

HOME FROM HOME



**STUDENT
ACCOMMODATION GUIDE
2024-2025**



WELCOME

THE PURPOSE OF THIS GUIDE

This guide is written to help answer any questions you might have about living in UEA residences. Please take time to read the guide thoroughly, and keep it for your reference. If you need to know anything about our accommodation, staff in the UEA Accommodation Office are here to help. The team includes Coordinators who each have responsibility for particular residences.

THE UEA ACCOMMODATION OFFICE

The UEA Accommodation Office is located in Nelson Court near the UEA Broad.

Opening hours: 09:30 – 17:00 Monday – Friday.

On Thursdays the office is closed from 10.30 – 12:00.



accom@uea.ac.uk



[@UEA_Accom](https://twitter.com/UEA_Accom)



01603 592092



[Live Chat](#)

The UEA Accommodation Office is your landlord. If you have any ongoing problems related to your accommodation, we are here to help. If you have a problem of a confidential or upsetting nature, you can request a private meeting with a member of staff.



LIVING IN RESIDENCES

BEDROOM FACILITIES

Study bedrooms have an average floor area of nine square metres and are equipped with a bed and mattress (with mattress protector), a desk, a chair and a limited amount of storage, including a wardrobe, drawers and shelves. If you wish to bring your own mattress, please contact us in advance at accom@uea.ac.uk. We also have rooms designed for allergy sufferers.

Bedroom floor plans and 360° videos are available [here](#)

When you move into your room you should complete the online Inventory & Schedule of Condition, which lists all of the fixtures and fittings of the room. You **must** fill out the Start of Licence Inventory & Schedule of Condition within 10 days of your arrival.

Upon your departure if there are any damages that are not due to fair wear and tear and were not stated on the Inventory & Schedule of Condition when you first arrived, you will be liable for the cost of replacement or repair, plus administration charges.

BATHROOM FACILITIES

En suite rooms have a shower pod with shower, toilet and washbasin. Standard rooms in Norfolk and Suffolk Terraces have a washbasin in each individual room.



LIVING IN RESIDENCES

KITCHEN FACILITIES

Kitchen sizes, facilities, and storage space are roughly proportional to the number of residents in the flat. Each kitchen has a table and chairs (except in the two bedroom units) and either a convection/microwave combination oven or convection oven and microwave, fridge-freezer, grill and/or toaster and four hobs.

You will be invited to a Facebook group for your residence shortly before arrival and we suggest you use this to organise the sharing of kitchen equipment such as irons, kettles, steamer, air fryers etc.

All of this equipment is considered part of the fixtures and fittings of the residential premises and you cannot replace, remove or duplicate any of these.

Layout and facilities may vary between rooms and kitchens across residences.

DAMAGE CHARGES

If there has been damage to your room or flat that we deem isn't due to fair wear and tear, you may be liable to pay damage charges for maintenance or replacement items.



LIVING IN RESIDENCES

GUESTS IN RESIDENCES

Overnight guests are allowed in your room, for a maximum of three nights per term, but you must get prior permission from the Accommodation Office. It's also polite to ask your flatmates too.

Your room is designed for one occupant only, so having an overnight guest should be an occasional occurrence.

Similarly, your kitchen is designed for the number of people living in your flat, so although it's OK to invite friends over to share meals with you now and again, you should be careful not to inconvenience your flatmates.

You should be aware that the behaviour of any person you invite into your residence building, flat or room is ultimately your responsibility. You will be held accountable if there are any complaints from your flatmates, or any damage caused by your guest(s).

ROOM CHANGES

If you are unhappy with your room, you can apply for a room change at the Accommodation Office or via the online form. However, you should be aware that, in the first few weeks of term, almost all of our rooms are occupied or allocated to students. Any vacancies which may arise will be offered to new applicants who still need to be housed. It is therefore very unlikely that we will be able to arrange a room change within the first two weeks of your arrival. We would recommend that you try to settle in, get to know your flatmates and get used to your new environment.

Experience has shown us that most students settle and make friends in the first few weeks and then don't want to move. If you feel you really need to move, you can fill out the application form which will be available in October and we will try to find a suitable room for you to move to as soon as we possibly can. If we can find a room for you to move to, there will be a fee to cover the costs of cleaning.



USEFUL INFORMATION

ELECTRICITY SUPPLY

The electricity supply in the UK is 240 volts with a frequency of 50 Hertz. Make sure your electrical appliances are connected to a British 3-pin plug fitted with an appropriate fuse. You should also ensure that all your appliances meet British safety standards; they should have a CE mark. You may wish to wait until you arrive before deciding to buy some equipment as you may be able to share with your flatmates.

INTERNET

Each study bedroom has a port for a wired data connection. You will need to bring an Ethernet cable (the accommodation office does have a limited supply of these if needed) and register your device with ITCS to be able to access the UEA network and internet.

TV LICENCE

If you want to watch live television on any device you must buy a TV licence.

You can find more information about this [here](#)

WEEKLY EMAIL BULLETIN

The UEA Accommodation Office will send you a weekly email with any important information you may need to know. Please always read this, as it will contain essential information upon which you may have to act.



USEFUL INFORMATION

INSURANCE

All students living in UEA residences will benefit from UEA block insurance administered by Endsleigh Insurance. The cost is included in your rent. High value items such as laptops, televisions, musical instruments and games consoles are not covered - you will need to contact Endsleigh directly should you wish to include these at an additional cost.

For further details please click [here](#)

DECORATING YOUR ROOM

We are happy for you to personalise your room with your own posters and photos. You should be careful, however, not to damage the walls when affixing/ detaching posters and so on, as you will be charged for repair. In addition, you should make sure that you comply with the Terms and Conditions regarding posters and any other materials which may pose a fire risk.

