enough for condensation to form on it. This also helps to dry out any moisture present within the room.
- Keep your room clean and tidy so that air can circulate to all areas, especially behind beds and furniture, to prevent moisture from collecting.
- Try to vacate your room on a regular basis to exercise and allow the moisture created by yourself to dissipate.
- Report any signs of mould to the accommodation team as soon as possible and before the problem escalates.

Don't:

- Close the trickle vents and windows completely to prevent ventilation of the room.
- Shut off the heating, as this will encourage condensation to collect on cold surfaces.
- Keep items (especially dirty or damp ones) close to the wall edge for long periods, as this prevents air circulation and encourages mould growth.
- Do not dry clothes in your room.
- Spend long periods of the day entirely in your room without breaks and/or ventilation.
- Turn off any switches or fans in rooms, bathrooms and kitchens
- Ignore signs of mould or damp in your Accommodation.

14.0 SMOKING AND VAPING

In accordance with UK legislation and the University Policy, smoking and vaping is not permitted in any student accommodation, including common areas.

The University operates a nonsmoking campus policy.

Designated smoking areas are provided, and residents are asked to use them appropriately rather than at door entrances, and to extinguish and dispose of cigarettes in the cubicles provided.

Any student found to be in breach will be referred to the Student Complaints Office under Student Regulations.

15.0 SECURITY

15.1 Security

The University has an in-house team of security offices who provide support 24/7 across the campus including Accommodation.

- High visibility foot patrols throughout the campus
- Monitor and operate the University's comprehensive CCTV system
- Manage the University's security control room
- Provide personal safety advice
- Monitor SafeZone
- Attend and deal with incidents as required
- Manage the University's electronic access control system
- Work closely with the community police and neighbourhood safety teams

Security can be contacted on 01642 342086 for assistance and advice regarding safety on Campus.

https://www.tees.ac.uk/sections/about/public_information/emergency.cfm

15.2 Tips

Some simple steps that you can take to keep yourself and your personal belongings safe in your Accommodation:

- Make sure you keep windows and doors locked.
- Make sure your valuable items are hidden in a safe place, out of view from windows or doors.
- Keep your keys secure, don't give them out or post photos of them online.
- If you are in shared Accommodation, take care when entering or leaving to make sure unauthorised people do not gain entry.
- Close your curtains when it gets dark to prevent onlookers.
- Download the Safezone App to your smartphone and register as a Teesside University Student.

16.0 SAFEZONE

Is a Free APP that helps you feel safe on campus 24/7 by connecting you directly with our Security Services team if you need help, first aid or have an emergency.

The system is privacy protected, so will never share your location unless you summon assistance or if you use the check-in function designed for those who work alone or out of hours.

By installing the SafeZone app and registering as a user, you will also receive any critical security notifications from the University.

Students are encouraged to download the app to their smartphones and register as a Teesside University Student.

17.0 KEY MANAGEMENT

In establishing clear guidelines and procedures for the management, issuance, and use of keys within University-owned Accommodation the University aims to ensure the Security, safety, and effective management of access to our Accommodation while promoting accountability and adherence to best practices.

This applies to any person issued with a key for University-owned Accommodation. It is aligned with the access provisions outlined in the accommodation contract and Handbook

17.1 University Responsibilities

- to issue keys
- to maintain accurate records of all keys, including those used for access by non-residents
- to promptly reconcile returned keys
- to monitor the use of programmable keys and ensure that only authorised personnel have access to key data
- to only interrogate key data when we have valid reasons to do so, such as during an authorised investigation, where we have concerns about wellbeing and to check you have departed
- to process data about key use in accordance with the University's data protection policy, ensuring it is used to protect our legitimate interests, such as providing a safe and secure environment
- to replace defective keys
- to deactivate electronic keys that are reported as lost or stolen

17.2 Yor Responsibilities

- to always keep your key safe
- to not share/lend your key to anyone else
- to report lost keys as soon as possible
- to keep your bedroom secure by locking it any time you leave your Accommodation,
- to return your keys at the end of your contract

17.3 Replacement Keys

If you lose your key, you can get a replacement from the Accommodation Team. We will need to confirm your identity before issuing a replacement. If you lose your key overnight or during the weekend, call Security Service on 01642 342086.

If you find your original key later, please return it the accommodation team as soon as possible.

17.4 Lockouts

If you are locked out during working opening hours, we will either let you back in or arrange for you a replacement key if required.

If you are locked out when your reception is closed, you should contact the on-duty warden or the Security Team.

They will aim to respond quickly, but if they are dealing with an emergency elsewhere on campus, there may be a delay. Before we let you into your room, we will need to confirm your identity

17.5 End of Contract

You are responsible for returning your keys to your reception at the end of your contract. If you lose your key and do not have a key to hand back, you must report this before leaving.

It is your responsibility to return your keys – you should not give your keys to someone else to return on your behalf.

Keys should not be left in your room, flat or in the letterbox of the flat you are leaving.

Electronic access fobs/cards will be cancelled to prevent further access from 12:00 on the last day of your contract period, therefore please ensure you have removed all personal belongings by this time.