Residential Handbook
2016/17
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WELCOME TO CAMPUS

On behalf of the Residential Life Team, welcome to your campus accommodation.

This guide will provide you with some basic, but important information about the organisation and the operation of campus residences and help you to settle in; please use it as a source of reference throughout the year.

Each hall of residence has a member of the Residential Life Team who is responsible for wellbeing and discipline. The Residential Life Team have considerable university experience and are a key part of the Student Support Team, do not hesitate to contact a member of the team if you experience any difficulties.

It may take the Residential Life Team a little while to get to know you but they are available most evenings at some time or another.

The Residential Life Team work closely with the Hall Committee to ensure that community life is enjoyable, comfortable and harmonious for all residents.

We would like to wish you every success for the 2016-2017 academic year.

Matthew Scott and Tracey Grant
Senior Wardens
Residential Life Team
ARRIVAL INVENTORY
Your room should be of a satisfactory standard when you arrive. Please take time to complete your room inventory online and draw attention to any defects, spillages, marks etc. that date back to before your arrival. Please note that you will be charged for any damages that occur after you have moved in.

DUTY TUTOR
Two members of the Residential Life Team will be on duty each night, throughout term time. They will be available from 18.00 to 08.00 hours on weekdays and from 10.00 until 22.00 hours at weekends. The Duty Tutor should be called in the event of any problem that you cannot cope with when the local member of the Residential Life Team is unavailable. The names and telephone numbers of the Duty Tutors are available from Student Reception, Senate House (next to the Arts Centre - 024 7652 2280). In an emergency ANY member of the Residential Life Team or Security Staff (who are qualified first aiders) should be called on for help. Do not hesitate to contact them, even if in doubt on 22083 from an internal phone or 024 7652 2083 from a mobile. In an emergency you should call 22222 from an internal phone or 024 7652 2222 from a mobile. Store these numbers in your phone.

HALL COMMITTEES
Each residence is responsible for electing a Hall Committee - made up of the Residential Life Team and a student representative from each kitchen community. The group should meet at least once a term and are the main means of liaison between students, the Residential Life Team and the University. The Residential Life Team will action items as appropriate and also keep a formal record of meetings for the Warden of each area.

KITCHENS & COMMUNAL AREAS
Kitchen Facilities
All students have access to a kitchen which has the following as standard:

- Sink
- Cooker
- Microwave
- Kettle
- Toaster
- Fridges and Freezers

You will have to provide your own crockery, cutlery and cooking utensils. Remember you can share with others and there are many local charity and reuse shops where you can find new and second hand items.

Cooking & Cleaning
You are responsible for your own cooking and for cleaning up after yourself. Please wash, dry and put away all cooking implements. If dirty implements are left lying around, they may be removed by the accommodation services staff. Items left at the end of your letting period will be disposed of. Please look to donate, reuse and recycle items before this happens. As a group, please ensure that communal areas are left tidy every day. If kitchens are not deemed tidy enough to be cleaned, they may be left for students to tidy. If this continues to occur, you may be charged for extra cleaning or the kitchen will be locked at night to prevent damage being done.
A schedule relating to cleaning of communal areas is available in your kitchen. Please be prepared to vacate communal areas to enable domestic assistants to clean.

Please do not overfill fridges and freezers, they work most effectively if not overfilled.

**Refuse & Recycling**
When kitchen bins become full, please tie the top of the bag to prevent spillages and take it to the refuse area. Remember to replace the bag in the bin. These are left by domestic assistants but you can ask a member of the Residential Life Team if there are none available. All broken, sharp objects should be placed into the correct sharps bin provided. For more information on how to recycle certain items please visit [www.warwick.ac.uk/recycling](http://www.warwick.ac.uk/recycling).

**Safety**
Please do not place anything on the tops of kitchen cupboards, fridges and freezers to avoid accidents.

**Bicycles**
Bicycles must not be taken into the residences; bicycles found inside residences will be removed. Please secure bicycles outside using anchor points. Bicycle D-locks can be obtained from the Gatehouse or the Campus Police Officer. For help purchasing bikes and equipment or for information about bike maintenance please visit [www.warwick.ac.uk/cycling](http://www.warwick.ac.uk/cycling).

**Decorations**
With regard to festivals and celebrations: students are allowed to decorate residences as long as the decorations are not obstructive to the general function of the residences, do not obstruct fire safety equipment and exits and are not readily combustible i.e. paper chains across kitchen ceilings. Please use LED type lights and ensure that they are not left unattended or left on overnight. Please remove decorations at the end of the celebration or at the end of term. Please do not use spray imitation snow in residences.

**Candles & Flames**
Do not use candles, oil burners, fireworks, joss sticks, live coals, shishas, hookahs, flammable liquids and gases etc. as they are a potential source of fire, can endanger life and cause damage to your possessions and University property.

The University does not permit the use (or storage) of fireworks, similar pyrotechnics or the release of sky lanterns on University grounds or within University residences (unless part of a centrally organised event where appropriate permission has been obtained).

**Walls, Doors & Ceilings**
Do not affix any items such as posters, timetables etc. to walls doors or ceilings within your residence (other than on notice boards provided) any damage to paintwork will be charged to you.

**Windows**
In order for the residences to retain a pleasant and harmonious appearance for all students, please do not display flags, posters etc. in or from the window of...
your room. Exceptions can be made during events of significant importance such as student elections and international events such as the World Cup.

**Lights**
In order to help the University to keep rents as low as possible and to help the environment, please turn off unwanted lights and other electrical appliances.

**STUDY BEDROOMS**

**Heating**
All rooms are centrally heated to achieve a room temperature of 18°C to 21°C. Please do not use heating appliances other than those provided by the University. In many residences, you can use the numbered radiator valve to adjust the temperature. Please turn these off if you open the window.