EMAILS

Your UEA email address will be our main method of communication with you. As a UEA student, you are required to check your UEA email account at least every 48 hours during teaching periods (every day if possible). We will write to you via email if, for example, there are any problems with your room or flat, or if we have any news about building or maintenance work in your area.



USEFUL INFORMATION

BIKES

We encourage students to bring their bikes and secure them with a D-lock. Under no circumstances should bikes be brought inside residences. Free secure storage for bikes is available on campus.

Find out more information [here](#)

WASHING MACHINES

Washing machines are not provided in residences and you are not allowed to install a personal washing machine.

There are four laundrettes which have both washing machines and dryers, located at University Village, the Medical Centre, on The Street, and at Barton/Hickling House which are managed by a company called Circuit.

Circuit top up cards are provided in your welcome packs upon arrival at UEA and you are able to load money onto these via the laundrettes.

You can find more information on Circuit or speak to a member of the Circuit team [here](#)



USEFUL INFORMATION

FOOD STORAGE

Each kitchen is equipped with at least one fridge and one freezer. Storage is limited and you are advised not to overfill fridges and freezers as this may cause a malfunction. Please do not tamper with the temperature settings in the fridge freezers. It is the residents' responsibility to defrost the freezers when necessary. Personal fridges and freezers are strictly prohibited except with prior permission from the Accommodation Office on medical grounds. Any food which does not need to be kept in the fridge or freezer should be kept in your food cupboard.

COOKING EQUIPMENT

Each kitchen has at least one combination convection/microwave oven or convection oven and separate microwave plus electric hob and a toaster and/or grill. If you have a combination microwave oven, you can choose to use this as an oven, a microwave, or a combination of the two for faster cooking. Personal microwaves and mini oven/grill appliances are not allowed in residences.

These facilities vary across accommodation types and differing flat sizes. For more details, please refer to the [accommodation finder](#)

If you need advice on how to use any of the cooking equipment, please refer to the Cooking in Residences part of our Living in Residences page.

DRINKING TAP WATER

All tap water in residences is safe to drink unless otherwise specified.

USEFUL INFORMATION

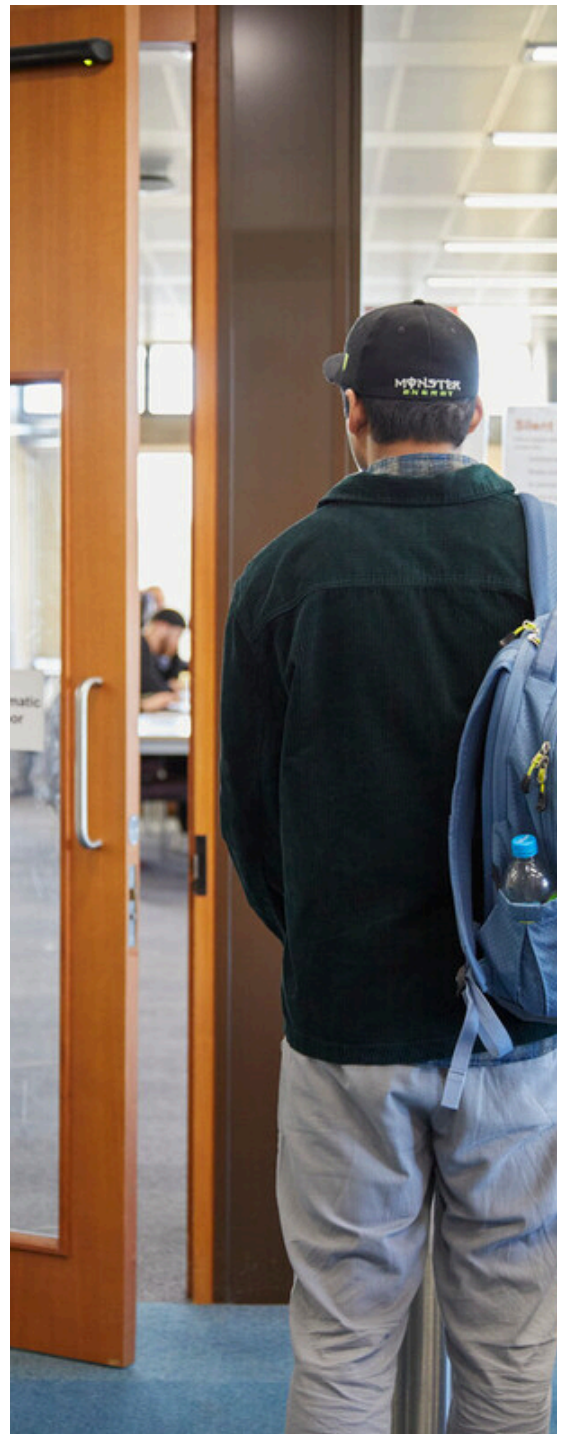
LOST KEYS AND LOCK OUTS

Please make sure that your room is secured at all times, even if you are just leaving your room to go to the kitchen. All UEA staff are instructed to lock your door when they leave your room. We advise that all residents keep their key on them at all times.

If you lose your key, a replacement charge will be made – replacements can be requested from the Accommodation Office from 09:30 – 17:00, Monday to Friday. Lost campus cards can be replaced at IT Services and access will be automatically transferred to the new card.

If you are locked out of your room, you can borrow a temporary key from the UEA Accommodation Office during normal opening hours. You must return this by the next working day or the date that is specified to you.

Outside of the accommodation office opening hours, you can ask Security to let you into your room. Security staff will make a charge on the second call out.





LETTERS & POST

WHERE TO COLLECT YOUR POST

Students currently living in campus accommodation can collect mail from the Post Room (located on the Street next to Student Information Zone) with a UEA Campus card, driving license or passport.

