



Handbook A -Z

Everything you need to know
about living at

BROOKSBY Halls of Residence

Our Halls of Residence are ideally situated on our stunning 850-acre site in the heart of Leicestershire. Accommodation is for students aged 16+ who are completing a course with Loughborough College Group. Our Halls of Residence comprise 78 single and shared rooms with shared bathroom and toilet facilities. Meals are provided for all residents from Monday morning through to Friday lunchtime. The site closes each Friday at 5pm and reopens for residents to return each Sunday at 5.30pm (exception of MSUK residents who run on a different schedule). Brooksby accommodation is open during term time, during college holiday closures, residents will not have access to accommodation but may leave items in their rooms.

All eight Halls have a kitchenette with a toaster, microwave and kettles

available for your use. All kitchen areas have a fridge, some also have a freezer. Shared freezer space is available in the Laundry Room should you wish to use it.

Our accommodation has everything you'll need to feel happy and settled whilst studying at Brooksby Campus. We have experience helping many students who choose to move away from home and our Accommodation Team are on call 24 hours a day.

We hope that this handbook will help you to understand what to expect from us and what is expected of you, as a resident, when you move in. Whilst there is a lot of information in this handbook, please ensure you read it through. Upon signing your Licence Agreement, you are also agreeing to abide by all the terms and conditions of this Handbook.

A

- In this section you can find information on:
- **Accommodation Blocks**
- **Accommodation Offer**
- **Accommodation Support Office**
- **Access to rooms/space**
- **Adaptions**
- **Alcohol**
- **Allergies**
- **Away from Accommodation**

Accommodation Blocks

Accommodation at Brooksby is provided in purpose-built Halls of Residence; Blocks A,B,C,D,E,F,I,J.



A Block:

Comprises of 11 bedrooms. 3 toilets and 4 showers. Kitchenette.

B Block:

Comprises of 12 bedrooms. 4 toilets and 4 showers. Kitchenette.

C Block:

Comprises of 14 bedrooms. 5 toilets and 5 showers. Kitchenette.

D Block:

Comprises of 8 bedrooms. 4 toilets and 3 showers. Kitchenette.

E Block:

Comprises of 8 bedrooms. 4 toilets and 3 showers. Kitchenette.

F Block:

Comprises of 9 bedrooms. 4 toilets and 2 showers. Kitchenette.

I Block:

Comprises of 8 bedrooms. 3 toilets and 2 showers. Kitchenette.

J Block:

Comprises of 9 bedrooms. 4 toilets and 2 showers. Kitchenette.



Common Room: The facilities of the Common Room can be enjoyed by residents from all accommodation blocks.



Accommodation Offer

Accepting your accommodation offer forms a legally binding obligation between you and the College. Your accommodation offer will provide the start and end date of your contract.

To accept your offer of accommodation you must complete and sign the Halls of Residence Accommodation Licence Agreement (Licence Agreement), Guarantor, Medical & Emergency Contact Form and arrange the payment of the £260 deposit.

For more information see Deposits.

For more information about the terms and conditions of your residency, please see Terms and Conditions.

For more information about fees and payment dates, please see Fees and how to pay.

Accommodation Support Office

The team comprises of:

- **Head of Accommodation – Mary Bullivant**
- **Senior Accommodation Officers x 2**
- **Accommodation Support Officers x 15**
- **Estates team**
- **Housekeeping team**

Staff are available 24 hours a day, 7 days a week. You can contact one of the team by coming to the office, calling or sending a text to 07580 145932 or calling 01664 855263.

Any queries or concerns, please come and talk to a member of the team who will assist you.

Sometimes the Accommodation Team are doing site walks or dealing with incidents and may not be in the office, please call them if it is urgent as they will always have the phone.

Access to rooms/space

We understand how important it is to have your own space. Except in emergency situations, such as a flood or fire, we will seek to give at least 24 hours' notice before entering your accommodation. We will endeavor to keep you informed about contractors working in communal areas and give you as much notice as possible. Contractors employed to work at the college are verified in the same manner as college staff.

There are a few circumstances where you won't receive advance notice. These are:

- **the exact date and time for work where a resident has reported a problem.**
- **where we have significant health and safety concerns (including concerns for your welfare), in an emergency such as flood, smell of gas, fire, or suspected fire, fire drills (termly).**

- **when the fire alarm is activated and displaying on the panel that your room is the source.**
- **where a complaint has been received regarding an issue such as noise, behaviour, or issues with visitors.**
- **where a resident is reported as smoking/vaping in the building, possessing illegal drugs or having a prohibited item in their possession.**
- **when it is suspected that an unauthorised guest is present in your room.**
- **the exact day and time of your termly room inspections – we will inform you of the week it will take place.**

Staff will always carry identification. You should always refuse access to anyone who cannot provide ID.

Adaptions

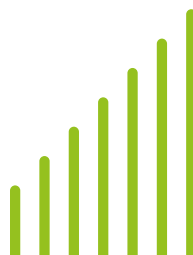
Some blocks have facilities that have been adapted for wheelchair users or mobility impaired students. If you have any special accommodation requirements, you should make the Accommodation Team aware when you apply and supply medical evidence regarding specific requirements. If specialist equipment is required, you may have to acquire the funding for supplying it.

Alcohol

Alcohol is not permitted on site and will be confiscated if found. Even when you turn 18 throughout the academic year, you must still abide by the under 18's rules of no alcohol on site. Any alcoholic gifts received for 18th birthdays must not be kept in your room or kitchen – the Accommodation Team will store it for you until you are returning home.

Failure to comply to these rules will result in disciplinary action, which for the possession of alcohol is a Stage 3.

For those over 18's who live with us, the rule remains the same. The accommodation site is an alcohol free zone.



Allergies

You must inform the Accommodation Team if you have any allergies, severe or mild. If you have emergency medication such as an EpiPen, a spare one must be stored in the medical cabinet in the office for staff to administer if needed. A care plan for this will be stored with your medication.

It may be necessary for other students to restrict what is stored in their kitchen if they are sharing a flat with someone who has a severe allergy. The Accommodation Team will meet with residents to explain this if necessary.

Away from Accommodation

Residents must complete a Notice of Absence Form (NOAF) 24 hours prior to leaving accommodation. On the form, you must state the dates you are leaving and returning along with the address you are going to. This information will be validated with parents.

If you are leaving for the night between Sunday and Thursday, we request you depart by 9pm so as not to cause any disturbance later for those residents trying to study/rest/sleep and return no earlier than 7am.

MSUK students must complete a NOAF for any nights away from accommodation during your 2-week block with us.

During the nightly safe and well checks we need to account for all students.

If you are not in your room for the check, we will follow a process to ensure you are safe. If you have returned home and not completed a form this will result in a phone call from staff to your parents after checks are complete which will be between 10.30pm and 11.30pm to ask if you are at home. To avoid this, complete your form.

Parents/guardian, we ask if you know your young person is at home and you haven't had a phone call from us to ask you to confirm this, please phone us to avoid a late-night call to yourselves.

In addition, we realise plans can change so if you are returning on a different date then you stated on the form, we will need an update from parents.

Parents/Carers – if you are going on holiday abroad, please can you update the

Accommodation Team with an emergency contact number of an adult in the UK who we can call in the event of an emergency.

Late returns are not permitted. If you have signed out for the night, you are expected not to be on site between 22:30 and 07:00 the next morning. This will be authorised by your parent/ guardian. There is an expectation that you will be away for the entire night once it has been authorised, as we do not permit late returns.

We are responsible for residents' safety, and this becomes very hard to manage if residents start to stay out late. We do not deem it safe for young people to be out after 22.30. We ask that requests are not made for this for such things as cinema trips, parties etc. Refusal to grant these requests often leads to offence. Our priority is the safety of the young people who reside with us and having them returning late at night or early hours of the morning is not manageable and cannot guarantee their safety.

Failure to follow our procedure around absences from accommodation will result in disciplinary action.

If we have a record of you being away from your accommodation during a period when damage occurs in a communal area, you will not be expected to contribute towards this.

Please also note Closure Periods.

B

In this section you can find information on:

- **Ball games**
- **Banned items**
- **Bedding Packs**
- **Block talks**

Ball games

Ball games are not permitted in proximity of The Old Hall or accommodation blocks for safety reasons: windows, cars, and staff working. The Sport Hall or 3G pitches are available on a timetable basis.

Banned items

Please see below the list of items that are banned from accommodation:

- **Firearms, air weapons, imitation firearms or air weapons, BB guns, catapults, knives, knife belts, incendiary devices (including fireworks), ammunition, dangerous weapons, or items that could be used as dangerous weapons (e.g., darts) into the halls or their grounds.**
- **Alcohol, illegal drugs, drug paraphernalia, Snus products.**
- **The use of electrical cooking appliances (rice cookers, kettles, toasters, slow cookers, deep fat fryers etc.) are not allowed in student bedrooms because of the serious risk of fire. Any of these items found in rooms will be removed and stored until the end of the occupancy period.**
- **The possession and use of candles, incense sticks, plug in air fresheners and other ignitable materials is forbidden, as they pose a serious risk of fire.**
- **The use of chip pans and deep fat fryers in kitchens is forbidden, as they pose a serious risk of fire.**
- **Portable heaters of any description, cookers, freezers, fridges, tumble dryers and items of furniture other than those provided by the college are not allowed in halls. Fridges and freezers may be allowed in bedrooms if their necessity is supported by medical evidence or special circumstances.**
- **Mattresses that are not supplied by the Accommodation Team must meet Crib 5 fire regulations. Discuss with us prior to purchasing one.**
- **The keeping of pets of any species, are not allowed in halls, unless their requirement is supported by medical evidence, i.e., medical support animals.**
- **Tattoo equipment or any body piercing kits.**
- **Electrical plugs or extension leads that are not compatible with UK.**
- **Wi-Fi boosters as they interfere with signal for the whole accommodation block.**

Bedding Packs

Students are expected to provide their own bed linen, duvet, and pillows. This may be difficult for students traveling from abroad; therefore, it is possible to purchase a bedding pack on arrival.