**Hot water**
The hot water supply is heated to a minimum of 60°C. Please be careful when using hot water.

**Bedding**
The University supplies duvets, pillows and bed linen but you will be responsible for making your own bed. Do not remove mattresses from the beds. If you prefer to use your own bedding, please place University bedding in clear bags (available from Domestic Assistants) and store in your cupboards. Please do not take University bedding and furniture outside of the residences e.g. for sunbathing.

**Furniture & Fittings**
Please do not remove furniture or any other University property from your room or residence - you will be responsible and subsequently charged for loss or damage. Also, please do not bring additional furniture into campus residences. If bedroom furniture is rearranged, please allow access for cleaning of the window area and return the room to the original position at the end of the letting period.

Please do not place anything on ceiling lights; this will prevent heat from escaping, potentially causing a fire and the consequent damage. Please do not de-activate the safety restrictors on your windows and do not exit or enter your room from the windows. Burns, spillages and other damage to carpets or fittings will incur a charge for cleaning or replacement.

**Ventilation**
Please be sure you keep your room well ventilated to reduce the risk of damp, condensation and mould. To do this, open windows and do not dry clothes on radiators.

**Laundry**
You will need to do your own laundry and provide your own washing powder. There are a number of laundrettes provided for student use around the campus. Large washes use less energy.

**Domestic Appliances**
Household cooking and other domestic appliances such as microwaves, toasters, rice cookers, kettles, beverage makers, humidifiers, fridges and
freezers are not allowed in study bedrooms without medical certification.

**Televisions**
If you want to bring a television to University or watch live television on a laptop/computer, tablet or mobile phone you will need to purchase a TV licence.

**Other**
You are not permitted to run any form of a business from your campus accommodation.

**MAIL**
Below is an example of a student address on main campus:

**Mr A Smith**
**Room & Flat Number Block Number/Name Residence**
University of Warwick Coventry CV4 7ES

**University postcodes:**
CV4 7ES: all main campus residences
CV4 7AL: all departments
CV4 8UW: University House

If you have any post it will be delivered to your residences on the day that it arrives. Parcels are not delivered to residences, instead you will receive a notification card and will need to take this to the Student Post Room (located on the Westwood campus) to collect your parcel.

For further information regarding the post room at Warwick, please visit [www.warwick.ac.uk/postroom](http://www.warwick.ac.uk/postroom) [www.warwick.ac.uk/services/estates/services/post/advice](http://www.warwick.ac.uk/services/estates/services/post/advice).

**RESTRICTED AREAS**
Please do not go into linen rooms or the Accommodation Service Team’s rooms. Gaining access to the roof voids and roof areas is prohibited and disciplinary action will be taken.

**VACATION ACCOMMODATION**
**Booking Vacation Accommodation**
University facilities (including accommodation) are used for conferences and events during vacations, this helps the University to maximise income and continue to keep students’ rent as low as possible. Students who wish to remain on campus during a vacation period, that is not covered by their contract, may move to another room for that time (subject to availability). If you require vacation accommodation it must be booked in advance online at [www.warwick.ac.uk/accomreception](http://www.warwick.ac.uk/accomreception).

**TRUNK ROOMS & LEFT LUGGAGE POLICY**
If you have items that you want to store at the University during vacation periods (Christmas and Easter only), the University has a limited number of trunk rooms. Please label boxes and cases as follows:
It is the individual's responsibility to label all belongings clearly. Trunk rooms are not guaranteed to be fully secure and it is advisable not to store valuable property in them. The University does not accept responsibility for the security of the trunk rooms. Warwick Accommodation Services staff have access to the trunk rooms. At the end of your accommodation contract, residents must remove ALL belongings. Any contents not collected from the trunk rooms will be disposed of, unless prior arrangements have been made.

**DEPARTURE BEFORE END OF CONTRACT**
If you want to leave your accommodation before the end of your contract, please refer to [www.warwick.ac.uk/lifeinhalls/rules](http://www.warwick.ac.uk/lifeinhalls/rules) and section 4 of your accommodation contract. Accommodation contracts last for the full duration stated even if you move out of your room early. Unless you withdraw from your course or a suitable replacement is found to take your contract it will not be cancelled. To advertise your room or find out more information please contact Warwick accommodation accommodation@warwick.ac.uk. If you intend to leave campus before the end of your contract, please contact the Warwick Accommodation Office and the Residential Life Team.

**INSURANCE**
Basic personal property insurance is included in your rent. Full details of the insurance cover can be found at [www.warwick.ac.uk/accommodation](http://www.warwick.ac.uk/accommodation).

**PAYING YOUR FEES**
Accommodation fees are due at the start of each term and can be paid in a variety of ways. Full details on how to pay your accommodation fees can be found on the Student Finance webpage [www.warwick.ac.uk/studentfinance/makingpayments](http://www.warwick.ac.uk/studentfinance/makingpayments). Please note that when a payment is overdue, late payment penalties may apply, further details can be found [www.warwick.ac.uk/services/academicoffice/finance/policies/latefees](http://www.warwick.ac.uk/services/academicoffice/finance/policies/latefees).

**PERIOD OF RESIDENCE**
Your fee for your accommodation entitles you to occupy your room from the first day of the contract, until 10.00 hours on the last day of the letting period. Please co-operate with the domestic staff by vacating your room promptly and leaving it in a clean and tidy condition. Please remove all cooking utensils from the kitchen and dispose of old/unwanted food and other debris in the plastic bin bags provided, ensuring that you recycle where you can. Any items left behind at the end of a letting period will be disposed of.

At the end of each term, a large amount of food and other household items are left in kitchens and bedrooms. Please help us by:
- placing any household items in the British Heart Foundation banks that are positioned around campus
- try to run down your stock of food before you leave
any dry goods, tins and packets that are left behind will be donated to a charity – information about this will be shared with you at the end of each term

ROOM ALLOCATION AND CHANGES
All room changes must be approved by the Residential Life Team and will be subject to an administrative fee of £35. If you want to transfer within your current hall you should contact a member of the Residential Life Team. If there is nothing they can do but believe you should be permitted to move if possible, they will contact the Warden to see if any vacancies exist. If you wish to transfer to another University residence you must apply to Warwick Accommodation. A transfer list will be available at www.warwick.ac.uk/accommodation from Monday of week 3 (term 1). Illegal transfers will incur financial penalty.