The post room is open between 10am and 4:15pm, Monday to Friday, throughout the year (except when the university is closed).

Please note, if living off campus all mail and letters should be delivered directly to your residence and not the University.

UNCOLLECTED POST

Mail and parcels are retained at the post room for 14 days. If at this point it is uncollected it will be returned to sender.

Please remember to change your postal address or arrange to have your post redirected by Royal Mail after you have left UEA Accommodation.

POSTAL ADDRESSES

Please see the following page for information about how to address your post.

Please note that whilst NR4 7TJ is the correct postcode for post that will reach the post room, if you live in the University Village and need to use your address for official purposes (such as TV licensing etc.) you should quote the postcode NR4 7TL.

POSTAL ADDRESS FOR POST ROOM

ADDRESS FOR STUDENTS LIVING ON CAMPUS:

[Full Name] [School abbreviation – e.g. HSC, NBS, BIO]

[Residence – e.g. Nelson Court, Norfolk Terrace, Colman House] [Block number (if Norfolk or Suffolk Terrace), Flat number and room number/letter – e.g. Suffolk Terrace Block B 0409, Nelson Court Flat 02A]
University of East Anglia, Norwich NR4 7TJ

ADDRESS FOR STUDENTS LIVING AT THE UNIVERSITY VILLAGE:

[Full Name] [School abbreviation – e.g. HSC, NBS, BIO]

[Residence block – e.g. Courtyard A, Yew House]
[Flat number and room letter – e.g. Flat 01 C]
University Village University of East Anglia, Norwich
NR4 7TJ

WHAT TO PACK

DO BRING

- Bedding
- Personal computer or laptop
- Hair styling equipment
- Shaver
- Kitchen utensils
- Cutlery
- Crockery
- Pots and pans
- Towels and toiletries
- Blanket or throw
- Toilet roll
- Desk fan



DON'T BRING

- Fridge (including mini fridges and coolers)
- Microwave or mini oven/grill
- Heater
- Curtains
- Net curtains
- Rugs, beanbags, floor cushions
- Candles or oil burners





ACCOMMODATION CONTRACT

YOUR CONTRACT

When you collect your key to your accommodation, you must sign a contract. The type of contract we use is a Licence to Occupy. By signing the licence, you are agreeing to the Terms and Conditions of The Licence to Occupy. You need to ensure that you have read the Terms and Conditions of the Licence in full before you arrive. If you have any questions about the T&Cs, make sure you ask before signing the licence.

DEPARTING YOUR ACCOMMODATION

You are required to vacate your room and return your key to the Accommodation Office by 10am on the day your licence expires. Some additional charges may apply if a key is not returned. It may be possible for us to provide you with some accommodation over the summer period if you apply in advance (see summer Accommodation) – this will often mean moving to another area.

SUMMER ACCOMMODATION

We usually have a small number of rooms available to use over the summer vacation period and we prioritise applications from students who have academic, medical, or pressing welfare needs to remain in residences.

If you require Summer Accommodation, you will be able to apply at the beginning of the summer term, after the Easter break.

For more details and for information about how to apply please click [here](#)

The Summer Accommodation period ends in early September and we will be unable to offer any further accommodation after this date, unless you have secured accommodation in residences for the following academic year.

LICENCE TO OCCUPY

Please read the Terms and Conditions of the Licence carefully - you are committing to abide by it.

You can find the terms and conditions **here**

KEY POINTS

- The Licence shows your room number, the exact dates of the Licence period and the complete Licence fee.
- When you sign your Licence, you are committing yourself to paying the whole of the Licence fee, even if you vacate your room before the end of the Licence period, except under certain circumstances.

These are the following:

- If you withdraw from the university or intercalate from your studies, in which case you must complete a Termination of Licence form and return your key
- If you complete a Termination of Licence form and return your key within seven days of the licence start date. The Terms and Conditions for exceptions to this clause
- If you have been given a Notice to Quit by the Accommodation Manager and you return your key.

- You are required to vacate your room by 10am on the day your Licence expires. You must return your key to us on or before the day your Licence expires – if you do not you will be liable for administration charges, lock change charges and/or additional rent.
- You will be charged for any damages in your room which are not due to fair wear and tear. In communal areas, if we cannot attribute the damage to an individual, we will split the cost between each resident of your flat.
- Only you, the Licensee, can live in your room. You may not give the key to your room to any other person, or make copies of your key. You may have an overnight guest up to three nights per term, with the prior permission of the Accommodation Office.
- If you tamper with any fire equipment, or commit any other serious breach of Fire Safety regulations, the Accommodation Manager may terminate your licence (i.e. evict you from residences).
- Eviction is one of the sanctions we will use, if necessary, to enforce any of the Terms and Conditions of the Licence.

ACCOMMODATION FEES

HOW TO PAY

You can make a payment online via your e:Vision account.

If you are wishing to pay over the telephone please call the Accounts Payable Office on **01603 592687**

If you are paying via a bank transfer to UEA, please include your student ID number for reference.

UEA bank details are as follows:

Address: Barclays Bank, 5–7 Red Lion Street, St. Stephens, Norwich NR1 3QH

Sort Code: 20 62 53

Account number: 30918202

Swift Code: BARCGB22

IBAN number: GB53BARC20625330918202

INTERNATIONAL STUDENTS

UEA has partnered with Flywire to provide you with an easy and secure method of sending international fee payments.

Payments are made by visiting their website.

All you need to do is choose your country, the amount paying, payment method and then send the payment.

You can then track and confirm your payment via their website.



