

Halls of Residence Service Standards 2014/15

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| <p>Environment</p> | <ul style="list-style-type: none"> • We provide 700 bedrooms over two sites. Facilities are shared for all residents. • We maintain the “Halls” service through all levels of maintenance, cleaning, upkeep and high levels of customer service. • We aim to review and develop a seamless and dedicated service standard to the resident and deliver accommodation that is fit for purpose. • We provide 24 hour access to university staff at the point of need. • We represent the University at local level and respond to observations made by our residential neighbours thus enhancing our profile within the local community. • We ensure that internally, the relationship with the resident is harnessed to best effect and adds value to the student experience. • Provision of recycling facilities at both sites. • Provision of specific guest accommodation at both sites for non students/staff. |
| <p>Support to Service</p> | <ul style="list-style-type: none"> • Provision of Caretaking and Cleaning staff for the purpose of all types of cleaning and fault attending. • Access to fully qualified, university employed, tradesman for the purpose of fault and maintenance repairs. • Provision of fault reporting in various formats for the ease of the resident. • Provision of mail handling service on both sites to prevent parcel delivery being missed by the resident. • Modern and efficient laundry facilities for the exclusive use of residents. • The inclusion of contents insurance within the halls accommodation fees. • Provision of high speed wireless internet at no extra cost to the residents. • Affiliation and compliance with the UUK Code for student accommodation. • Annual planned refurbishment projects maintaining high levels of structural finish to halls estates. • In the absence of parents or support figures whilst residing with us, be a point of contact for the young persons in the event of the resident requiring support. • Provision of disabled/access accommodation with ensuite facilities. • Provision of continued stay beyond contract length for summer stay students who require it. |
| <p>Information</p> | <ul style="list-style-type: none"> • Access to halls specific information via university website. • Newsletters produced at twice yearly intervals covering prevailing issues at the time and any changes to service. • Production of “Living in Harmony” booklet outlining all matters regarding halls of residence useful information. • Halls of Residence Facebook site exclusively for residents residing in halls. • Halls of Residence notice boards which are constantly updated with current and relevant information. • Conduct surveys to gain feedback for the purpose of further enhancing our service and the needs of the resident. |
| <p>Staff</p> | <ul style="list-style-type: none"> • All halls staff are CRB (DBS) checked for employment on halls premises. • Staff undertake annual refresher training of their role and also undertake training in other fields such as disability Awareness, drugs awareness and customer service. • All staff have an annual PDP. |