STUDENT LIFE IN HALLS
The full Residential Accommodation Regulations can be found at www.warwick.ac.uk/lifeinhalls and detail the general regulations, lodgings regulations, as well as university accommodation regulations.

DISCIPLINE IN HALLS OF RESIDENCE
Please take the time to read through regulation 27. They should be read in conjunction with the University's Disciplinary Regulations (regulation 23). The University reserves the right to periodically update these regulations. It should be noted that membership of the University or residence in any University accommodation offers no special protection against the law of the land. The University has been, and is prepared to use the normal procedures of the law in the event of offences such as theft or drug use.

The University expects all members of the University to recognise their responsibilities and:
- Behave in a way that respects the rights and dignity of others
- Treat others fairly
- Use each social interaction to display courtesy and good manners
- Value differences in others and the contribution they make
- Study within the University on a cooperative basis
- Demonstrate commitment to upholding the University’s policy on equality and diversity

ZERO TOLERANCE DRUGS POLICY
There is a zero tolerance policy regarding the possession and use of illegal drugs at the University, on its land and in its buildings. We remind students that possession of illegal substances is a criminal offence and possession with intent to supply is a more serious offence. To do so would constitute a criminal offence. Students found to be using or in possession of, or knowingly allowing any illegal substance including cannabis to be used, are in contravention of this policy and will face disciplinary action. The Security Services team have been trained in identifying different types of drugs and they may enter your room and search it, following an agreed search procedure, if they believe you may be in possession of, or using illegal drugs.

FOOD THEFTS
Residents should be on their guard against theft from kitchens, particularly fridges and freezers. Thefts of this nature can seriously and permanently damage community relationships. Kitchen security is the responsibility of
each kitchen community. In the past, food thieves have been removed from the University residences.

**VISITORS**

Visiting hours in residences are nominally 10.00 to 00.00 hours and, although not rigidly enforced, visitors who are being a nuisance will be required to leave, as well as being subject to the normal regulations of the University. No other person is allowed to occupy your room overnight (whether you are present or absent) without explicit permission from a member of the Residential Life Team. Domestic assistants are required to report cases of doubtful occupancies and extended absences.

Visitors may be allowed to stay for two nights over a weekend, provided the following guidelines are adhered to:

- Overnight guests must be reported to the Residential Life Team
- Students are only allowed one guest at a time. Therefore, no more than two persons should occupy a room overnight
- Strict two night limit for guest occupancies
- The lending/subletting of rooms or room keys is strictly prohibited
- Children may not stay at any time
- Make guests aware of emergency evacuation arrangements

Failure to comply with any of these guidelines will result in disciplinary action against the offending residents. Note: you are personally responsible for the conduct of your guests and visitors (members of the University or others) and for any damage they cause.

**HARASSMENT**

The University and the Students’ Union regard all forms of harassment, including bullying, as unacceptable and are prepared to take disciplinary action against offenders. Both the University and the Students’ Union are committed to creating a community that is free from harassment and discrimination. Harassment is unlawful. It can affect your living and working conditions, and your physical and mental health. The University has a comprehensive Dignity at Study and Work Policy, the full details of which can be found at [www.warwick.ac.uk/dignity](http://www.warwick.ac.uk/dignity).

The University launched the revised Dignity at Warwick policy for staff and students at the Dignity at Warwick event held in November 2014, as it is keen to develop an approach to tackling harassment and bullying by emphasising positive behaviour and the responsibilities that we all have to challenge inappropriate behaviour when we see it. All members of the University Community have a responsibility to:

- behave in a way that respects the rights and dignity of others
- treat others fairly
- use each social interaction to display courtesy and good manners
- value differences in others and the contribution they make
- work and study within the University on a co-operative basis
- demonstrate a commitment to upholding the University's policies on equality and diversity

The University regards all forms of harassment, including bullying, as unacceptable.
For Students
The University’s Dignity at Warwick policy (see the link above) includes information on the rights and responsibilities of all members of the University community. It also sets out the new student complaints resolution pathway process to follow if you feel that you are being subjected to harassment or bullying. The new student complaints resolution pathway information can be found at: www.warwick.ac.uk/studentcomplaintsandfeedback.

NOISE AND QUIET AREAS
The most common complaint when staying in campus accommodation is noise. One antisocial person can disturb the whole residence. Slamming doors, talking and laughing can be extremely irritating to someone trying to work or sleep. Disturbances such as persistently turning up your music, shouting or playing games in the area immediately outside are much worse. Games must therefore be confined to the playing fields or grassed areas away from residences.

Music & TV Volume
Please keep the volume of computers, televisions and music equipment down at all times, it should not be audible from outside your room.

Musical Instruments
If you play a musical instrument, please use the practice rooms available in the Arts Centre and Westwood, as the residences are not a suitable place to play instruments.

Quiet Areas
An increasing number of students each year ask to live in quiet areas. Anyone living within a quiet area that does not cooperate with the concept of being quiet and respecting the needs of others, will be moved elsewhere. The concept of quiet areas does not mean that it is acceptable to make excessive noise in the remaining parts of the residences. Persistently noisy individuals or groups will not be tolerated. If you are being annoyed by noise, speak to the offender politely, if they do not respond positively you should raise the matter with the Residential Life Team. Disciplinary action will be taken against persistent offenders.

OVERNIGHT ABSENCE
If you intend to be away for one night or more, please inform the Residential Life Team for your area and leave a phone number where you can be contacted in case of an emergency. It is important to co-operate with this as emergencies (i.e. fire, family problems etc.) do occur and it becomes essential that the Residential Life Team can either relay a message to you or account for your absence.