Flywire

ACCOMMODATION FEES

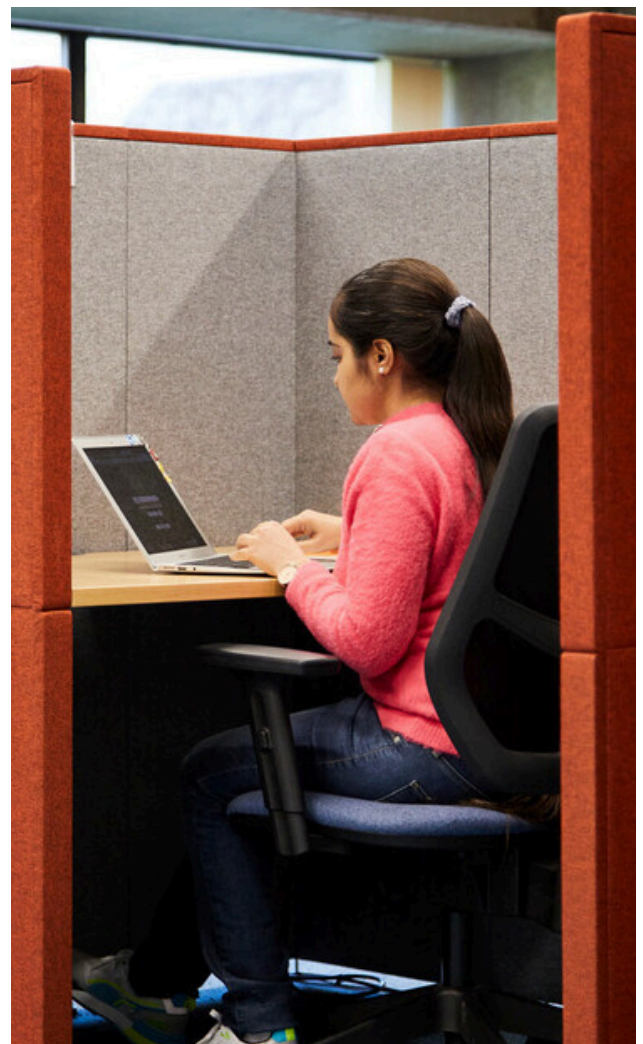
PAYMENT METHOD

Shortly before you arrive, you will be asked to complete a registration process. This will allow you to choose how you wish to pay for your accommodation fees. You will usually have the option to pay in full, in three termly instalments or to set up a Direct Debit to pay in monthly instalments.

PAYING FOR YOUR ACCOMMODATION

Whichever way you choose to pay, the amount you pay is the same (i.e. there is no penalty for paying in instalments).

You must pay the full accommodation fees, even if you move out early. You will receive a refund only if you are withdrawing from university, interrupting your studies or have submitted a request to the accommodation office which has been approved. In any case, you must fill out a Termination of Licence form, vacate your room and return your key before we can calculate the total amount payable.



ACCOMMODATION FEES

UNIVERSITY ACCOUNT

Once you have registered, you will be able to log on to the e-Vision portal, select the finance page and then view your University account, which includes details of amounts outstanding. Through the portal, you can make a payment online or set up a Direct Debit arrangement if you haven't already done so.

You can visit your e-Vision account [here](#)

WHAT TO DO IF YOU CAN'T PAY ON TIME

You have 28 days to pay your invoice once it has been sent. For reasons beyond your control, such as the late arrival of your student loan, you may be unable to pay the invoice or keep up with your instalment plan. You should contact the finance office to explain your difficulties and ask for an extension of the time to pay. There will be an administration fee of £10 per invoice for any change in payment method, but if you don't pay within 28 days or arrange an extension or instalment plan you will be charged a late payment fee of up to £50 per invoice.

If you have more general concerns about managing your finances, Student Services will be happy to advise you. They can be contacted at student.life@uea.ac.uk

FINANCE CONTACT INFORMATION



accounts.receivable@uea.ac.uk



The ZICER Building

Monday - Friday 09:00 - 17:00



01603 593695



SECOND YEAR ACCOMMODATION

RETURNING STUDENTS:

UEA students are welcome to apply to live in campus accommodation, even if you are not a first year student and have lived on campus before.

Priority will be given to students who have a health condition, disability or other such exceptional circumstances which would necessitate them living on campus.

You can apply for a returner room the same way you did when you were a first year via this [link](#)

You will need to select the returning student application form.

WHERE TO START LOOKING

The UEA Accommodation Office have put together a house hunting guide to help assist you in looking for accommodation in the private sector.

You can find the booklet [here](#)

The UEA SU provide a range of information for students about housing in the private sector. They provide tips on house hunting, what to look for and where to live.

Most students will have to find private accommodation for themselves but there is lots of help on offer.

For further advice, please click [here](#)



CLEANING

CLEANING YOUR ROOM

Your cleaner will empty the bin in your room and the sanitary bin in your bathroom once a week. Please note that for security reasons, your cleaner will lock your room after they have emptied your bin(s). If you have your own en suite, it is your responsibility to keep this in a clean and hygienic state.

It is your responsibility to maintain an acceptable level of cleanliness in your room. You can request the use of a vacuum cleaner from your cleaner if required.

CLEANING YOUR COMMUNAL BATHROOM

Communal bathrooms are cleaned twice a week.

Everyone in your flat is equally responsible for keeping the bathrooms clean and tidy.

CLEANING YOUR COMMUNAL KITCHEN

Your kitchen will be cleaned once a week by UEA cleaning staff.

Your cleaner needs access to all of the surfaces in your kitchen to be able to clean them. Everyone in your flat is equally responsible for keeping the kitchen clean and tidy. Your cleaner will not tidy away items or do your washing up for you.

On kitchen cleaning days, you must ensure that all surfaces (including the floor, hob, sink, drainer, work surfaces and kitchen table) are completely clear of all items (including washing up, debris, personal items and so on)

If your cleaner cannot access the surfaces, cleaning will not be done and a notice will be issued asking you to take action by your next kitchen cleaning day

If your kitchen or any other communal area requires any extra cleaning, each member of the flat will incur charges.



