



LEEDS  
BECKETT  
UNIVERSITY

# ARENA VILLAGE HANDBOOK 2022/23

[www.leedsbeckett.ac.uk/accommodation](http://www.leedsbeckett.ac.uk/accommodation)

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*Please note the information in this guide is correct at the time of printing. The University may need to make changes from time to time, so you should always check that the accommodation meets your needs before accepting your **licence agreement**.*



# WELCOME

Welcome to your new home. We are really excited that you are joining us and we hope to make your time with us as enjoyable as possible. At Leeds Beckett University, you are our priority and we are dedicated to making your student experience the best it can be.

This handbook will help to answer many of your practical questions about halls life so make sure you keep it somewhere handy to refer back to, especially while you settle in over your first few months.

Remember, it also contains important information about your **licence agreement** with the University and should be read in conjunction with the Standard Terms and Conditions of Residence.

Please don't hesitate to contact us if you have any problems or concerns. We have a strong sense of community in our residences, and we look forward to getting to know you.

**Leeds Beckett Residences**

## WORKING TOGETHER

Our University and the Halls Management work together to make your student experience a positive one. Although the University is your landlord, a managing agent operates the buildings on the University's behalf.

Halls Management work with the University to create a safe and comfortable home for you.

## HALLS MANAGEMENT TEAM

The Halls Management Team is responsible for the day to day running of your new home. They are committed to dealing promptly with maintenance requests, ensuring the security of your home, and dealing with day to day requests.

You can contact them by speaking to any member of the reception team, or for urgent queries outside of office hours the Out of Hours Team are available 24 hours a day, 365 days a year.

## OUR UNIVERSITY ACCOMMODATION AND RESIDENTIAL SERVICES TEAM

**The Accommodation Team** are on hand to answer any of your questions related to the application process for accommodation.

This team works hard to sell our accommodation, supports students in the accommodation application process, and deals with all room allocations.

If you need support settling into halls, the **Residence Life Team** (ResLife) can help. They are here to look after your welfare and give you support whilst you're living in your accommodation.

Whether you're having problems with flatmates, finding it hard to adjust to your new setting or just want to meet a friendly face for a chat the team are available for you.

The team have good links with university services, so can help point you towards the best team to support you. They all have experience of university life and understand what it's like to adjust to life in a new place.

We have an active Res Life programme with lots of events and activities organised for you to join in with.

If you would like support from the **Residence Life Team** at any time during your stay, you can contact them via email [reslife@leedsbeckett.ac.uk](mailto:reslife@leedsbeckett.ac.uk) and a member of the team will be happy to help.

Follow the Residence Life Instagram page [@reslifelbu](https://www.instagram.com/reslifelbu) to keep up-to-date with the latest information, events and competitions happening in your halls of residence.

There's also the opportunity to get even more involved in the residence community by joining a team of Student Experience Champions, who are fellow residents that are paid to help organise and run events for their halls. If you are interested in this opportunity look out for an email that will be sent late August with more details.

# MOVING IN



## KEYS

You will be given information about collecting keys when the University makes an offer of accommodation.

If you lose your keys, you will be liable for the costs of replacement. Details of costs are available [here](#).

The University will also be entitled to charge you the cost of replacing the locks. You will need to show ID before being given access to your room or a replacement set of keys, so be sure to carry it with you at all times when you leave the flat. You must notify reception immediately if you lose your keys, and must not lend your keys to anyone.

## ARRIVAL INSPECTION FORM

One of the first things you should do when you arrive is complete the online inventory emailed to you by CLV. It is really important to report any missing or damaged items, or damage to the accommodation and its fixtures within 48 hours of receiving your email. It is your responsibility to check both your bedroom and shared areas within your flat and bring any problems to the Halls Management's attention. This is really important in protecting your deposit.

## SERVICES

The rent includes all utility charges and insurance of your personal possessions (**subject to terms in the policy**). The University is responsible for repair and maintenance of the building, but may make a charge to students who cause damage, or charge a proportion of the cost of damage where the perpetrator cannot be found but is, on balance, likely to be a resident. The University will clean the shared areas of the building, but not the shared areas within a flat or individual rooms — these areas are the responsibility of the people who use them.

## LICENCE AGREEMENT

Before they take occupation, residents of University accommodation must enter into a **licence agreement**, which is a legally binding agreement between the University and the resident. The **licence agreement** comprises four documents, which are:

1. The Offer of Accommodation.
2. **The Standard Terms and Conditions of Residence.**
3. This Handbook.
4. **The Terms and Conditions of the Block Insurance Policy.**

You should read all these documents before accepting an offer of accommodation. Once you accept an offer of accommodation, you have entered into a legally binding agreement with the University, and you will only be able to cancel it in certain circumstances. If you cancel before you move in, you may lose some or all of your deposit. If you cancel after moving in, you will be liable to continue paying rent for the room until the end of the licence period unless a suitable replacement student is found.

## INTERNET

100Mb Wi-Fi is provided to all flats as part of your rent.

All students are bound by the University's **Policy and Procedures on the Appropriate Student Use of University Electronic Information and Communications Facilities and Services** and the University's **Regulations for the Use of Institutional Learning and Information Services Facilities and Institutional IT Facilities**.