The cost of the bedding pack is £50, and it includes a duvet, pillow, sheet, duvet cover and pillowcase. Students wishing to purchase a bedding pack should arrange payments by contacting Finance Service Team via email finance@loucoll.ac.uk

Block Talks

Block talks will take place when you first move into your accommodation. This is a chance to go over all the terms and conditions of your Licence Agreement.

Throughout the year, further talks will take place to address other areas such as wellbeing and student voice, where you will have a chance to tell us any ideas or suggestions that you have.

C

In this section you can find information on:

- **Cancelling your contract**
- **Car and motorcycle parking**
- **Checklist of items to bring**
- **Cleaning**
- **Closures**
- **Complaints and Appeals**
- **Critical incidents**

Cancelling your contract

Your accommodation is provided under a Licence Agreement with the College. The legal terms that apply to cancellation and termination are set out in that Licence Agreement.

The College may terminate a Licence Agreement in certain circumstances, including where a student is no longer enrolled at the College, where serious behaviour or safeguarding concerns arise, or where

continued occupation is not considered appropriate. In some situations, termination may take effect immediately.

If you wish to leave your accommodation early, there is no automatic right to do so. You must apply in writing for a Special Circumstances Release and provide appropriate supporting evidence. Approval is not guaranteed.

Until a formal written release is granted by the College, students remain liable for accommodation fees and must continue to comply with the Licence Agreement.

Any refunds, charges, or deposit deductions will be dealt with in accordance with the Licence Agreement.

Car and motorcycle parking

There is a designated student parking facility on the Brooksby Campus, you will need to give your registration and details to the Accommodation team. You will need to present copies of your car insurance, MOT documents and your current driving licence for checking.

The speed limit on campus is 10mph. Any driving on campus deemed to be dangerous speeding or repeat parking offences will be subject to disciplinary procedures.

Your permission to park on campus will be withdrawn if your driving is dangerous or if you park inconsiderately or anywhere other than the designated car park.

Residents must be aware of the parking regulations listed below:

- **The college does not accept responsibility for any damage caused to vehicles.**
- **All drivers applying for car parking permits must have a current, valid driving licence.**
- **All vehicles must be registered with the Accommodation Team on arrival. Registered permit holders will be given a permit sticker to be displayed in your car.**
- **Any vehicle parking at Brooksby must comply with all legal requirements of safety i.e. MOT Certificate, Insurance and Car Tax.**
- **Normal road traffic legislation applies to all college roads, e.g., seat belts must be worn, and mobile phones are not to be used whilst driving.**
- **The maximum speed allowed on college roads is 10mph.**
- **Cars must only be parked in the designated student carpark space.**
- **Financial Penalties will be applied for illegal or inappropriate parking of vehicles, such as parking in restricted areas, obstructing fire escape routes, obstructing access to facilities (e.g., fire hydrants and coach parking bays).**
- **No student cars are permitted to park outside their accommodation blocks unless unloading on a Sunday evening. Once unloaded, your car must be moved down to the student carpark.**
- **Registering a vehicle with the Accommodation Team does not permit residents to park in the Old Hall carpark.**

Checklist of items to bring

Bedroom:

- **Bedding** (pillows and cases, duvet and covers, fitted sheets and blankets)
- **Clothes and clothes hangers**
- **Plastic/wicker storage baskets for shelves are also useful.**
- **Pens, paper, stationery, folders anything that may help keep on top of your work and revision**
- **Photos of family/friends for your notice board in rooms**
- **Pins for the notice board**
- **Items to make your room feel homely such as blankets/cushions**
- **Reed diffusers**
- **Cleaning products for your room**
- **Bag / Rucksack**
- **Wall planner** (some students find these useful)
- **Books or any other hobbies you may want to spend time on**
- **Selection of shoes for all types of activities**
- **Batteries- you never know when you'll need them for something**
- **Robe and slippers to keep you comfy**
- **Alarm clock**

- **Small mirror**
- **Water bottle**
- **Desk organiser:** Having a messy workspace can impact productivity and concentration

Bathroom:

- **Toilet roll**
- **Shower gel**
- **Toothpaste and toothbrush**
- **Shampoo and conditioner**
- **Deodorant**
- **Makeup/face care items**
- **Hairbrush**
- **Nail trimmer**
- **Towels**
- **Shaving essentials**
- **Hand soap**
- **Bathmat**
- **Period products**
- **Basic first aid kit**
- **Hot water bottle**

Kitchen essentials:

Brooksby accommodation is fully catered, however if you wish to make snacks, you may want to bring the following:

- **Cutlery**
- **Crockery (small plate, large plate, bowl, mug):** Make sure these are microwave friendly.
- **Washing up liquid and sponges, washing up brushes may make washing up more bearable!**
- **Kitchen towel and tea towels**
- **Tupperware/lunch box**
- **Re-useable coffee flask or mug if you like coffee in the mornings**
- **Food** (you will have a fridge shelf and freezer drawer)
- **Labels to name your food**

Electrical items: need to be UK compliant

- **Laptop** (although the college has several PCs on campus you will be able to use, most students find a laptop useful for personal use)
- **Mobile devices**
- **Chargers**
- **Extension leads** (multi socket maybe useful)
- **Headphones/Earphones**
- **USB memory stick**
- **TV's or gaming set ups to pass the time.**

Misc:

- **Laundry basket**
- **Washing pods**
- **Certificates** (educational as well as coaching and additional courses)
- **ID** (Passport, driving licence, birth certificate)
- **Insurance documents**
- **Bank details**
- **DBS form** (you will be contacted about this if this is applicable to your programmes)
- **Any medication you may be taking**
- **Clothes Airer**
- **First Aid items – plasters/painkillers/sports gels/antiseptic cream/icepacks**
- **Umbrella- for those rainy days**

Cleaning

You are responsible for cleaning your room. Hoovers are available in every kitchen for you to use. Rubbish from bedroom bins must be disposed of in the external bin area – not in kitchen bins. Room checks will be carried out throughout the year to ensure you are keeping your room tidy. We understand we all have different standards of tidiness, but rooms must not have food leftovers kept in there or pose a health and safety risk. We will notify you of the week your room will be checked but not the exact day or time.

You are responsible for your laundry.

You are responsible for washing of all pots, pans, crockery, and cutlery. The Housekeeping team will empty the kitchen bins and clean the worktops and table if they are clear enough

to do so. Kitchens are checked regularly for cleanliness standards. Dirty dishes that are not be washed after prompts from staff will be disposed of as it causes a health and safety issue.

Failure to maintain acceptable standards of cleanliness may result in cleaning being arranged by the College and the cost being charged to the Student where reasonable.

Closures – half terms/Easter/Christmas/Summer

Brooksby will close for all college holiday periods and Bank Holidays when we will reopen at 5.30pm. Students are expected to go home to family or friends during this time. Term dates are on the College website.

There will be no access to site at all over this period so ensure you bring everything you need home for the holidays. Rooms do not need to be emptied.

Concussion Protocol

Any student who incurs head injuries at training or matches, must report this at the time to an appropriate adult such as a coach, trainer or tutor and follow their advice. The Accommodation Team will be informed by any staff member associated with the college if a head injury has occurred along with any advice given and action taken so far. Any student diagnosed with concussion will follow the guidelines of RFU and FA HIA. Parents will be informed and where necessary the student will have to return home to rest and be monitored until they are fully recovered.

If you join a sports club that is not linked to college, they should be provided with your next of kin contact details who can be contacted in an emergency. The Accommodation Team must be consulted if you are using us as your emergency contact in instances where your parent or guardian live abroad or a significant distance Brooksby.

Complaints and Appeals

We are committed to resolving any issue you may have with your halls accommodation and always aim to deal with problems efficiently and effectively. If you have any issue related

to living in halls, your first point of call should be the Accommodation Team. We ask that you make us aware of an issue so it can be resolved. We will always listen to any complaints that you may have and will respond accordingly. We can only put something right if we know there is a problem.

After speaking to the Accommodation Team, if you feel the issue is not resolved, the college has an official complaints procedure, details

of which are available from the main college reception or the college website. To provide feedback or raise a query please use the link under Contact Us, Something to Say:

**Complaints can also be raised to Ofsted:
Complain about a state school to Ofsted - GOV.UK**

Critical Incidents

In the event of a critical incident such as: flood, fire, loss of water supply, power failure, boiler failure, major maintenance, or refurbishment, it may be required that you move room or must vacate the premises for your safety. Both students and parents will be appropriately informed and disruption time will be kept to a minimum. For students over the age of 18, alternative temporary accommodation would be sourced locally through local hotels.

Students who are under 18, would have a different contingency plan which would be discussed with parents.

These emergencies are unforeseen and will be dealt with on an individual basis.

D

In this section you can find information on:

- **Damages**
- **Damage charges**
- **Deposit**
- **Disciplinary procedures**
- **Doctors and Dentist**
- **Drugs** (illegal drugs)
- **Domestic problems**

Damages

Damage is any deterioration to the property over and above what is 'fair wear and tear'.