MAINTENANCE

MAINTENANCE

If there is a defect in any of the equipment, fixtures or fittings in your room or flat, you should report this to the Estates Helpdesk.

The necessary repair will be carried out in accordance with an agreed schedule of priorities. Maintenance staff can enter your flat or room with their own keys, but they will knock before entering bedrooms. If Maintenance staff have entered your room while you are out, they will leave a card to let you know. Sometimes UEA maintenance will use contractors but will follow the same access protocols will follow the same access protocols.

EMERGENCY MAINTENANCE

Highly qualified and experienced Maintenance staff are available to deal with emergency maintenance issues on a 24/7 basis.

If you have an emergency maintenance issue, such as a burst pipe or a broken window, please report this to the Estates Helpdesk. Calls made outside working hours are diverted to Security staff, who will arrange for on-call maintenance staff to attend emergency jobs.

STAFF WORKING HOURS

Monday – Friday, 08:00 – 16:00



jobdone@uea.ac.uk



01603 592121



Live Chat

If you have a query or would like to send some feedback, you can contact the address below:



estates.listening2u@uea.ac.uk



WASTE & RECYCLING

WASTE & RECYCLING

UEA is committed to proper waste management and provides various bins around campus for a variety of products you may need to recycle or dispose of. In addition to recycling bins for metal, glass and paper, UEA also provides special bins for food waste, confidential documents, broken light bulbs, batteries, furniture, old computer or television parts, refrigerators, metals, wood, old clothing, motor oil, etc.

The waste food bin in the kitchen has been provided for you to dispose of any unwanted food items. This includes tea bags and coffee granules as well as 100% compostable packaging. It is your responsibility to put the full bag into the external brown bin outside your residence. Only use the provided green biobags for this waste. Some of the residences have three types of bins: landfill, recycling and composting. A full list of recyclable items can be found next to the bins. Provided that recycling is sorted appropriately, Cleaning Services will remove this from your kitchen. If waste is not sorted, it will be the responsibility of the flat to remove it.

YOUR RESPONSIBILITIES

- Please do not leave dirty dishes, cutlery or any other kitchen utensils on the kitchen counter-tops. It is your responsibility to ensure that your kitchen utensils are washed up and properly stored away.
- If the kitchen bin becomes full before it is due to be emptied, you should tie up the bin liner and place it next to the bin. Replacement bin liners will be provided.
- Please do not leave anything in any bin or in a bin liner/plastic bag close to the bin which you do not want to have thrown away
- Please place used batteries on the kitchen table or give them to the Cleaning Coordinator. These will be collected and recycled.
- You must not leave glass bottles on floors or other surfaces where they could be knocked over and smashed. There is a glass recycling bin outside each residence for glass bottles and jars. It is your responsibility to take all your empty, clean bottles and jars and place them into the black wheelie bins.

A smiling woman with dark hair, wearing a purple long-sleeved sweatshirt and blue jeans, is standing in a modern kitchen. She is holding a wooden spoon and stirring a pot on the stove. The kitchen has white cabinets, a blue backsplash, and various kitchen items on the counter, including a kettle and some bottles. The word "HEATING AND UTILITIES" is overlaid in large white capital letters across the top of the image.

HEATING AND UTILITIES

All utilities are provided as part of your room rent. By utilities we mean heating, electricity, water and Wi-Fi. We strive to supply all utilities on a continuous basis (heating is based on the weather conditions), however sometimes this is beyond our control, such as a power cut or water supplier issue, or a building issue like a pump tripping out. If these things occur, we will ensure that our Estates and Facilities team are aware and prioritises a repair. If the repair is going to take a bit longer than we hoped, we will provide an additional temporary room in an area which isn't affected. If the problem cannot be resolved in a timely manner or cannot be fixed at all we will ask you to move rooms to a different residence which isn't affected. At no extra cost to you.

HEATING

We endeavour to provide heating to our residential buildings between 19 and 21 degrees centigrade for a sustained period during any 24 hours. However, with over 4,300 student bedrooms in a range of different building types it isn't possible to provide the perfect temperature for each person. The UEA 'central heating system' is controlled by thermostats on the outside of buildings which measure the air temperature and the heating system can't be managed as you might at home by turning one wall thermostat up and down.

Please be mindful that if we get a cooler day in the middle of warmer days or vice versa, the heating may not react as quickly as the weather changes. Unfortunately, you may be located on the non-sunny side of a building and until the heating is triggered to come on by lower outside air temperatures you will need to dress accordingly. We recommend that you bring a blanket or throw with you, as well as a desk fan, so you are able to respond to changes in temperature yourself.

Unfortunately you are not permitted to bring or use your own electric heater, however if you believe your heating is not working according to the [Heating Guidelines](#) please report the issue to the Estates Helpdesk on 01603 592121 or at jobdone@uea.ac.uk For more specific information about individual residences please click [here](#)



HEATING AND UTILITIES

WATER SUPPLY

Our water supplier is via Anglian water. The kitchens in each residence, along with ensuite and communal bathroom sinks all have mains – fed water which is suitable to drink.

We take water efficiency seriously, as Norfolk is one of the driest areas of the UK

Here are some tips to help reduce water usage:

- Don't overfill your kettle when making a hot drink, only boil what you need.
- Use a cup or fill the sink rather than leaving the tap running when you are brushing your teeth, shaving or washing your hands or face.
- Take shorter showers.
- Wash your clothes only when they are dirty, not just because you have worn them once... but be hygienic.
- Join the **Sustainability Network** and be a water efficiency champion.
- Please report any leaks or drips to the Estates Helpdesk

WI-FI

The University's IT department are responsible for Wi-Fi provision throughout all residences. Eduroam is UEA's main wireless service, covering almost the whole campus.