PETS
Pets or other animals are not allowed in University residences, unless used to assist a person with disabilities.
PROHIBITED ITEMS

It is a disciplinary offence for any student, without approval from the Warden, or other authority, to have in their possession or control on campus an offensive weapon or any article capable of causing injury or being adapted for that purpose. This includes an air weapon, firearm, imitation firearm or anything that has the appearance of being a firearm. Laser pens, or similar items, are also banned from residences. Where a weapon or an article capable of causing injury or being adapted for that purpose is required to be kept in a student’s room within a University owned or managed residence, for the purpose of engaging within a recognised sporting activity, it will be the responsibility of the student concerned to make this known in writing to the Warden of the residence concerned, clarifying how the item(s) will be secured when not in legitimate use and ensuring that written permission is received in return; a copy of such permission being forwarded to the Security Manager.

SHOPPING TROLLEYS

Please do not bring shopping trolleys on to campus. Students found in possession of a trolley may be issued with a fine.

SMOKING

Smoking, including electronic cigarettes is not permitted in any University building. In line with the University’s commitment to provide a safe and healthy environment for staff and students there is a total ban on smoking in all student residences. This includes study bedrooms.

When smoking outside your residence, you should be more than 3 metres away from building entrances or windows where smoke may drift in. Some residences have a smoking area outside from the block. The use of electronic cigarettes is prohibited wherever smoking is prohibited. Cigarette waste should be disposed of properly and considerately in a safe manner. Students found smoking in residences will be fined.

ELECTRICAL SAFETY

Always follow the manufacturers’ instructions. Do not use unfused plugs or unfused adapters. Do not overload electrical sockets.

Wiring more than one appliance into one plug is prohibited as being extremely dangerous. Overloading, trips a master circuit breaker and blacks out not only your own room but also several others. If a power failure is caused by overloading, you may be charged for the repair.

Do not leave unattended electrical equipment switched on. Disconnect equipment when not in use. Do not run cables under rugs or carpets and do not put combustible materials on or near electrical equipment. Extension leads to the power sockets in the corridors are forbidden. Switch off and disconnect faulty equipment immediately.

If you have any concerns about the safety of electrical equipment it must be reported immediately to the Accommodation Services Manager, Senate House Reception Desk or to a member of the Residential Life Team.

Residents should be aware that the UK mains electricity is supplied at ≈230V AC at a frequency of ≈50Hz. Simple plug adaptors may not be sufficient.
to ensure the safe operation of electrical equipment. This is particularly important if you are bringing equipment to the UK which has been purchased from countries where the mains voltage is less than ≈230V AC. In particular, electrical equipment purchased in continental North and South America. Information on the maximum input voltages is displayed on an electrical devices information label. This image shows a typical label displayed on the transformer for a laptop computer charger.

A lot of modern electrical devices have been designed to operate safely across a range of input voltages and can be used safely in the UK by using a suitable plug adaptor. The image above shows the information you should look for to be certain that your device can be used safely without a voltage converter.

Note: In the example (right), the “-” between the 100-240V means the device is safe to use across a range of input voltages. A “/” between the 100/240V means that the device can be switched to accept different local input voltages. This is often the case with desktop PC’s, which if fitted, will have a specific switch near the mains power input. However, some electrical devices purchased outside the UK will only be capable of operating on a specific input voltage. The image below shows an example of an electronic device label for a device which is only capable of operating on a specific input voltage. If the indicated input voltage is less than ≈230V AC, then the device should not be used without a voltage converter.

FIRE SAFETY

Fire Alarms
Each hall of residence has a variety of fire protection measures including an automatic fire detection and alarm system comprised of heat and smoke detectors, break glass call points to raise the alarm and sounders. The fire detection and alarm system and other fire protection measures are installed to protect you, your fellow residents, and your property. Should the fire alarm be activated, then the alarm sounds throughout the block. You must respond to this by evacuating the building immediately. Security Services will receive an automatic notification of the activation and they will then investigate the cause of the alarm and take appropriate action to ensure the building is safe and re-set the alarm before allowing it to be reoccupied. For the safety of all, it is essential that you cooperate with the University’s Security Services, Residential Life Team, other University colleagues, and the responding Emergency Service who may be involved in the response to an incident or drill.

Please follow the guidance within the rest of this section to ensure you minimise the likelihood of a fire and false alarms occurring. It is a disciplinary offence not to vacate a building when the fire alarm sounds. Anyone setting off a fire alarm deliberately or who tampers with smoke detectors or other fire safety equipment will be fined, may be required to leave the residences and could face criminal proceedings.
Fire Action
The course of action to be taken in the event of fire or a fire alarm are set out below and posted within individual rooms and kitchens. Please make certain that you are familiar with the advice given. Familiarise yourself with the locations of fire detectors and red break glass points within your block and inform yourself of the alternative means of escape in the event of a fire.

If you discover a fire:
- Raise the alarm by shouting fire
- Leave the building immediately, closing any room doors behind you
- Activate a red break glass if you pass one as you leave
- Move away from the building to a place of safety
- Report the fire and its location to the Security Gatehouse on 024 7652 2222
- Stay in a place of safety and wait for the attending Security Officers and inform them that you discovered the fire and of any related concerns
- Unless instructed otherwise by the attending Security Officers, proceed to the designated assembly point
- You must not return to the building until instructed to do so by a University Security Officer

DO NOT USE WATER TO EXTINGUISH FIRES IN A KITCHEN

Please note:
Dialling 999/112 on a mobile or external phone bypasses Security Services and may lead to delay in the arrival of emergency services. Please key this emergency number into your phone: 024 7652 2222

If you hear the fire alarm sounding:
- Leave the building immediately, closing the door of your room behind you
- Move away from the building to a place of safety and if you have any concerns report them to the attending Security Officers
- Unless instructed otherwise by the attending Security Officers, proceed to the designated assembly point
- You must not return to the building until instructed to do so by a University Security Officer
- In the unlikely event that the exit is blocked, or you encounter thick smoke:
  - Do not panic but return to your room and close the door
  - Open the bedroom window and attract someone’s attention
  - If fumes begin to enter, place wet clothes around the cracks (if you have a sink in your room) and remember that air is fresher closer to the floor
  - Remain calm at all times