You will be issued with an Arrival Inventory which we request you complete in detail as not to occur charges at the end of the year which were not your fault.

Some damages are easy to identify, for example where items have been broken. Some damages are less obvious, for example marks left on walls due to use of blu-tack, staining to a mattress, but could still result in charges.

As soon as you are aware of damage either in your room or communal areas, you must report this to the Accommodation Team who will arrange for repair or replacement of an item.

Residents should never attempt to fix the item or correct the fault themselves.

The cost of repair or replacement of any damage or loss that is the fault of a resident or one of their visitors will be charged to that resident.

If those responsible can't be identified:

- **Damage found in a communal area of the flat or block. E.g., hallways or staircases, laundry areas, kitchen, shared bathroom – all residents with access to the affected area will be charged equally. If you were away from the halls at the time the damage was recorded/identified and had appropriately submitted your Notification of Absence Form you won't be included in the damage charges.**
- **Damage found in a bedroom; the resident of the room will be charged.**

Damage charges

Deductions will be made from your deposit for:

- **Damage and extra cleaning charges to your room.**
- **Redecoration due to LED lights being taped to walls.**
- **Redecoration charges for any other damage to walls or ceilings.**
- **Damage and extra cleaning charges to any other areas, including communal damage, caused by yourself or guests.**
- **Non-return of keys at the end of your stay.**

- **Residents are not permitted to cut their own keys, and replacement keys will be charged at £125.00 per set of keys. Fobs are charged at £10.00.**

All replacement charges will be at the cost of replacement, considering fair wear and tear. In addition, it may be necessary to apply labour charges to rectify the damage.

Tips to avoid damage charges:

- **Look after your keys and cards.**
- **Don't use sticky tape, sticky hooks, blu-tack, drawing pins or nails to affix posters, pictures, or other items to the wall. Please use the pin boards provided.**
- **Complete your Arrival Inventory in detail.**

A list of charges that may be applied and deducted from the damage deposit are available upon request and are on the Accommodation page of the College website.

The College will provide details of any charges applied.

Deposit

To secure your offer of accommodation, an Accommodation Deposit payment of £260.00 is payable.

The Accommodation Deposit comprises two elements:

- **£250.00 Damage Deposit**
- **£10.00 Course Fees for the Level 1 Food Hygiene Course**

The accommodation deposit is held during your time in halls. Your deposit will be refunded within 4 working weeks of the Licence/Licence Period end date less any charges for damages, unpaid rent etc.

Please note that the course fees of £10.00 for the Level 1 Food Hygiene Course are non-refundable if you do not attend or complete this course.

You will receive a separate email after you receive your offer of accommodation with instructions to create your College Account. You will then be able to make online payments. If you need further information, please visit **WisePay – Online Payments – Helpdesk (loucoll. ac.uk)**

If for any reason you experience any difficulty when making a payment, please call the Accommodation Team or contact the Finance Team.

If the Student fails to take up their place or leaves early without an approved release, the Accommodation Deposit may be retained and the Student and/or Guarantor will remain liable for any outstanding sums.

Accommodation Deposits are only refundable if the college refuses your application to study.

Deposits will be returned within 4 working weeks following the Licence Agreement end date and providing you have no outstanding debts with the college.

Any disputes or queries regarding deposit refunds should made in writing to accommodation@loucoll.ac.uk before 30th September 2027, otherwise it will be assumed that you accept the charges. Any disputes received after this date will not be investigated.

Because your Licence/Licence period is offered on an Occupational Licence it is not a requirement for the deposit to be protected in a Tenancy Deposit Scheme. Your deposit will be posted to your College student record in preparation for refunding at the end of the tenancy period.

Disciplinary procedures

The Halls and College Disciplinary Procedure will be applied to any student not complying with the contractual obligations of living in the halls. A management information system is used to inform tutors of any non-compliance, recording any incidents as a "Cause for Concern (May Lead to Disciplinary).

Accommodation staff and tutors may initiate disciplinary action, which could affect your residential occupancy, academic progress, and places within your sports academies.

The Accommodation Team liaise with college academic staff to ensure the same level and expectation of behaviours is maintained both while attending college and living at Brooksby.

We work with residents to explain the rules and expectations to ensure they are kept safe and raise awareness around communal living. Disciplinary procedure can involve Stages from 1 to 3 as well as Early Support Interventions. We may issue residents with a behaviour plan to adhere to.

Doctors and Dentist

Being away from home when you are unwell can be a difficult experience, please come and speak to the Accommodation Team for support.

We can provide information if you wish to register with a local GP. Please note that if you should become unwell whilst at home for the weekend or during the holiday periods, your doctor at home should agree to see you.

If you become unwell whilst in residence at the halls, we will support you to arrange a doctor's appointment and if you are under the age of 18, we can also accompany you to your appointment if you require us to. We will also communicate with your parents and keep them informed about your condition.

If you are exceptionally ill where it is deemed that you are not well enough to care for yourself it is expected that you return home to the care of your family until you have fully recovered.

If you are under the age of 18 and would prefer not to be registered with the local practice in Brooksby because your home address is not particularly far away, we will request that your parent/guardian write to us prior to your arrival to advise that with their consent you will remain registered at your home practice and if you should become unwell, they will undertake to travel to Brooksby, possibly at a moment's notice in order to pick you up to return home to seek medical attention.

Also see 'Emergencies'

There are several private and NHS Dentists close to Brooksby. Visit the NHS website, use their 'Find a Dentist' service for more information. We advise that you stay registered with your dentist at home and book your appointments with them during holiday periods.

Drugs (illegal drugs)

Our student's wellbeing is very important to us, and whilst the college has a zero-tolerance to illegal drug taking, we also want to make sure that you can seek support and guidance if you are facing difficulties with drug use.

Misusing drugs (prescribed, over the counter or illegal) can negatively impact your academic achievements, health, sports performance, and personal life. It is strongly recommended that any student who thinks they may have a difficulty with a drug(s) seek professional support. For more information see our Wellbeing information.

Whilst we fully understand the difficulties with drug misuse, the possession, storage, consumption or association with any illegal substances or paraphernalia on college property or grounds is forbidden. Any student who breaches the zero-tolerance rule will face serious disciplinary action which may result in exclusion from Halls and College. The Halls and College Disciplinary Procedure will be applied, and the police may be informed.

Domestic problems

If you are not getting on with your flat mates, come and speak to the Accommodation Team who will support you to resolve any issues. We can't help to resolve if we haven't been made aware. It is always best to tell us as soon as you can before any issues escalate. We are used to supporting young people through these difficult periods and can offer many suggestions. Room moves may not always be possible but may be an option.

For more information see Living together in halls and Wellbeing.

E

In this section you can find information on:

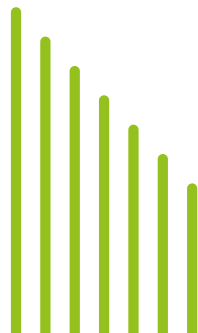
- **Emergencies**
- **Electrical safety**
- **Energy saving**
- **Equality and Diversity**
- **E-safety**

Emergencies

In the event of a medical emergency that involves serious injury or is life threatening, the Accommodation Team will call emergency services, either 111 for guidance or 999 for an ambulance. For those students under 18, parents will be contacted to update them as soon as possible and inform them of what has happened, and the medical advice given. A staff member will always offer to accompany under 18 students in the event of an emergency to hospital. Where feasible we would expect parents to arrive to assume parental responsibility. Accommodation staff will be led by the emergency services and take their advice on the correct course of action. For students that are very ill, we will wait for an ambulance which is equipped to deal with any emergency on the way to hospital as opposed to a staff member travelling in a taxi with a sick student.

For students over 18, if it is required the Accommodation Team will also support them to call emergency services as above. If a student wishes for the Accommodation Service to communicate with their parent/guardian, they can provide their consent to do so. If the student needs to travel to hospital by ambulance, we will encourage them to bring a friend or flat mate with them for support. We will also remain in contact with them where possible, to ensure their wellbeing and safe return to the halls of residence upon discharge.

For more information regarding accommodation emergencies see Critical incidents.



Electrical safety

Electrical equipment must be safe – preferably new. At the beginning of the academic year, all appliances will be PAT tested if necessary. You will be informed when PAT testers are on site and will be asked to leave all electrical products on your bed for inspection. Any items brought to accommodation after these inspections must be declared so the Accommodation team can arrange PAT testing of these new items. If there are any doubts about the safety of the equipment provided it must be given a formal inspection and/or test (Portable Appliance Test, PAT).

The UK electrical supply is 240V and all appliances must be rated for this voltage.

Do not use electrical items made for other countries' electrical supply. Only use CE marked plugs and appliances with the correct rated fuse.

Never overload electrical sockets or use adaptors unless these have been provided in your room.

If staff discover an electrical item, they suspect is not safe, it will be removed, and you will be asked to come and speak with the Accommodation Team about options available either to make it safe or store it until you go home.

Energy Saving

To help conserve energy we advise students to:

- **Turn off lights when you leave rooms**
- **Unplug electronics when not in use, don't keep on standby**
- **Close windows when it is cold**
- **Cook smart – batch cook**
- **Don't keep fridge door open for too long**
- **Don't put hot food in the fridge**
- **Wash your clothes at 30 degrees and do a full load**
- **Turn taps off fully**
- **Walk rather than drive when possible**

Equality and Diversity

Loughborough College Group aims to ensure that no student receives less favourable treatment, either directly or indirectly, on the grounds of age, colour, creed, disability, ethnic or national origin, religion, or belief, marital or parental status, race, or sexual orientation. The Equality and Diversity Policy can be found on the Documents and Policies page of the college website.