Given how important being connected is, setting up your Wi-Fi should be one of the first things you do when you get on to campus. It will help you get online in the Library, in your lectures and in your room.

Remember, you can enroll as many devices as you like, and your devices should continue to connect to Eduroam even after you change your password. Connecting your device to Eduroam is easy and it will only take a few minutes. Please see the useful guides on this **web page**

SECURITY

SECURITY

Security officers will access your flat to attend to fire alarms and welfare issues, to advise you of security issues (such as leaving windows and doors unsecured) and for other purposes in line with their duties. Security officers will always be in uniform and are available 24/7 for assistance.

SAFEZONE APP

SafeZone is a free to download application.

In the event of an emergency, the app allows you to quickly share your location and details with the local response team who will be able to get the right assistance to you.





SAFETY IN RESIDENCES

WINDOWS

Windows in UEA residences are fitted with restrictors to regulate the extent to which the windows can be opened. For safety reasons, residents should not interfere with, override or circumvent any equipment that restricts how far a window opens.

ROOFS

For safety reasons, all access to the roofs or raised external areas of Norfolk and Suffolk Terraces, or any other building, is strictly prohibited. Residents must not allow others to access the roofs.

FIRE DRILLS

Fire drills are occasionally conducted in all residences. Advice and assistance will be available from the fire wardens deployed throughout the building to assist in the evacuation. Make sure you read the fire notice posted on your kitchen noticeboard and familiarise yourself with the evacuation procedure.

FIRE ALARMS

Fire alarm testing is carried out regularly to ensure they are working properly. This is not the same as a fire drill, you are not required to evacuate the building. You will be able to tell the difference between a fire drill and fire alarm testing because, during testing, the alarm will sound for a short period. Fire alarm tests will only take place during office hours.

When fire alarms sound continuously it must be assumed that there is a fire or other emergency which necessitates urgent evacuation of the building.



SAFETY IN RESIDENCES

FIRE DETECTION

Our residences have automatic fire detection throughout, this comprises of heat detection in the kitchens and smoke detection in all other areas.

To avoid false alarms, please ensure that the fire doors between the kitchen and corridor are closed.

Steam from showers can also trigger alarms - please keep en suite shower doors closed when showering.

FIRE SAFETY PROCEDURE

- If you come across a fire, sound the fire alarm - break the glass in nearest fire alarm call point
- Use appropriate fire appliance if safe to do so - do not put yourself at risk
- You must leave the building whenever the fire alarm sounds continuously, even if you believe it to be a false alarm
- The Fire and Rescue Service will expect everybody to have left the building by the time they arrive and will check that this has been done.

SMOKING

Smoking or vaping is not permitted in any part of the residences and smoking out of residence windows is not acceptable.

Please see the 'Terms and Conditions' for further information.



SAFETY IN RESIDENCES

ELECTRICAL EQUIPMENT

The University policy on PAT testing is aligned with current HSE guidance (considered sector wide best practice) using a risk-based approach. The risk assessment identifies which types of electrical items are to be tested in certain environments and with which frequency, depending on the nature of the electrical risk. A recent review of the risk assessment (July 2023) has identified a change to the recommended frequency of PAT testing of movable/portable electrical items from a 2-yearly test to annual PAT testing.

You may use your own electrical equipment as indicated in the Terms and Conditions of the Licence, but the appliance must be correctly connected to the plug and fitted with the appropriate fuse. International students should be aware that equipment brought into this country may not be safe for immediate connection. All equipment should comply with British or European safety standards. Any electrical items brought into UEA residences should be CE marked.

If you have any doubts about the safety of your own equipment, University Safety Services will advise you.



safetyservices@uea.ac.uk

WHAT TO DO IN AN EMERGENCY

Immediate need for Police, Fire and Rescue Service or Ambulance

Telephone: 999 and then inform the security on 01603 592222

Medical Assistance – other than ambulance

Telephone: Medical Centre on 01603 592172

FIRE SAFETY

HELP YOURSELF AND THE PEOPLE WHO LIVE NEAR YOU BY FOLLOWING THESE BASIC RULES:

- Make sure you know what to do in the event of fire, and the location of fire alarm points and fire extinguishers
- Do not use water on electrical and oil fires
- Do not leave pans of oil unattended while they heat up
- Please read the instructions displayed in the kitchen before using the microwave
- Do not cover smoke detector heads in any circumstance. This is extremely dangerous and may result in disciplinary action.
- Keep fire doors closed
- Have any suspect personal electrical equipment checked by an expert
- Do not use lifts in the event of fires or in fire drills
- Barbecues are only permitted with the prior permission of Security and only in approved locations
- Fire alarm activation will not call a fire engine/appliance. If you see a fire, you should activate the fire alarm, dial 999 and request the Fire Service

PERSONAL SAFETY & SECURITY

ENDSLEIGH INSURANCE

All UEA residences are covered by free block insurance provided by Endsleigh. Details of this are given to you on arrival and is also available on Endsleigh's website.

Please remember to lock your room at all times. If possessions are stolen from an unsecured room, it is very unlikely that you will be able to claim on your insurance.



Endsleigh

DOORS

Do not wedge open any doors, especially those with automatic closers. Always ensure that external flat doors are properly closed after you enter or exit the building.

Do not allow anybody through the front door or into your room on any pretext without first checking their identification.

Always be on the alert for intruders and if you are suspicious of anyone or anything, report it without delay to Security

Remember, you are responsible for guests and anyone you allow to enter your building/flat.

PERSONAL SAFETY & SECURITY

LOCKING YOUR ROOM

Always lock the door and windows whenever you leave your study bedroom, even for just a short while. If your room is found unlocked at any time by a member of UEA staff, it will be locked.