Emergency Escape from Buildings for Students with a disability
The University has procedures and supporting guidance for students, members of staff, tenants, and visitors, who because of a permanent or temporary disability may require assistance to leave a University building, whether residential or academic. The procedures and guidance can be accessed here: www.warwick.ac.uk/safety/guidance/fire/assistedevacuation. Please use the Independence Assessment Tool to identify the specific guidance which is available for a range of disabilities. You can apply the guidance across the campus. The University encourages anyone with a disability to declare it at the earliest possible opportunity to the University's Disability Services Team www.warwick.ac.uk/disability. This is to ensure that you can realise the highest level of independence and take advantage of the network of support available from within your department and centrally. If you have chosen not to declare
a disability which may affect your ability to evacuate, then all of the above is available to you without having to make a disclosure. We strongly advise you access the procedures and guidance, so that you are aware of how to respond to an emergency. This does not result in a disclosure. If you have sustained an injury or illness, which has resulted in temporary mobility impairment, then you are strongly advised to use the Independence Assessment Tool.

General Guidance
The Independence Assessment Tool will highlight specific guidance you should follow, but as a minimum please familiarise yourself with the following general guidance:

- Store the University’s emergency number in your mobile phone **024 7652 2222**
- Always be prepared to move away from immediate danger – for example visible smoke and flames
- If you think that the speed at which you are able to leave the building may have the potential to cause you injury, as other people pass you more quickly in corridors and on stairways, or that you do not want to feel pressured to move more quickly, then give consideration to waiting until those moving at a quicker speed have passed before continuing your evacuation
- Make your first objective to get a fire door between you and the incident
- If on the ground floor of a building evacuate using the nearest available exit. There is no need to use refuges on the ground floor of any of the University’s buildings
- When on the upper floors of a building, move into a stairwell enclosure remote from the incident or horizontally into an adjoining building where the fire alarm isn’t sounding
- You will only be evacuated if it is judged to be necessary by Security Services, in consultation with the Fire and Rescue Service

Fire Drills
Fire drills are a legal requirement and part of the University’s fire safety measures. The University may hold fire drills at any time. A fire drill is normally held for each individual residence in the autumn term without prior warning. The objectives of the fire drill are:
- To demonstrate that you understand how to leave the building in an orderly fashion, thus avoiding the possibility of panic in an emergency
- To ensure awareness of the relevant assembly points in the event of a fire

Minimising the risk of fire
- All forms of smoking are banned in the University’s residences. This also includes the use of electronic cigarettes
- Do not cover lamps and ceiling lights as enclosing them may lead to a significant build up of heat which may lead to a fire
- Candles, oil burners, joss sticks, incense, flammable liquids and gases etc., are fire hazards and must not be used or stored in residences
- Household heating appliances, cooking and other domestic appliances such as fans, microwaves, toasters, kettles, beverage makers, fridges and freezers may constitute fire hazards and as such are not allowed in study bedrooms without prior approval of the Residential Life Team
- Fire doors must not be wedged open
- Fireworks and other similar pyrotechnic items are not permitted to be used or stored within University residences or on University grounds.
Kitchens and Cooking
Fires are most common in kitchens and are almost always caused by carelessness and/or inappropriate behaviour.

- Familiarise yourself with correct cooking procedures, especially when frying food
- Always use the correct utensils and do not leave food cooking on hot plates or under grills unattended
- Switch off the cooker and hob after use
- Doors should be kept shut during cooking to avoid setting off the fire alarm accidentally
- The use of personal electrical grooming appliances, such as hair straighteners are allowed in kitchens and other areas. However, it will be the responsibility of the student to ensure that they are maintained in good repair, do not present a risk of harm to others and/or compromise fire safety
- The University of Warwick reserves the right to remove any appliances that do not meet National safety standards
- All incidents of fire must be reported to the nearest member of the Residential Life Team, Security Services or Student Reception, Senate House

Preventing False Alarms
The number of false alarms can be limited by following some simple guidelines:

- Keep the kitchen door closed when cooking
- Do not touch any of the ceiling mounted fire alarm detectors or sounders. Remember: removing a device from its housing will activate the alarm
- When using the shower ensure the ventilation fan is running. Keep the bathroom door closed as steam may activate the fire alarm and remember to turn off the fan when finished
- Report immediately all ventilation fans that are not working
- Be aware that steam from a steam iron may set off fire detectors
- Ensure extractor fans are running when cooking in the kitchen and turn them off when done
- Do not leave food cooking unattended, e.g. toast
- Be aware that large amounts of deodorant spray or aerosol spray near a detector can activate the alarm

Remember: the fire alarm system is there to protect you!

By following the above guidelines the number of false alarms will be reduced (this means less inconvenience to yourself and other building users). Additionally, the demand on the resources of Security Services and the Fire and Rescue Service will also decrease, which could prove vital in the event of a genuine fire alarm.

Carbon Monoxide Detectors
If your residence has a gas cooker or gas boiler, it will also have a carbon monoxide detector. The carbon monoxide detectors look similar to a domestic type smoke alarm. If triggered, the alarm sounds locally only (not across the whole building like the fire alarm). If the alarm activates:

- Switch off the gas cooker immediately (the boiler will be isolated by the responding Estates’ Building Services Technicians)
- Ventilate the kitchen immediately by opening the windows and/or turning on the extractor hood and leave the room closing the door behind you
Report the activation immediately to the Accommodation Services Manager, Student Reception, Senate House or to a member of the Residential Life Team.

HAZARDS
For the safety of all, any potential hazard that you identify should be reported immediately to the Accommodation Services Team, Student Reception, (Senate House) or to a member of the Residential Life Team.

The University recognizes that given the range of ages of its premises, there are locations where asbestos containing materials will be present. Any materials containing asbestos are resealed and are in a safe condition and the University has an obligation to ensure that they remain so.