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement, putting these values at the heart of our organisation. These are our FREDIE Values.

Fairness: all individuals will be treated fairly, consistently, and equally by ensuring everyone has a voice.

Respect: Everyone will be treated with respect and decency throughout their time at Loughborough College Group.

Equality: Everyone will be given the same opportunities throughout their time at Loughborough College Group.

Diversity: The college will work towards being diverse by ensuring all people are represented and have role models to aspire to.

Inclusion: Loughborough College Group will create an inclusive environment that celebrates everyone's individuality.

Engagement: Loughborough College Group will ensure a more diverse and engaged community by ensuring effective communication, representation, feedback, and collaborative working.

E-safety

Loughborough College Group provides safe access to the internet and digital technology to help students learn and achieve. Staying safe in the digital world is as important as staying safe in the real world.

Keep it private

Online - Make sure that you keep yours and other people's personal information private. Adjust the privacy setting on your personal profiles so that you can control who views your pictures.

On your mobile - Don't give out your mobile number to people you don't know. Keep your security number or PIN private. Keep your mobile hidden when you're on the street.

Keep it cool

Online - If you are being bullied online you have a right not to have to deal with it on your own. Save any bullying messages or conversations, and show them to an adult, or member of staff, you trust to help you deal with the problem.

On your mobile - If you start getting texts that upset or annoy you, don't reply. Keep a record and report the texts to an adult, network operator or the police. You can also speak to a member of The Accommodation Team, a Learning Coach, a Counsellor, or member of the Safeguarding Team.

Keep it legal

Online - Be aware of the effects of your online activities. This includes illegally downloading media, as well as bullying others. You are not anonymous online, and things can be traced back to you.

On your mobile - If you receive a rude or embarrassing picture or text about someone, don't pass it on. Sending sexual pictures of other young people by mobile phone is **illegal**. On this note, do not film other residents or take photos without their consent. Do not post any videos or photos of others without their consent as this is **illegal**.

Keep in mind

Not everything you see or everyone you meet online is trustworthy. People you have met online are still strangers, no matter how long you have been talking to them. Anyone can put or say anything on the internet. On your mobile - think before you send a picture or video from your phone. Don't give out anyone else's number or take a photo of them without their agreement.

Keep in control

Adults who go online to chat to young people and arrange to meet in order to have sex are breaking the law. If a person you are speaking to online makes you feel uncomfortable, tell an adult you trust, report it to the police or contact the Safeguarding Team. If you are uncomfortable about any pictures or messages that you are sent, keep a record of them as they could be used as evidence. Your network operator may be able to help against nuisance calls. You can also speak to a member of The Accommodation Team, a Learning Coach or

member of the Safeguarding Team Remember keep safe and healthy If you need help contact a College Counsellor on **01509 618333** or the Safeguarding Team on **07979 737474**

F

In this section you can find information on:

- **Facilities**
- **Fees and how to pay**
- **Financial support**
- **Fire Safety**
- **Fire Equipment**
- **First Aid**
- **Fobs/Door Cards**
- **Food deliveries**
- **Food health and safety checks**
- **Fridges and freezer space**
- **Furniture**

Facilities

Each student will be provided with a furnished single study bedroom in good order. Under-18 students are accommodated in compliance with Ofsted inspected standards for housing under-18-year-old students which can be seen here: Further education residential accommodation: national minimum standards – GOV.UK.

Fees and how to pay

Your accommodation contract includes details about your annual accommodation fees.

Payment Options, Schedules for Payment and Information about Minimum Payments* are available upon request. Please contact accommodation@loucoll.ac.uk for more information.

All residents are required to pay for the first term's fees prior to arrival, or on collection of keys.

If there is a reason why you are not able to do this, there are several payment options available.

A minimum payment and an agreed arrangement for payment by instalments will still be required before keys will be issued to you.

You can pay your fees by WisePay, credit or debit card, cash or cheque.

Where Direct Debit will be used, the person who will be paying the fees must bring ID so that the Direct Debit Mandate can be completed. Suitable ID includes a driving licence, utility bill (the address on this should be your current address) or passport. A bank statement in the name of the person who will be paying the fees will also be required. The person paying the fees must sign the Direct Debit Mandate either prior to your arrival or on the day you arrive.

Funding: Where there is an application for funding, proof of application for funding will be required together with a minimum payment* and a signed Direct Debit for nine months in advance of collection of keys.

When funding is awarded, a reconciliation of the account payments and direct debit will be arranged.

Student Finance: Where there is an application for Student Finance (SFE), proof of application will be required together with a minimum payment and a signed Direct Debit for the balance of Term 1 Fees, Term 2, and Term 3 fee payments.

You will receive a separate email after you receive your offer of accommodation with instructions to create your College Account. You will then be able to make online payments. If you need further information, please visit WisePay – Online Payments – Helpdesk (loucoll.ac.uk)

If for any reason you experience any difficulty when making a payment, please contact the Finance Team.

Financial Support

The Student Finance Team can offer support and information, including funding opportunities, financial hardship and bursaries.

If you suffer from unexpected financial hardship while you're at college, please speak with the Accommodation team who will work with the Finance teams to offer what support we can.

Contact the Student Financial Team at bursary@loucoll.ac.uk

Fire Safety

Prior to arrival, you will be required to complete an online induction, which will include fire safety advice.

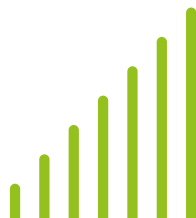
Residents' safety in the event of a fire is a priority, and we can assure you we have the following in place to ensure your safety:

- **Robust fire risk assessment that is reviewed regularly.**
- **Buildings, policies, and procedures comply with all existing regulations.**
- **Automatic fire detection system in all buildings, including bedrooms, kitchens, plant rooms and communal areas.**
- **Staff are trained to undertake proactive and reactive fire safety management, which includes building inspections and routine fire alarm testing.**

To help prevent fires starting we ask:

- **Doors are not wedged open.**
- **Never leave cooking food unattended.**
- **Turn off cooking equipment after use.**
- **Do not overload sockets.**
- **Turn off hair straighteners and don't leave them on surfaces when they are hot.**
- **Smoking/Vaping is not permitted in rooms – do not cover your smoke detectors.**
- **Keep shower doors closed during and after using the shower to prevent steam escaping and activating the smoke alarm in your flat.**

On arrival you should read the Fire Evacuation Procedure displayed in your room and familiarise yourself with the fire exit routes. The fire alarm is directly linked to the Fire Service and false alarm responses may result in charges being applied. These charges will be passed on to the person/s responsible for the fire alarm activation.



If you discover a fire:

- **Immediately operate the nearest fire alarm call point (break glass).**
- **Leave the building closing doors behind you and go to the designated assembly point.**
- **Telephone the emergency services on 999.**
- **Ring The Accommodation Team on 07580 145932.**

On hearing the fire alarm:

- **Immediately leave the building or area, closing doors behind you.**
- **Report to the fire assembly point.**
- **Do not re-enter the building until permission is given.**
- **Listen and follow instructions given to you by staff.**

Weekly testing of the Fire Alarm happens on a Thursday. If the alarm sounds for more than 10 seconds, it is not a test so please evacuate as if it is a fire.

Fire Equipment

The spread of smoke during a fire kills more people than the actual fire. Fire doors, smoke/heat detectors and firefighting equipment, plays a vital role in allowing people to escape from the building, but the fire equipment cannot do its job if it is misused. Interfering with fire safety equipment, deliberately setting off fire alarms or failing to evacuate the building when the alarm sounds is a risk to life and disciplinary procedures will be followed.

It is therefore prohibited to:

- **Wedge fire doors open, this includes kitchen doors.**
- **Block fire escape routes, including the corridors in your flats – all corridors must be kept clear.**
- **Cover smoke/heat detectors.**
- **Tamper with or move any firefighting equipment.**
- **Damage fire doors.**
- **Exit fire doors and leave them open when there is no fire evacuation.**

First Aid

Any accidents or injuries must be reported to the Accommodation Team as soon as possible, who will complete a form with you and administer First Aid as required. Any injuries that occur while you are away from Halls such as at a sports game or training should be reported to your coach at the time who will advise on any medical treatment necessary.

We advise you do bring and keep stocked during your stay, your own mini first aid kit to include pain relief tablets, antiseptic cream, plasters, muscle rub creams/sprays.

Life threatening or serious injuries refer to Medical assistance and emergencies.

For more information around Head Injuries see Concussion Protocol.

Food deliveries

You must be available to receive any grocery deliveries that you have ordered. The Accommodation Team will ring you when they arrive, and you must come down from your room to meet the driver in the carpark.

The Accommodation Team cannot take in food deliveries for you or store them anywhere, they are your responsibility.

No food deliveries should be delivered after 22.00.

Food health and safety checks

Every week The Accommodation Team conduct checks on the food stored in fridges and cupboards to ensure any food that is unsafe to eat is disposed of to prevent illness and contamination of other food. Staff must dispose of any food which is past its 'Use By' date and will use their judgement on food items which have a 'Best Before' date. Batch cooking or leftovers must be stored in appropriate containers, covered, and labelled with the date you cooked it. It is advised that these are consumed within 3 days before disposing of it. Label any food in the fridge that you are defrosting with the date you took it out of the freezer; defrosted food should be consumed within 24 hours.