To avoid being locked out, remember to take your key and campus card with you

SUSPICIOUS PACKAGES OR SUSPICIOUS BEHAVIOUR

If you notice a suspicious package or suspicious behaviour, please notify UEA Security.



General – 01603 592352



Emergency – 01603 592121

We recommend that these numbers are saved on your mobile phone.

You can also contact Security on the SafeZone app.



App Store



Google Play



PERSONAL SAFETY & SECURITY

LEAFLETS IN RESIDENCES

Leafleting and flyposting are not permitted within UEA residences and anybody seen doing this should be reported to Security immediately. Please do not permit access to anybody who may be distributing leaflets in the residences and do not leave leaflets in the residences yourself on behalf of anybody.

PERSONAL PROPERTY

All personal property, including bikes, should be marked with a code (normally a home postcode or room number) and registered on the Immobilise website. UV marker pens can be obtained from the Lodge or the Student Advice Centre in Union House. Mark your USB/Memory sticks with your registration number using a UV pen, so that they can be easily returned if lost.

Do not leave cash or valuable items on display and you are strongly advised not to keep large sums of money in your room.

If any of your personal possessions are stolen, you should report details to the Lodge at once. You may wish to report the matter to the police, but it will help subsequent investigations if the Lodge is informed as soon as the police are told. Police can be informed from the Lodge, or by calling the non-emergency number 101. It is a requirement of insurance companies that the police are informed before claims can be processed.



STUDENT SERVICES

STUDENT SERVICES

Student Services provide a wide range of resources, facilities and opportunities for students to help them achieve their academic and personal goals, prepare for their future and resolve any difficulties that they may encounter. Student Services offer a wide range of general and targeted services to students.

In particular, there are specialists dealing with student finances, living in university accommodation, disability and well-being, international students, and developing enhanced learning skills. Student Services staff can provide information, advice and guidance to help you settle smoothly into university life and later to get the most out of the many opportunities offered by UEA. Matters of a confidential nature can be discussed in private.

We believe that bullying, harassment, sexual harassment, assault, hate and discrimination are NEVER OK. You can report an incident [here](#) either anonymously or to one of the SU advisors

Visit the Student Services website [here](#)





STUDENT SERVICES RESIDENTS (SSR)

INFORMATION, ADVICE AND SUPPORT

A team of Student Services Residents will be on hand to help you settle in and will be available throughout the year to provide information, advice and peer support. SSRs play an important role in helping to maintain a balance between the rights and interests of individuals and of the residential community as a whole. This includes helping resolve conflicts between residents and dealing with complaints of anti-social behaviour. SSRs are trained and managed by Student Services and are knowledgeable about the wide range of services available to help you get the most out of your time at UEA.

Out of office hours, there is a duty system in operation to deal with emergencies, including complaints of anti-social behaviour. Sometimes the most important thing a Student Services Resident can do is to listen; for example, if you are lonely, homesick or worried.

The University takes complaints about anti-social behaviour very seriously and in extreme cases can evict students from residences. If you experience problems with flatmates which you are unable to resolve, or are concerned about one of your flatmates and don't know how to help please contact your Student Services Resident so that they can deal with it.

The names and contact details of Student Services Residents will be available on kitchen noticeboards and can be found [here](#)



STUDENT UNION

UEA SU ADVICE CENTRE

The Union Advice Centre provides an independent, free and confidential service open to all UEA students.

You can pick up leaflets and information about a range of subjects and the friendly staff can offer face-to-face advice on just about anything – advice which you can also access by email or phone. If they can't help you, they'll refer you to someone who can.



Union House, 10:00 – 16:00 Monday to Friday



01603 593272



advicecentre@uea.ac.uk

HOME RUN

The Union operates a service called Home Run to help students find housing and housemates in private rented accommodation.



UEA Homerun

USEFUL CONTACTS

STUDENT INFORMATION ZONE (SIZ)

The Student Information Zone is a centralised hub for all student queries.



SIZ



The Street



Live Chat



01603 597580



student.information.zone@uea.ac.uk

UEA LAW CLINIC

The UEA Law Clinic provide free legal advice to the public, as well as to staff and students at UEA.



Law Clinic



The Courtyard at Earlham Hall, Jacobean Manor House, Earlham Park



USEFUL CONTACTS

CAREERS CENTRAL

CareerCentral is UEA's dedicated, free careers service for our students and recent graduates.



My Career Central



UEA Library

REPORT & SUPPORT

The UEA SU offer a place where you can report any form of bullying, harassment, sexual harassment, assault, hate and discrimination etc.



Report & Support

SAFEZONE APP

SafeZone is a free to download application.

In the event of an emergency, the app allows you to quickly share your location and details with the local response team who will be able to get the right assistance to you.



App Store



Google Play



TRAVEL & TRANSPORT

PARKING ON CAMPUS

Car parking spaces on campus are extremely limited and the University has restrictions on who can and cannot park on campus. Residents are not allowed to park on campus, although permits may be granted to students with exceptional circumstances. Please note that the residential areas around the university are also permit parking only.

Exemption will only be granted to students with disabilities affecting their mobility or other such circumstances.

Non-permit-holder vehicles breaching the UEA Vehicle Regulations are likely to be issued with a Civil Parking Notice charge.

For further information on parking permits, please click [here](#)

If you have any questions about parking permits, please email transport@uea.ac.uk

BUS TRAVEL

First buses provide frequent services from UEA to Norwich city centre and the train station. Buses run up to every 7 minutes during the day, making travel between campus and Norwich very convenient.

First Bus offers a range of discounted bus passes exclusive to UEA staff and students, allowing unlimited travel throughout Norwich.

For further information on what is available and how to purchase, please click [here](#)

The top banner image shows a person cycling away on a paved path. To the left is a green lawn and a dark blue sign with the UEA logo and text. The title 'TRAVEL & TRANSPORT' is overlaid in large white letters.