The University Asbestos Management Policy provides the core principles for achieving this, see www.warwick.ac.uk/safety/guidance/asbestos. Students are reminded that they should report any kind of damage to their room or other areas of the residence. The University will ensure that appropriate measures are taken to rectify the damage promptly.

REPAIRS AND DAMAGE
If you need to report a fault within your accommodation, please go to www.warwick.ac.uk/residence_fault. This is the preferred method of reporting faults.

Please do not report power failures online, either speak to your Accommodation Services Manager (not the domestic assistant) or contact Student Reception, (Senate House) on 024 7652 2280 (from 08.00 until 20.00 hours). In the case of an incident outside these times please contact Security on 024 7652 2083.

In the event of an emergency, which is likely to endanger life or cause structural damage to property, you should immediately contact Security Services (who are qualified first aiders) on an internal phone on 22222 or via mobile on 024 7652 2222.

Note: Dialling 999 on a mobile or external phone bypasses Security Services and may lead to a delay in the emergency services attending the correct location and the immediate support of Security Services.

Damage to the public areas in your residence should be reported immediately, both to the Accommodation Services Manager and to the Residential Life Team. Where damage or loss occurs of the residence and it is not possible for the University to ascertain who is at fault, residents will be required to pay a fair and reasonable proportion of the cost of repairing the damage or reinstating the loss including a £20 administration fee per student.

If you wish to submit a compliment, raise a concern or make a complaint, you can do so at the following link - www.warwick.ac.uk/accommodation/contact.

SECURITY IN RESIDENCES
Keep the front door locked at all times. Do not open the front door for anyone you do not know. Try not to lose your key. If you do lose it, report the loss to
Student Reception, Senate House, immediately. You will be charged for a replacement key upon proof of identity; refundable if you find it and return the replacement to Student Reception, Senate House, within seven days. You may have to pay for a replacement lock unless a crime report number is provided. The University does its best to discourage salesmen and flyer distributors to keep them off campus. Please report any such activity within the residences to the Residential Life Team or Security Services. Money and valuables should never be left unattended in public areas. Always keep your room locked when you are not in it and close and secure the window to prevent opportunist crime. If you leave your room insecure, loss or damage to University property in it will be charged to you. If you have a laptop or other expensive, easily portable equipment, make sure it is kept secure.

The Accommodation Services Team and members of the Residential Life Team are instructed to lock your room in your absence, even if the room was open when they entered, so keep your key with you at all times. The Residential Life Team have master keys for access to storage areas and to unlock rooms in cases of emergencies. Duplicate and master keys are also held at Student Reception, Senate House.

ACCESS TO YOUR ROOM
University staff may require access to your room for viewing, inspection, maintenance and repairs and emergencies. Additionally, Security Services and the Residential Life Team may enter your room to search for illegal drugs and/or prohibited items. All holders of pass keys are authorised to enter a room if, having knocked on the door, there is no reply.

PERSONAL SAFETY AND SECURITY
The campus is a really safe place and enjoys low crime levels; however, there are a few simple precautions you should take. Personal Safety Guidelines can be found at www.warwick.ac.uk/personalsafety.

► When walking to and from the residences, do not take short cuts through unlit areas. After dark, students or staff who are travelling alone on campus can contact Security at the Gatehouse who will assist in ensuring that they arrive safely at their destination
► A shuttle bus service is provided seven days a week in term time. Further details are available at www.warwick.ac.uk/shuttlebus

ROAD SAFETY

Pedestrian Safety
► Please concentrate whilst you are crossing the road, and give traffic your full attention. Do not use your mobile phone when crossing, remove headphones and turn off music devices
► Always use designated crossings where one is available. At a crossing with traffic lights, press the button, wait for the traffic to stop and the signal to appear (a green man) before crossing
► When crossing the road, always look both ways, ensuring the road is clear and safe to cross before proceeding
► Do not run across the road
► Roads on campus should be approached in the same way as general highways
Cyclist Safety
- Wear a cycle helmet and bright, fluorescent clothing (available from the campus police officer)
- Use white front and red rear lights whilst riding on the road
- Cycle on the left hand side of the road
- Use cycle paths/routes where available
- Give way to traffic from the right on roundabouts
- Don’t wear dark clothing
- Don’t talk on your mobile phone whilst riding and remove headphones
- Don’t cycle on the pavement
- Do not ride whilst under the influence of alcohol. It is against the law
- Observe safety signage and dismount from your bicycle when instructed to do so

Motorist Safety
- Do not drive whilst under the influence of alcohol. It is against the law
- Please be aware of areas where there is likely to be increased pedestrians, such as schools, business parks, shopping areas, roads with pedestrian crossings
- Familiarise yourself with your route, leaving enough time for your journey, to enable you to arrive at your destination safely
- Always adhere to road speed limits particularly in areas you are not familiar with
- The speed limit on campus is 20mph and 5mph in the residential areas
- Do not use your mobile phone whilst driving

CAMPUS SECURITY SERVICES
The Security Services Team is available 24 hours a day, 365 days a year to provide a safe and secure environment for the campus community.

All members of the Security Services Team are trained first aiders and are on duty at all times. You should contact Security Services, not the Health Centre, if you or someone else needs first aid treatment. If you do call for first aid assistance, you should, for health and safety reasons, declare any pre-existing medical conditions or disability to Security Services, which will be treated in complete confidence. The Security Control Room is located within The Gatehouse at the junction of University Road and Gibbet Hill Road.

- Non-emergency contact number: 024 7652 2083 (or ext. 22083 from an internal phone)
- Emergency contact number: 024 7652 2222 (or ext. 22222 from an internal phone)

Please save these numbers to your mobile phone

LAPTOPS – SECURITY MEASURES
Never leave your laptop near an open ground floor window unless it is secured by:
- A cable security device securely attached
- Incorporated into a more substantial enclosure device

Should your laptop be stolen, the possibility of recovery will be increased if the computer is visibly and indelibly marked with your home postcode.
BARBEQUES
Each campus residence has a designated barbeque area that can be used by small groups of students from that residence. The site must be booked online, through the Student Support site: www.warwick.ac.uk/services/studentsupport/bbq. Please contact your Residential Life Team for further information and the guidelines to using the barbeque.