A list will be left in your kitchen after each check, detailing what has been disposed of and why. Compensation cannot be given for food disposed of if it is out of date, appears past its best or not labelled.

All students will be enrolled on a Food Hygiene course which will provide you with all the information necessary to store and cook your food safely. Anything you are unsure of around food safety, please come and ask the Accommodation Team.

Fridges and freezer space

Fridges and freezers are provided in the shared kitchen. Decide with your flat mates how you want to arrange food within this space.

Remember to label with dates and cover leftovers or batch cooking. It is important to close the fridge and freezer doors fully to ensure food is kept at the correct temperature. We cannot accept liability for food that has to be disposed of due to fridge/freezer doors been left open and no mechanical fault can be found with the appliance.

For more information see Food Health and Safety checks.

Furniture

Your room is furnished with a bed, wardrobe, a desk and chair so there should be no need to provide additional furniture. If anything breaks during your stay, please report it to the Accommodation Team.

G

In this section you can find information on:

- **Grounds**
- **Guarantors**

Grounds

You are encouraged to make use of the grounds, however, please be considerate of other residents by keeping noise to a minimum and don't play music outside. Ball games are not allowed due to the lack of space,

parked cars and windows, near the Old Hall or accommodation blocks. Use of the 3G pitch and the Sports Hall are available on a timetable. Dispose of all rubbish in the bins provided. Don't throw rubbish out of your kitchen or bedroom windows.

Open water swimming is not permitted in the lakes at Brooksby campus. In addition to this, lakes outside of the boundary of Brooksby College are private property and must not be accessed or used.



Guarantors

The guarantor agrees to guarantee your ability to pay the accommodation fees, along with any further payments required from damage that occurs during tenancy. All students must provide the details of their Guarantor as a condition of accommodation. The guarantor must sign the Licence Agreement and the Guarantor, Medical and Emergency Contact Form.

The Guarantor is jointly and severally liable with the Student. This means the College may recover any unpaid sums directly from the Guarantor without first pursuing the Student. In the event of non-payment or breach of the Licence Agreement, the College may take action against the Student and/or the Guarantor to recover any outstanding sums.

H

In this section you can find information on:

- **Harassment**
- **Heating**
- **Housekeeping Team**

Harassment

We want you to always feel safe and we will not tolerate any form of harassment to other residents or staff.

Here at accommodation, we operate to the same **FREDIE** values as the College:

Fairness – All individuals will be treated fairly, consistently, and equally by ensuring everyone has a voice.

Respect – Everyone will be treated with respect and decency throughout their time here.

Equality – Everyone will be given the same opportunities throughout their time here.

Diversity – We will work towards being diverse by ensuring all people are represented and have role models to aspire to.

Inclusion – We will create an inclusive environment that celebrates everyone's individuality.

Engagement – We will ensure a more diverse and engaged community by ensuring effective communication, representation, feedback, and collaborative working.

If you feel harassed, please speak to a member of the Accommodation Team who will support you. Harassment offenders will be subject to disciplinary procedures.

Heating

The heating in the bedrooms will normally be on from October to the end of April. All radiators have a temperature control, please use this to regulate your room temperature. During the warmer months between May to September the heating system is turned off.

If you have any concerns about your radiator not heating up or does not turn on between October to the end of April, please speak to a member of the Accommodation Team.

Housekeeping Team

Our housekeeping team, work Monday to Friday at Brooksby between 8:30 and 12:30. The communal kitchens are cleaned daily; this includes wiping surfaces and cleaning floors and cookers. The kitchen bins are emptied daily. Housekeepers do not wash up dirty plates and pots, this is the responsibility of the student.

Communal toilets and bathrooms are cleaned daily Monday to Friday, although it is also your responsibility to leave these areas as you would like to find them. Any vandalism or deliberate acts to these communal spaces may result in disciplinary action or deduction from your deposit to repair.

In this section you can find information on:

- **Insurance**
- **Internet access**
- **Inventory forms**
- **Inspections**

Insurance

The College is not responsible for the safety and security of students' personal belongings (including food, bikes, cars, clothing). Residents are strongly advised to insure their belongings as they are NOT covered by the College's insurance policy. This may be done through existing household policies or as a separate, individual policy. There are many for students in halls of residence; Endsleigh is a well-known provider: <https://www.endsleigh.co.uk/>

Keep your flat doors and room doors locked to protect your items. Window restrictors are there for your safety and security, do not remove or break them:

Internet access

The installation and personal Wi-Fi routers are not permitted.

Wireless internet access is available across all Accommodation Blocks at the Brooksby Campus. This is included in the accommodation fees. This access becomes available once you are enrolled on at least one course and have received your Student ID. Games consoles, mobile phones, tablets, PCs and laptops may use the wireless connection provided in bedrooms and communal areas, but availability cannot be guaranteed in the grounds. Accommodation staff can provide you with a list of the details that IT support require to enable your devices access to the internet. Without providing these details, your devices will not work. There is no limit to the number of devices you can use in Accommodation.

The Brooksby accommodation internet connection is run over the College's 2 Gig internet connection on a 1 to 1 connection ratio to the Janet network. There are no restrictions to the Accommodation internet for residents. Access is managed through the College Firewalls, which will restrict access to illegal and explicit websites in accordance with the College's IT Policies. IT also provides regular reports of misuse to the College, Accommodation Department and Head of IT. Sometimes websites get blocked that may be classed as acceptable. Please contact IT Support on the email below if you believe that a website may have been blocked in error.

If you need any further Information regarding the Internet, or need to report a blocked website, please contact the IT Team directly on: **ITHelpdesk@loucoll.ac.uk**

Mobile Phones and Laptops - When using a mobile phone, laptop, or tablet, you will need to connect to the wireless network called **LCG_Accommodation**.

This network is only available in the accommodation blocks.

How to Connect

1. Select **LCG_Accommodation** from the list of available wireless networks.
2. When prompted, enter: **College email:** e.g studentnumber@student.loucoll.ac.uk
3. **Password:** Your college password
4. You should now be connected.

Game Consoles, Smart TVs, and Other Devices

Devices that cannot connect to LCG_Accommodation (such as games consoles or Smart TVs) must use the **Registered Devices** wireless network.

Step 1: Find Your Device MAC Address

You'll first need your device's MAC address. This is different for each device. Common examples include:

- **Playstation 4**
- **Playstation 5**
- **Xbox 360**
- **Xbox Series X/S**
- **Nintendo Switch**

Having Trouble Connecting?

The most common reason for connection issues is an incorrect email address or password.

If needed, you can reset your college password using the college **password reset page**

Step 2: Register the Device

1. Visit: **<https://www.loucoll.ac.uk/devices>**
2. Log in using your:
Student number
College password
3. Enter:
A device name
The MAC address

A screenshot of a web form titled "Operator Login". It has a blue header bar with the title. Below the header, there are two input fields: "Username:" and "Password:". Below these fields is a blue button with the text "Log In".A screenshot of a web form titled "Register Staff/Student". It has a pink header bar with the title. Below the header, there is a green checkmark icon and a message: "1 Valid address and 1 valid password login". Below this, there is a pink bar with the title "Register Staff/Student". Below this bar, there are several input fields: "Name (First)", "Name (Last)", "Email Address", "Phone Number", "Mobile Number", "Address", "Postcode", "Country", "Region", "County", "City", "Town", "Village", "Postcode", "Country", "Region", "County", "City", "Town", "Village", "Postcode", "Country". There is also a "Registered By" field and a "Register" button.

4. Click **Create Device**
5. A **Wi-Fi password** will be generated for that device.



Inventory forms

On arrival, you will be given an inventory to complete for your accommodation, which you should use to record any faults or defects that you find in your room when you move in. This inventory is used to assess the condition of your room after you vacate it at the end of the academic year before your damage deposit is refunded. It is therefore very important that any faults are recorded on arrival so that you are not charged for their rectification when you leave.

Inspections

Termly Health and Safety room inspections will be conducted by the Accommodation Team.

You will be told in advance what week they will be happening but not the day.

These inspections will check the general cleanliness of your room, the health and safety aspect of any electrical equipment such as sockets not overloaded and a check for any banned items. Dirty plates, glasses, mugs etc. must not be left in your room. Food and takeaways must be disposed of in the outside bins, once finished.

You will be informed if your room has passed or if it will be reinspected along with the reasons for this.

You are expected to comply with all recommendations made for improvements to the condition of your room. Any resident

failing to maintain their room in a clean and tidy condition could be subject to disciplinary action and may have their Licence terminated.

Those rooms who we feel are not maintaining standards will be inspected more frequently.

If you feel you are struggling with independent living, please reach out to us and we will offer support to ensure we can help you to maintain a clean-living space whilst you balance your curriculum and sporting commitments.

K

In this section you can find information on:

- **Kitchen Inspections**
- **Kitchen equipment**

Kitchen Inspections

Kitchen inspections are conducted regularly to ensure hygiene levels are being maintained to avoid pest infestations and illnesses. You are expected to wash up your items and put them away. Food should not be left out, use the cupboards and fridge/freezers to keep work surfaces clear. No items to be stored on top of fridge/freezers due to this being a fire risk. The housekeeping team will empty kitchen bins Monday to Friday, but it is your responsibility to do this over the weekend (MSUK only) by bringing the bin bags out to the bin store, a build-up of rubbish in kitchens is not acceptable.