TRAVEL & TRANSPORT

BIKE PARKING

Free secure bike compounds are available on campus and in the University Village. Free secure summer bike storage is also available.

You can apply for a space in a cycle compound [here](#)

We also recommend registering your bike on the Immobilise website and using D Locks. These can be purchased from Dr Bike and the Security Lodge on campus.

Please note that bikes are not allowed inside residences. This includes hallways, kitchens and corridors.





VOTING & COUNCIL TAX

VOTING

In October each year, the Planning Office compiles a list of those students living in UEA residences who are eligible to vote in UK elections. The list is then used by Norwich City Council to send forms to eligible students, enabling them to register to vote in elections.

If you wish to vote in any future election and have moved into UEA residences after October, or have changed rooms after that date, you should contact the Elections Office at Norwich City Council to update their records.

Residents who move out of UEA residences into private accommodation after October will also need to register their new addresses with the Elections Office of the local authority into which they have moved.

For further information, please visit the Norwich City Council website [here](#)

COUNCIL TAX

UEA Residences are exempt from Council Tax as we only cater to full time UEA students, so you do not need to do anything about Council Tax whilst you are living with us.

When you move into private accommodation, you will need to send the Council your Council Tax exemption form, which you can download from your e:Vision account.

You can find your e:Vision account [here](#)



OUR CAMPUS

OUR CAMPUS

UEA has an award-winning campus environment. Our latest accommodation buildings, Crome Court, Hickling House and Barton House, have won a range of international awards. For example, Crome Court won the RIBA (Royal Institute of British Architects) Grand Final 'Design through Innovation' award 2015. The Enterprise Centre, UEA's low carbon showcase building, has so far won the international BREEAM Awards 2016, the world's leading building rating scheme, as well as 20 other local, national, and international awards.

Since 2017, UEA has been awarded the 'Green Flag Award' for the high quality of our outside spaces. UEA was one of the first universities to achieve this award. The award recognises that spending time outdoors is important for your health and wellbeing, as well as the importance of good environmental management on biodiversity. Our 360 acres of campus is home to over 5,793 different species of flora and fauna, including 108 which are rare and endangered. We apply for this award annually and you can help us to retain the award by keeping our campus clean and tidy.

BUILDING PROJECTS ON CAMPUS

The university is continually seeking to enhance the student experience through additional investment in the estate. Work to improve and maintain the facilities and services in and around residences may occasionally result in some noise and disturbance, but as a general rule this will be restricted to normal working hours.

Details about other refurbishment and construction projects being undertaken by UEA can be found on the Estates, Property and Facilities Division [website](#)

The Accommodation Office will pass on information supplied by our colleagues in Estates about projects and work that will affect student residences.



OUR CAMPUS

SUSTAINABILITY

UEA has been an international leader in environmental sciences and other sustainability disciplines for many years. With world-class researchers, UEA is leading the way in fields from local biodiversity research to global environmental and social implications of climate change.

UEA is committed to reducing its environmental impact and promoting sustainable practices.

For more information on the initiatives that are already taking place or to get involved in promoting better environmental practices for our university, please click [here](#)

A SENSE OF COMMUNITY

Residences are not just a collection of buildings and facilities – they are home to over 4,300 UEA students, the majority of whom are first-year undergraduates. When you are living in residences, you will be part of a community of individuals with a variety of interests, from a range of backgrounds and cultures. Part of the challenge of living in residences is learning to live with others outside a family structure.

The majority of the rules and regulations in residences are designed to protect the rights, safety and well being of each individual resident. We expect certain standards of behaviour from all residents and these are underpinned by the Terms & Conditions of the Licence Agreement.

You can find the terms and conditions [here](#)



OUR CAMPUS

WHAT WE EXPECT FROM OUR RESIDENTS

- Contact the UEA Accommodation Office if you are concerned about any matter regarding your accommodation.
- Give your allocated room a chance if it was not your first choice. After a couple of weeks many students decide they like their rooms, and no longer want to change.
- Read and understand your responsibilities under the terms of the 'Licence to Occupy' (this is a legal document).
- Visit the Accommodation website [here](#) which will provide the answers to many questions you may have.
- Behave at all times in a way that respects those living around you, the needs of other residents and their property.
- Comply with any reasonable requests made by UEA staff.
- On contacting the UEA, and at all times, be polite and courteous to staff helping you with your enquiry.

TOP TIPS FOR GETTING ON WITH YOUR FLATMATES

RESPECT COMMUNAL SPACE

The kitchen is your most important communal area and everyone in your flat should feel comfortable using it. Wash up and clear up after yourself to keep the cooking area, sink and dining area clear for your flatmates to use after you. Remember that the kitchen is intended for the use of you and your flatmates only, so guests should be occasional. Smoking is strictly not allowed anywhere in residences.

KEEP YOURSELF AND YOUR FLATMATES SAFE

Close your windows and lock your doors when you go out. Make sure that the door to the building and the doors to your flat and study bedroom are kept locked at all times – even when you're in. Don't, whatever you do, tamper with, cover or move any fire safety equipment; you will put yourself and others at risk and if caught may face eviction. Don't stand by and let others do things that put you at risk. Make sure you know what to do in case of fire and that you comply with any other Health and Safety regulations.

BE CONSIDERATE ABOUT NOISE

Not everyone shares your taste in music, and even if your whole flat loves your new favourite song, the person in the flat downstairs trying to study will not appreciate a thumping ceiling. Try to keep noise to a minimum – if you can hear your music outside of your room, then chances are everyone else can too. Try to be quiet coming in and out of your flat, especially at night. All doors in residences are fire doors – if you don't make an effort to close them quietly, they will close themselves with a loud thud.