CAR PARKING
Students are strongly advised not to bring cars onto campus. There is extremely limited parking both on the campus and in the surrounding areas, and there is no dedicated parking for students. Only in exceptional circumstances will resident students be allowed to apply for permission to park on campus. Details of the application process can be found on the car parking website: www.warwick.ac.uk/carparks. For information on more sustainable travel, please visit www.warwick.ac.uk/environment/transport.

ELECTORAL ROLL
The University is required to provide local authorities with student addresses for the purpose of constructing the Electoral Roll. It is an individual’s responsibility to register themselves. Please see the following link: www.gov.uk/register-to-vote.

LOST & FOUND
Loss of personal property should be reported to Student Reception, Senate House. Although lost and found property will be held in Senate House, it is also advisable to check reception at the Students’ Union if looking for something you have lost. Any unclaimed items will be donated to charity.

There is also a Facebook group for Warwick lost & found, so it is advisable to check here in case another student has picked up your item www.facebook.com/groups/373153256036179.

You are strongly recommended to mark your academic books and files with your name and student ID number.

RESIDENTIAL NETWORK – RESNET
All bedrooms in University on-campus accommodation are provided with a network (Ethernet) outlet and most areas now have wireless coverage on the resnet-secure wireless network. An Ethernet cable is provided in each bedroom. Further information can be found at: www.warwick.ac.uk/resnet. The Acceptable Use Policy can be found at www.warwick.ac.uk/resnetaup. For details of minimum specification for computers to connect to ResNet, please see www.warwick.ac.uk/resnet/requirements.

Desktops and laptops can be used to connect in the residences, also most tablets and mobile devices can connect to the wireless network. However, residents should note that servers and other equipment such as wireless routers or hubs are NOT allowed.

A Systems Support Service is available at the Service Point on main campus. This is free of charge to all students who live on the campus. Other students may purchase this service from the Service Point. Details can be found at www.warwick.ac.uk/systemsupport. To book an appointment at Service Point please phone the Help Desk on 024 7657 5000 or visit the ITS Drop in
Centre, 1st floor in the Library.

For enquiries relating to ResNet please contact the ResNet Help Desk on 024 7657 5000 or email helpdesk@warwick.ac.uk. Opening times are Monday to Friday 08.30 to 17.30 hours. The IT Services Help Desk Drop in Centre is also open on the first floor in the Library Monday to Friday 09.00 to 17.30 hours.

For all other enquiries relating to services supported by IT Services contact the IT Services Help Desk on 024 7657 3737. Opening times are Monday to Friday 08.30 to 17.30. For more information please visit www.warwick.ac.uk/helpdesk.

STUDENT SUPPORT SERVICES
The University of Warwick is committed to providing a supportive and positive environment for all members of its community. However, we recognise that there will be times in everybody’s University life when things do not go as well as you would wish. In times like these, there is a comprehensive support and welfare structure available to help with all kinds of different problems. There may be more than one option available to you, so if in doubt, you can contact Student Support Services to ask for advice (024 7657 5570). Student Support Services can help you access:

- Student Support
- University Senior Tutor
- Residential Life Team
- Counselling Service
- Disability Services
- Mental Health and Wellbeing Team
- Multi-faith Chaplaincy
- Security
- External Services

Visit the website: www.warwick.ac.uk/supportservices.

HEALTH & SAFETY
Details of the University’s Health, Safety and Wellbeing Policy can be found at www.warwick.ac.uk/safety.

WARWICK AND THE ENVIRONMENT
The University of Warwick prides itself on the environment within which it is set – this is a great place to live, work and play. However, with ever-increasing pressures relating to sustainability, it is paramount for each of us to “do our bit” to preserve our environment and resources for future students. We are determined to reduce the consumption of resources such as energy, water and waste. This will also serve to reduce our carbon emissions.

Energy and Water
Simple individual measures can help to reduce our environmental impact. These include: Do not leave electrical items (lights, stereo, computer, TV etc.) on when you are out

- Avoid the use of the standby option - this is still an energy demand so turn it off at the wall
- Unplug electrical chargers (for example mobile phones etc.) when they are not being used
Do not have the heating on with windows open. Use the valve on the radiator to turn it off.

Please report any faulty lights, heaters or dripping taps via www.warwick.ac.uk/residence_fault

Turn off taps/showers when not in use.

Remember water from taps at Warwick is drinkable (unless labelled otherwise) so you can refill rather than buying bottled water.

Boil only what you need in a kettle.

Put a lid on pans when cooking and turn off the hob when you’ve finished.

You can report energy saving opportunities and comments to the Environmental Sustainability team at www.warwick.ac.uk/about/environment/get_involved/improvement_form

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Recycling

Warwick is committed to implementing long-term waste management strategies to reduce overall waste production and increase the recycled component of the waste stream. You can help by:

- Buying products with less packaging or reusing items for other purposes before placing waste items in the correct bins (please read the labels) in your kitchen. Please clean items before recycling them to reduce contamination (the contamination results in waste not being recycled).
- Keeping food waste to a minimum - plan your meals.
- Keeping the waste bins as tidy as possible and disposing of your own waste responsibly.
- Using the campus and off-site recycling points for specific items of waste – bulky cardboard, glass, batteries, CDs etc.
- Please refer to “Periods of Residence” (p12) for advice on what to do when you are moving out.
- For more information on the location of these please go to www.warwick.ac.uk/recycling.

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Green Travel

The University is committed to encouraging modes of transport which minimize environmental impact. Warwick’s Green Travel Plan requires the University to develop and implement long term strategies to reduce car use and offer students (and staff) alternative modes of transport to travel to and from its campus locations. There is also the UniCycle scheme for journeys around campus.