An inspection report will be left in your kitchen once the inspection has taken place and will be reinspected in 24 hours if necessary. If there is a build-up of dirty dishes and pots, they will be removed due to this being a health and safety issue, a penalty cleaning charge may be made, or disciplinary action may be taken for those responsible.

Kitchen equipment

The following items are provided in all communal kitchens:

- Fridge
- Freezer
- Cooker
- Microwave
- Kettle
- Bins

If any of them break or develop a fault, please inform the Accommodation Team or use the QR codes around site to report issues.

L

In this section you can find information on:

- Laundry
- Licence agreement
- Living together in halls
- Living in the wider community
- Lost property

Laundry

Washing and drying machines are operated via a cashless system by use of Circuit Laundry App. Instructions on use are displayed within the laundry. There are 2 washing machines and 2 dryers.

Cost for a standard wash: £3.80

Cost for a standard dry: £2.80

Licence Agreement

The Licence Agreement is binding for the period of occupancy as specified on the licence. The college ensures that students are informed of this prior to signing the agreement and moving into their allocated accommodation. This Licence Agreement does not create a tenancy and does not grant exclusive possession of the accommodation.

Please note that for the purposes of Consumer Protection (Distance Selling) Regulations 2000, your right to cancel the contract ceases as soon as you take up occupancy.

The premises are provided for the purpose of enabling the student to attend a designated full-time course at Brooksby College and consequently the Licence (Contract) does not create a secure tenancy being exempt by virtue of Paragraph 10 of Schedule One of the Housing Act 1985.

The accommodation allocated to the student is in accordance with the terms of this Licence/Contract. By this agreement the college grants the student a Licence to Occupy the accommodation for a period of weeks within the academic year according to the enrolment dates for their course.

A full academic year licence is 35 weeks long with the following term dates below:

Term	Start Date	End Date	Weeks
1	Tuesday 1st September 2026	5pm Friday 18th December 2026	14
Half Term	Close 5pm Friday 16th October 2026	Re-open 5.30pm Sunday 1st November 2026	
2	5.30pm Sunday 3rd January 2027	5pm Friday 19th March 2027	10
Half Term	Close 5pm Friday 12th February 2027	Re-open 5.30pm Sunday 21st February 2027	
3	5.30pm Sunday 4th April 2027	5pm Friday 25th June 2027	11
Half Term	Close 5pm Friday 28th May 2027	Re-open 5.30pm Sunday 6th June	

Please note that Brooksby is closed for all college holiday periods and Bank Holidays, dates are on the College website. Students may leave their belongings in their rooms but must return to family/friends for half terms, Christmas break, Easter break and the summer holiday as the site is closed.

Living together in halls

Every resident has the right to fully enjoy their time here. Help us achieve this by:

- **Everyone has different timetables for both study, sporting activity and leisure time, be respectful by keeping the noise levels low.**
- **Everyone has different tolerances including different types of humour and what they feel are acceptable levels of behaviour and standards, be mindful of this and respect personal space and keep communal spaces clean.**
- **Respect all staff and listen to their instructions. Filming of staff conducting their duties is not acceptable and may result in disciplinary action.**
- **If you are experiencing difficulties with other people you are living with, you could first try talking to them and attempt to work together to resolve it. Sometimes this may seem difficult but often a simple conversation can go a long way to solving compatibility issues.**
- **If you find you are unable to resolve the situation, seek advice and help from the Accommodation Team as soon as possible who will work with to find a solution.**
- **Do not take items that are not yours, such as food that belongs to others or pots pans/plates. If you are struggling financially then please come and speak to the accommodation team in confidence as we have welfare support we can put in place.**

Living in the wider community

Brooksby is set in quite a rural location with no shops within walking distance. There are small villages nearby as well as a railway line and lakes which are on private land. Therefore, when out driving, keep to speed limits and do not cause any noise disturbance to our local community. Do not partake in open water swimming as not only is this trespassing and the local community may involve the Police, but it is also very dangerous and a risk to life.

Please be respectful when you are out and about, keep noise levels down if out at night and place rubbish in bins.

You are reminded that bringing the college or accommodation into disrepute through your

behaviour outside Brooksby College grounds may result in a Stage 3 disciplinary hearing.

Lost property

Any property found or handed in will be logged and stored by the Accommodation Team and held for 2 months. We will attempt to find the owner if the item is marked. Unclaimed items will be donated to charity. If you have lost something, please make the Accommodation Team aware.

M

In this section you can find information on:

- **Maintenance**
- **Meals and drinks**
- **Medical assistance and emergencies**
- **Mental Health Support**
- **Moving out of halls**

Maintenance

Planned and reactive

If during your stay you find any faults or defects in your room or hall, please inform the Accommodation Team, or email accommodation@loucecoll.ac.uk as soon as possible so that we can request the repair to be actioned in a timely manner, we cannot rectify faults if we do not know about them. You can also scan the QR codes found on posters around the blocks to report any issues, please provide as much detail as possible. We endeavour to keep you updated of repairs that have been completed.

The Premises Officer will prioritise maintenance work daily to ensure compliance with health and safety requirements.

Any deliberate damage, use of any materials likely to block the toilets or drains, and misuse of property and equipment will result in charges being made to student/students responsible to rectify the situation.

Where the work is of an emergency nature, we reserve the right to enter your room without prior notice. We will endeavor to keep

you informed about contractors working in the communal areas and give you as much notice as possible. You may, however, see them working in the communal areas without receiving prior notification.

Contractors employed to work at the college are verified in the same manner as college staff. Accommodation, housekeeping, and maintenance staff working in halls will wear college identification badges attached to appropriate lanyards.

Meals and drinks

Residential fees include breakfast, lunch and dinner. If you have any special dietary requirements, please email accommodation@loucoll.ac.uk to discuss your specific needs.



Mealtimes and location are as follows.

Breakfast – 7.45am to 8.45am served at Villiers/
New kitchen site

Lunch – 11.45am to 2.00pm served at Villiers/
New kitchen site

Drinks – 2.00pm to 3.00pm drinks only will be
served at Villiers/New kitchen site

Evening Meal – 5.30pm to 6.15pm

Other food serveries around site that can be used:

Hives – 8.30am to 3.00pm
Hatch – 10.30am to 2.30pm

The Accommodation Support Officers record meal attendance and students under the age of 18, and those who turn 18 within the academic year, who do not attend dinner and do not notify Student Support that they are eating elsewhere, will be contacted to ensure they have eaten and are not missing meals.

Residents are not allowed into the Dining Suite in overalls, work boots, other form of

industry specific personal protective equipment (PPE) or in a dirty state. This is for health and safety and hygiene reasons. You are also not permitted to wear pajamas, nightwear, hats or hoods for mealtimes. If you attempt to enter whilst inappropriately dressed, you will be asked to go back to your room to change.

Lanyards must be with you for all mealtimes.

Medical assistance and emergencies

When there is a life-threatening emergency or a serious injury, the Accommodation Team will contact 999. Parents/guardians will be kept informed as to what has happened, the advice and action taken from the 999 call and told which hospital their young person is going to. A member of staff will accompany students to hospital if they are under 18 and stay with them until a parent/ guardian arrives or the student is admitted to hospital. For those students over 18 we would encourage a friend to attend with them but would deal with these incidents on an individual basis depending on the emergency.

Mental Health Support

For more information see Wellbeing

If you don't feel able to talk to a member of the team, we can provide a list of independent support services. We are here to support you through any wellbeing concerns you may be experiencing and acknowledge, that moving away from home, curriculum and sporting pressures, living independently as well as friendships and relationship issues can be a lot to balance.

Moving out of halls

At the end of the academic year, you will need to follow the moving out instructions, which will be sent to you via email in May 2027.

You will need to vacate your room no later than 5pm on Friday, 25th June 2027 after your last night of stay.

You should hand in all keys issued to you to the Accommodation Service Team at final departure.

Failure to hand in your keys will result in replacement charges being made.

Please ensure that you take all personal property with you and that your room is left clean, tidy and in the same condition that you found it when you moved in. We are not responsible for storing belongings after departures. Kitchens also need to be cleared of all your food and equipment. Rubbish needs to be brought to the outside bin store area.

As you return your keys/fobs, you will be asked to complete the Accommodation Service Deposit Return Form. You will also be asked if you would like any post to be held for you or if you would like us to redirect any mail to you. We can hold post we might receive up until 30th September 2027. After this date any post which has been held for you, unless collected will be returned to sender.

Students must leave their room clean, tidy and free from all personal belongings. Additional cleaning or clearance costs may be charged where necessary.

When you have returned your keys/fobs, your room and flat will be checked and any damages recorded. See Damages Charges and Deposits for more information.

N

In this section you can find information on:

- **Next of kin contact details**
- **Nightly safe and well checks**
- **Noise**

Next of kin contact details

You must advise us of your next of kin contact details when you join the college. It is your responsibility to keep us updated of any changes during your time with us, this includes phone numbers and email addresses. If you need to make a change to your emergency/next of kin details you need to email accommodation@loucoll.ac.uk

Nightly safe and well checks

Accommodation for under 18 students has been inspected by Ofsted for compliance to the National Minimum Standard for Accommodation of Students Under Eighteen by Further Education Colleges, under Section 87A of the Children Act 1989 as amended by the Care Standards Act 2000.

To ensure students get enough sleep, in preparation for their college day and sporting activities, all residents must be back in their rooms for the nightly safe and well checks.

Quiet time is from 22:00 every night, this means you must return to your block and your flat in preparation for the checks at 22:30.

Noise must be kept to a minimum from 22:00 as students may be asleep already due to early morning training.

Nightly checks are 22:30 every night All residents must be in their own room, on their own.

All residents who have not notified us of an absence must be accounted for. Once the check has been completed by staff, residents are expected to stay in their flats and not leave their flat or block to visit anyone else on site. Students must stay in their own room, on their own overnight.

To ensure each resident is safe, the staff will ask that each resident shows their face at their bedroom door, so they are physically seen. If there is no response from the staff member knocking on the door, the staff will announce they are coming into the room to check the resident. This is a safeguarding procedure to ensure you are safe and well.

We appreciate some residents may not want to wait up until either 22:30 so they can text 07580 145932 to say they are going to bed early, and the staff member will come to their room shortly afterwards to physically see them. This is called an early check-in. Early check-ins can be requested up to 15 minutes before the nightly checks are done, after this staff are preparing for the nightly safe and well checks so may not be available. No early check ins after 22:15.

Anyone who is seen around site after they have checked in may be subject to disciplinary procedures.

Noise

Halls are shared buildings where people live in close proximity to each other. It's therefore essential to remain mindful of the noise level.

Everyone should expect to work and sleep in their own rooms without being unduly disturbed.

Large gatherings of students are not permitted in individual bedrooms or kitchens as it interferes with the comfort of the other residents in the flat. Use the Common Room if a large group of you want to have social time together. Please be respectful of others and consider that some students may wish to study or prepare for early morning training and may not wish to be subjected to your choice of entertainment.

Quiet Time: We ask that come 22:00, you return to your own block and flat and prepare for the nightly checks. After 22:00 you are not permitted in other blocks.

We ask that come 22:00, you return to your own block and flat and prepare for the nightly checks. After 22:00 you are not permitted in other blocks.

It is inevitable that noise will happen and is normally unintentional. Often, asking other residents to be quieter politely can resolve it. However, if you are faced with persistent noise or noise that you cannot resolve yourself, please call 07580 145932 for support from staff. The Accommodation Team will work with flat mates to find a resolution.

Persistent noise offenders could face disciplinary action.

For more information see Living together in halls.

P

In this section you can find information on:

- Parties
- Personal safety
- Pest control
- Pets and animals
- Post and parcels

- Posters and display material
- Prayer Room
- Printing

Parties

No parties are allowed. Large gatherings of students are not permitted in individual rooms, flats, kitchens, corridors.

Personal safety

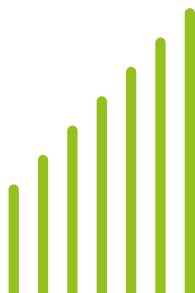
- **Avoid being out on your own after dark.**
- **Avoid dark alleys, parks, and isolated areas.**
- **Let your friends know you are going out and what time to expect you back.**
- **Be back in for the nightly safe and well checks at 22:30.**
- **Lock your bedroom door.**
- **Keep flat doors locked.**
- **Do not use emergency release buttons to exit blocks .**
- **If in a ground floor room, ensure valuables are not on display, window restrictors are in place and blinds are used for privacy.**

Pest control

Common causes of pests in halls are poor housekeeping, especially in kitchens. It is important to keep kitchens clean and tidy. Pests may also be brought into accommodation by accidental import in luggage and food. It's best to avoid keeping any food in your bedroom.

If you are concerned or see any pests, please report this to the Accommodation Team on **07580 145932** or via email: **accommodation@loucoll.ac.uk**

A specialist pest control company will investigate any reports and we will address the issue in line with their recommendations.



Pets and animals

Pets are not allowed in the halls.

If you have a support animal, please speak to the Accommodation Team as requests for therapy animals to stay at halls must be supported by a medical professional who is part of your care package.

Post and parcels

Letters will be delivered to the main accommodation office where you may collect them.

Any parcels will be kept in the main office accommodation office. You will need to come and collect them and sign the book to confirm you have taken them.

Any special deliveries that require a code upon delivery will be accepted if you notify us of the code either prior to delivery or if we call you whilst the delivery driver is on site.

Postal address for deliveries is:

Name
Block/room number Brooksby College
Melton Mowbray
Leicestershire
LE14 2LJ

Posters and display material

While we encourage you to individualise your room, please remember that posters, photographs and decorations must be confined to the pin boards supplied. They should not be fixed to other areas of walls, ceilings or doors because this can cause damage to the fabric of the room and create a fire hazard. This applies to both bedroom and common areas.

Failure to comply will result in cleaning and redecoration charges being levied. No alterations or additions to the decoration or fittings of the room are allowed.

Prayer Room

There is a multi-faith room available for you to use at the College. The Accommodation Service Team will be able to show you where the rooms are and provide information about the Chaplaincy Service.

Printing

Brooksby accommodation has a printer available in the Common Room which you can use in the same way as the ones at College, you will need to use your College ID to release the printing jobs. The college main site also has printing facilities which you are able to access Monday to Friday.

R

In this section you can find information on:

- **Recycling**
- **Red box service**
- **Respect**
- **Room moves**

Recycling

Please follow guidance in your kitchens with regards to recycling your kitchen and bedroom rubbish.

Red Box Service

We have a supply of sanitary products including tampons, pads and cups. These are free and available to residents. Please just ask a member of the team if you need some.

Respect

It is the collective responsibility of everyone at Brooksby – students and staff – to create a safe, fair, and enjoyable environment in which to live, work and study. You should treat others how you wish to be treated. Any incidents of anti-social behaviour such as intimidation, bullying, aggression, violence, vandalism, spitting, littering, failing to listen to staff instruction, being disrespectful towards staff or any behaviour deemed to be unacceptable will not be tolerated and may lead to disciplinary action.

For more information regarding respect please see Living together in halls, Living in the community and Noise.

We expect you to respect the Accommodation Team that are here to support you as well as being here to ensure all rules are adhered to. Not complying with reasonable instructions from staff may lead to disciplinary action.

Room moves

If you have a request to move room during your stay, come and talk to the Accommodation Team to explain why. We will look at each case on an individual basis and will assist where we can but cannot guarantee that moves are always possible.

If you do move room, a departure inventory will be conducted on your old room to access for any damages, and you will need to conduct an arrival inventory on your new room and sign an updated Licence Agreement to reflect the new room number. There may be financial implications to the move too as not all the accommodation is the same price, we can advise you on this. Parents/Carers will also be sent the new Licence Agreement to sign with your new room number and your Guarantor must also sign the updated Licence Agreement.

S

In this section you can find information on:

- **Safety responsibilities**
- **Safety of possessions**
- **Security**
- **Sexual Health**
- **Sickness**
- **Smoking**
- **Social Events**
- **Special circumstance release**
- **Storage**
- **Student Induction**
- **Student Voice**
- **Support staff**

Safety responsibilities

Your responsibilities:

- **Comply with all safety rules and instructions.**
- **Report any accidents or near misses to the Accommodation Team.**
- **Do not interfere with any safety equipment.**
- **Maximum speed on site and college is 10 mph when driving, always wear your seat belt and have the right insurance cover.**
- **Do not press emergency release buttons on Block doors.**
- **Complete your absence forms if you are away from Brooksby so we can confirm your whereabouts with parents/guardians.**
- **Ensure the visitor procedure is followed, all guests must be signed in and out.**
- **Keep your flat and bedroom doors locked.**
- **Do not share your ID or keys with anyone else.**
- **Do not partake in open water swimming.**
- **Do not use the gym without having an induction training session.**

Safety of possessions

For more information refer to Insurance.

Lock your car, keep bedroom secure by locking door and insure valuable items.

For those living in ground floor flats, do not have expensive items on show, don't remove your window restrictors, use blinds for privacy and remember to keep your bedroom and flat doors locked.

Security

STUDENTS MUST CARRY THEIR COLLEGE ID CARD WITH THEM AT ALL TIMES

For the halls of residence to remain safe and secure, as well as for your personal safety, access to all residential accommodation must be a priority for residents. Keys and door/gate entry system cards issued to you for the gates/ outer doors, flat doors, bedroom doors, post boxes and bicycle storage are your personal responsibility. You should therefore ensure that:

- Main entrances are kept secure. Under no circumstances should these doors be wedged open, tampered with, or left in an insecure manner at any time. The doors are there to provide safety and protection for everyone.
- Fobs and door entry system cards must always remain in the resident's possession because you may not be able to gain entrance immediately to the site if you don't have them because the Accommodation Service Team may be away from the system they use to remotely open the vehicle and pedestrian gates. If you need assistance to gain access to the site and the intercom system is unanswered you can contact staff to assist you by calling 07580 145932
- Fobs and door entry system cards must not be given to anyone else under any circumstances.
- Lost fobs and door entry cards should be reported immediately to the
- Always keep your room and flat door locked even when you are away for just a couple of minutes.
- Your property should be security marked and insured.
- Keep ground floor windows closed and curtains/blinds closed when out.

The following measures are in place to ensure security on the Brooksby site:

- 24/7 site support is available. This is actioned by the Accommodation Service Team and the Accommodation Support Officers working to a rota which enables them to have a physical handover of shifts. In addition, a senior member of staff holds a call-out phone, which the Accommodation Support Officer can use for support in the event of an emergency.
- Access to entrance doors is by a lock or an electronic card door entry system.
- All internal doors are lockable and are on a secure suited system.
- The building has external lighting, which is operated by a daylight sensor.
- Security cameras with external views are situated at appropriate points on the Brooksby site. CCTV is viewed to monitor activity on site and keep everyone safe.