The University of Warwick has invested in many alternative modes of transport in recent years including cycling, walking, car sharing and bus services. For details of green travel including information on local bus services, the University’s dedicated car share schemes, cycling, walking and special offers, please go to www.warwick.ac.uk/environment/transport.

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Biodiversity

We all have a responsibility to protect the environment at Warwick, so make sure you don’t harm animals, birds, plants or trees. Do not drop litter around the campus and please consider the impact of your actions.

For further information or suggestions relating to Warwick and the Environment, please visit: www.warwick.ac.uk/environment
NEXT YEAR - WARWICK ACCOMMODATION

If you’re starting to think about where you might live in your second year then Warwick Accommodation can help. The majority of students move off campus in their second year and live in student properties in the surrounding areas of Coventry, Leamington Spa and Kenilworth. Warwick Accommodation manage over 2,000 bedrooms in these areas and can assist you with finding the perfect place to live.

Take a look at just a few of the benefits of living off-campus with Warwick Accommodation:

- No deposit, no hidden fees, no signing fees
- A wide range of property types and sizes
- Basic personal property insurance included
- Dedicated property manager
- 24 hour emergency line
- Office based on central campus

Warwick Accommodation will be taking part in a housing day during Term 1 where students can chat to the staff and find out a little more information about their options. Off campus properties are available to book for the academic year 2017-18 from November 2016, but there is no rush to secure a house. It is important to consider your options before making a decision.

For more information on Warwick Accommodation and its services, visit www.warwick.ac.uk/studentaccom.

Keep up to date with Warwick Accommodation’s services, events and off-campus properties on:
facebook.com/WarwickAccomm
@WarwickAccomm
browzer.co.uk/warwick
WHAT IF YOU FIND SOMEONE UNCONSCIOUS AFTER A NIGHT OUT? THIS IS SERIOUS, THEY MAY HAVE ALCOHOL POISONING

Alcohol poisoning is the result of drinking dangerous amounts of alcohol. It can be deadly and those who survive can be left with irreversible brain damage.

Sleeping it off is not a cure.

PLEASE Don’t hesitate, get help immediately, you could save a life, read on...

If you find someone unconscious make sure you put them in the recovery position

This position helps to stop them from choking on their own vomit and could be the difference between life and death.

- Place casualty on their back
- Place the arm closest to you above their head in an L shape
- Place the other arm across their body and under their chin
- Holding the arms in position, take the leg furthest away from you, bend it, and gently pull the person towards you placing them on their side
- Raise the chin to make sure their breathing is not restricted
- Check the casualty cannot roll forwards or backwards
- If they vomit...
  - Try to keep them sitting up
  - Lie them in the recovery position if they must lie down
  - Get help immediately if they begin to choke

And finally...
If you know they have taken something else, tell the paramedic. You could be saving their life.

EMERGENCY CONTACT NUMBERS
ON CAMPUS EMERGENCIES ......................... 024 7652 2222
(including police, fire, ambulance)
ON CAMPUS SECURITY ............................ 024 7652 2083
(for general enquiries and first aid)
NHS Advice (111) ................................. 111
www.nhs.uk
EMERGENCY SERVICES ......................... 999
(024 7652 2222 if on campus)
NHS WALK-IN CENTRE .................... 0300 200 0060
Stoney Stanton Road, Coventry CV1 4FS
(Open 8.00 - 22.00 Monday - Sunday)
ON CAMPUS CONTACT INFORMATION

USEFUL INTERNAL NUMBERS
The Advice Centre (Students’ Union)................................. 024 7657 2824
Arts Centre Box Office.................................................. 024 7652 4524
Chaplaincy Coordinator.................................................. 024 7652 3519
University Counselling Service ....................................... 024 7652 3761
Disability Services ....................................................... 024 7615 0641
Health Centre Reception ............................................... 024 7652 4888
Main Telephone Exchange ............................................. 024 7652 3523
Mental Health Team ..................................................... 024 7657 5570
Nightline ........................................................................ 024 7641 7668
Security Services (NON EMERGENCY) ......................... 024 7652 2083
Security Services (EMERGENCY) ................................. 024 7652 2222
Senior Tutor .................................................................. 024 7652 2761
Sports Centre .............................................................. 024 7652 3011/024 7652 3039
Student Reception (Senate House) ............................... 024 7652 2280
Students’ Union Reception ............................................ 024 7657 2777
Student Support Office ............................................... 024 7657 5570
Warwick Accommodation ............................................ 024 7652 3772

OFF CAMPUS CONTACT INFORMATION

Citizens Advice Bureau, Coventry ................................. 024 7622 3284
Citizens Advice Bureau, Leamington Spa ...................... 0844 855 2322
Samaritans ................................................................... 116123
Email ............................................................................ jo@samaritans.org

Police:
Safer Students .................................................. saferstudents.west-midlands.police.uk

Health and Wellbeing:
British Pregnancy Advisory Service ............................. 0845 730 4030
Coventry Integrated Sexual Health Services ................... 0300 020 0027
Leamington Contraception and Sexual Health Clinic ........ 01926 423736 or 01789 405100
Emergency mental health helpline ............................... 0300 200 0011
Saneline ........................................................................ 0300 304 7000
Recovery partnership ................................................. www.cw-recovery.org.uk
Swanswell charitable trust ........................................www.swanswell.org
B-EAT beating eating disorders .................................... 0345 634 1414
Youth line (under 25) ................................................ 0345 634 7650
Email ........................................................................... fyp@b-eat.co.uk
STUDENT SUPPORT
The University of Warwick is committed to providing a supportive and positive environment for all members of its community. There is a comprehensive support and welfare structure available to help with all kinds of different problems.

Student Support
University House
University of Warwick
Coventry, CV4 8UW

📞 024 7657 5570
✉️ studentsupport@warwick.ac.uk

warwick.ac.uk/supportservices