- Security cameras are installed in the entrance halls.
- Accommodation Support Officers have access to the use of a bodycam, which will be used in the event of an incident occurring.
- All windows have restrictors fitted.
- Security issues are addressed during hall inductions, particularly locking doors and closing windows.
- Residents in ground-floor rooms are advised not to leave valuable items on show.
- Staff and students are required to complete Safeguarding and Prevent training.
- Staff and students must always wear and display their lanyards.

Pressing emergency release buttons on Block doors is a serious breach of security that puts all student's safety at risk. This will result in disciplinary action.

Sexual Health

The Condom Now service is available at Brooksby. This is a confidential service; your details will not be shared with other staff. It provides free condom packs and sexual health advice, in association with the HCRG Care Group. Please come and speak to the Accommodation team.

It is important to never feel pressured into a sexual relationship and remember that consent between both parties must be given. Staff are available to chat through any concerns or issues you may have.

Sickness

Please notify us if you are unwell.

It is your responsibility to inform college that you will be absent through your ILP and you must also notify the Accommodation Team that you will be absent from college so a welfare check can be conducted. The curriculum team work with the Accommodation Service Team to ensure students at Brooksby are supported to reach their full potential.

Smoking

Smoking is not allowed in your rooms or any part of the buildings. Covering up of smoke detectors compromises the safety of yourself and others and will result in disciplinary action.

A smoking area is provided on the grounds for those students who smoke or vape.

This includes vaping and electronic smoking devices.

Social events

The Accommodation Team organise regular social events and will publicise these through social media platforms with all residents and a monthly social calendar in the entrance of each block. If you have any ideas of events that you would like us to host, please let us know.



Special circumstance release

Residents wishing to terminate their Licence Agreement prior to the end of their agreed occupation period should apply in writing to be released from the contract.

The application for Special Circumstance Release must be sent to the Accommodation Service Manager, stating in full the reasons for their request. If there is a change of circumstances occurs that affects residency, such as medical grounds or change to personal and/or financial circumstances, evidence of the change of circumstance will be required.

Any accommodation fee refunds, or adjustments will made in full weeks only, with the return date of the keys or the agreed academic withdrawal date, whichever is the latest, being the date used for calculating the number of full weeks fees to be refunded.

Approval of a release is not guaranteed and will be considered on a case-by-case basis.

Until a release is formally approved in writing, the Student and/or Guarantor remain liable for all fees and obligations under the Licence Agreement.

Storage

We do not offer a storage service of belongings, for example if you were staying for a second year, we don't have the space to keep your belongings here. Over the summer period maintenance works and deep cleans are conducted so bedrooms must be clear.

A list can be provided of local storage companies for you to contact should you wish to store your belongings with them rather than bring them home.

Student Induction

You will receive a link to complete an online Induction to the Halls of Residence which will cover the main rules and safety guidelines.

Once completed you will receive a certificate and the Accommodation Team will be notified that this has been completed and passed.

It is compulsory that this is done.

Student Voice

The Student Forum is a group of students who come together every half term for a meeting facilitated by a member of the Accommodation Team, to give their views on the residential experience. The Accommodation Team and the College values the feedback and opinion and endeavors to address points raised.

Each block is asked to put forward a Rep. These Rep's form the student forum committee and Chair the meetings. If you would like to get involved, please speak to one of the Accommodation Team. We will also seek the views of residential students through surveys at the beginning and end of the year.

Support staff

For more information refer to Accommodation Support Office 24/7 support available on **07580 145932**

T

In this section you can find information on:

- **Terms and Conditions**
- **TV licences**
- **Toilets**
- **Transport**

Terms and Conditions

The terms and conditions of your Licence Agreement has been thoroughly covered in this handbook. Summary is listed here:

- Premises are provided for the purpose of enabling a student to attend a full-time course at Brooksby College.
- Deposit must be paid once you sign and return your Licence Agreement.
- Payment plans for rent must be kept up to date.
- No change to allocated room unless agreed with Accommodation.
- Premises only to be used as a residence, no trade, profession, or business shall be conducted in any Halls or their grounds.
- Licence Agreement cannot be transferred, and rooms cannot be sub-let.
- Services can be suspended in the event of a Critical Incident.
- Any resident who sustains a head injury or is diagnosed with a contagious illness must inform the Accommodation Team immediately.
- Residents are responsible for cleaning of their rooms and must keep them tidy, failure to do this could result in disciplinary action.
- Access must be given to staff who request to inspect your room. The College may enter rooms without notice where reasonably required, including for emergencies, safeguarding concerns or suspected breaches of the Licence Agreement or College Policies.
- Disciplinary action will be taken if any regulations are broken and rules not adhered to, accommodation link in with curriculum staff and Academy staff to work

together to ensure conduct of students is consistent.

- You must always keep the site secure by using your lanyard, not releasing Block doors, not using fire exits unless in the event of a fire.
- Stairs and corridors must be kept clear of belongings, so fire escape routes are accessible, fire equipment must not be tampered with, and fire doors not left open.
- Smoke and vape only in designated area, do not bring any illegal substances or paraphernalia onto site.
- Respect your fellow residents, keep noise to a minimum and keep communal areas clean.
- No bicycles to be kept inside flats or rooms, no ball games to be played on site, litter to be placed in bins.
- No banned items to be brought on site, no cooking in bedrooms, no ironing in bedrooms.
- No pets allowed unless there is medical proof that a therapy pet is needed.

TV licences

All students living in halls watching live television, either on a computer or on a normal television, will require their own television licence by law. You are not covered by the halls of residence's licence.

The authorities do check and can fine you for not having a licence. Please visit www.tvlicensing.co.uk for more information.

Toilets

Do not flush wipes or sanitary products down the toilets as this will cause a blockage. Sanitary bins are provided for all female residents are emptied regularly. You will be notified of the collection day and are asked to leave the bins in the corridor for contractors.

Transport

Brooksby has limited public transport links. If you require any assistance or advice, please talk to the Accommodation Team.

V

In this section you can find information on:

- **Vaping**
- **Visitors**
- **Voting**

Vaping

Vaping is not allowed in your rooms or any part of the buildings. Covering up of smoke detectors compromises the safety of yourself and others and will result in disciplinary action as interfering with fire safety equipment causes a risk to life.

A smoking area is provided on the grounds for those students who smoke or vape.

Visitors

Visitors must be signed in at the accommodation office. Their full name must be provided and recorded in the signing in book.

Only 1 visitor per student.

Visitors must be signed out by 9pm.

Visitors must be with the resident who signed them in at ALL times.

If visitor rules are not adhered to this may result in disciplinary action, further restrictions being put in place or a ban on certain visitors coming to site.

Under 18 residents, including those that turn 18 in the academic year, are not allowed in over 18 accommodation and vice versa. This applies to all residents.

No overnight guests are permitted on site.

Voting

Residents over 18 can either register to be on the electoral register here or at your home address. If you are registered in two areas – at home and at Brooksby – you can vote in local elections in both areas but only once at a general election/referendum.

If you aren't registered, you can't vote. The electoral register is also used in Credit

Referencing when buying some items such as a mobile phone or opening a bank account.

W

In this section you can find information on:

- **Wake Up Calls**
- **Waste removal and recycling**
- **Wellbeing**
- **Window opening restrictors**

Wake Up Calls

We provide a “wake-up call” service for those students who may need a little extra help in waking up in the mornings. Accommodation staff are given a list each day of any students who are absent from classes and work closely with the student tutors on matters of attendance.

Waste removal and recycling

Bins are provided in your kitchens for general waste and recycling. These will be emptied by the Housekeeping Team Monday to Friday. At weekends, students are expected to empty the kitchen bins into the external bin store area.

Wellbeing

At Brooksby Accommodation and the College, we take our Safeguarding responsibilities very seriously and looking after the welfare of our students is our top priority.

Mental wellness and wellbeing are very important to us, and we understand that everyone has a different response to different situations. To support you we have a wide range of staff available that can help you both here at Accommodation and at the College.

We will meet with all of you on a 1:1 basis within the first half term and then again after Christmas to go through a short assessment to understand how you are feeling and how confident you are with independent living skills.

It can be difficult being away from home and feeling homesick is very natural. We can support you through this time and offer you regular meetings with a member of the team.

It is natural to want to talk to your friends and we understand this, however, please be mindful that they may well have emotions and difficulties they are trying to work through and taking on someone else's distress can lead to them becoming overwhelmed too. Remember that you can contact us 24 hours a day on 07580 145932 if you ever need to talk, staff will listen and offer the support you need.

There is a box in the Common room which says Concerns and Worries. You can use this to write down anything that you need support with emotionally and a member of the team will link in with you. You can also text the Accommodation Team with the word "Blue" if you are really struggling with your mental health and want one of us to come and see you as soon as we can, we don't want you to suffer in silence in your room, please reach out so we can support you.

We have other staff from the college who are available for you to talk to if you wish and can offer a counselling service. Your initial block talks during your first term will provide further information on college wellbeing services along with information in your Welcome Pack.

The College Safeguarding Team can be contacted by main reception (01664 850850) and ask for the Safeguarding Team.

Window opening restrictors

These are provided for your own safety and must not be tampered with. Any attempt to tamper with the restraints will result in disciplinary action and replacements will be charged to students.





Contact us

Accommodation Service
Brooksby College
Hoby Road
Melton Mowbray
Leicestershire
LE14 2JL

T: +44 (0)1664 855263

E: accommodation@loughborough.ac.uk