The University may suspend internet access to your room if you contravene these policies or whilst you are in serious breach of the terms of your **licence agreement**.

## INSURANCE

Your personal possessions are insured under the **Block Halls Scheme** and the premium for the scheme is included in the rent. If you need to make a claim please refer to the **Terms and Conditions** to make sure the policy is adequate for your needs.

We recommend that you examine this insurance to ensure it covers all of your needs. If you have any items of high value, it may be worth considering top-up cover. Details of additional cover, and charges, are set out in the terms and conditions of insurance.

# MONEY MATTERS

## DEPOSIT

You will have paid a £200 deposit when a room was allocated to you. The deposit is held as security for any damages to the flat/room. The University will notify you if/when it is going to make a deduction from your deposit.

## GUARANTORS

All students living within University accommodation will be asked to provide guarantor details. These details will need to be provided to the Accommodation Office when you accept your **licence agreement** with us.

The **licence agreement** will be between you and the University, and not the guarantor and the University. The guarantor will only be contacted in instances where there may be outstanding debt for rent or damages.

## RENT PAYMENTS

When you accept your **licence agreement** with the University, you become liable for the duration of the licence period. The amounts and the due dates for payment are set out in the University's offer of accommodation which has been sent to you. The preferred method of payment for rent is by direct debit and you can set this up with us upon acceptance of your licence online.

If your payment is late you may face one or more of the following consequences:

- The University may terminate your **licence agreement** on the grounds of non-payment.
- The University may take legal action against you for unpaid rent, as well as any additional associated costs.

If the University deems it necessary to take legal action due to non-payment, it may result in a County Court Judgement (CCJ) being made against you. This would negatively impact on your credit rating and make it very difficult for you to obtain credit cards, loans, mobile phone contracts, or a new tenancy with us or any other landlord in the future.

Where a student opts for early access to their room, the University will add this to the first direct debit instalment. If we are unable to provide you with sufficient notice to change the amount of the direct debit, the University will issue an invoice for the additional rent charge which must be paid within seven days of the invoice date.

Those students who wish to extend their existing **licence agreement**

beyond their licence end date or new applicants who only wish to occupy accommodation for a short stay, will be issued with a specific invoice for this period. Terms of payment are within seven days of the invoice date unless otherwise agreed.

You should direct any queries about rent payments to the Accommodation Credit Controller, within the University's Incomes Office by emailing **creditcontrol@leedsbeckett.ac.uk**.

## CANCELLATIONS

Cancellations are treated differently, depending on whether you request a **pre-arrival cancellation** or **post-arrival cancellation**.

## LEAVING RESIDENCES EARLY

If you decide to leave our residences early, please remember that when you entered into your **licence agreement**, you made a legally binding commitment to pay for the accommodation throughout the full letting period.

You will be liable for this rent until the University or yourself can find another student who is an acceptable replacement and who is not already a university resident. Please be aware that this can take time, or may not happen at all, depending on the time of year you depart.

Only once someone else is committed to paying for your accommodation will you be eligible to a refund of any pre-payments you have made.

We will also deduct an administration and cleaning fee from your deposit or any refundable rent, to cover the costs the university incurs in dealing with your application for release.

If you leave the University, you will not automatically be released from your **licence agreement**.

## FINANCIAL TROUBLES

We do understand that students often have money worries. If this applies to you, we urge you to discuss your concerns with someone.

Contact our University **Money and Advice Team** for more information.

# YOUR HOME AWAY FROM HOME



## MAINTENANCE AND REPAIRS

Whilst we aim to provide high quality accommodation, it is inevitable that repairs will be needed due to fair wear and tear. If anything in your accommodation needs a repair, please report this as soon as possible on your **Campus Living Villages Portal** or by completing a maintenance request form.

Please put as much detail as possible in your maintenance request. This helps maintenance staff respond to your problem more effectively. Repair and maintenance requests are graded according to their priority.

**DELAY IN SUBMITTING MAINTENANCE REQUEST**

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**DELAY IN GETTING REPAIR**

The response times for your residence are given on the next page and are also provided by Halls Management at the start of your licence.

If for any reason Halls Management cannot meet the response time, they should try as soon as possible to give you a timescale for your repair.

## REPAIR CATEGORIES AND RESPONSE TIMES

PRIORITY	DESCRIPTION	TARGET RESPONSE TIME	EXAMPLES
PRIORITY 1	Emergency repairs	Within 24 hours of reporting a defect	These would be any repairs required to avoid danger to health, a risk to the safety of residents or serious damage to buildings or residents belongings
PRIORITY 2	Urgent repairs	Within five working days of reporting a defect	These would be any repairs which materially affect the comfort or convenience of the residents
PRIORITY 3	Non-urgent repairs	Within 28 days of reporting a defect	These would be anything minor that does not affect useability of an item/room. For example, this could be painting works, minor joinery works, or a cooker hood extract bulb being out

When you report a repair, maintenance staff will be entitled to enter your accommodation to carry out the work, and Halls Management will give them access if you are not there.

On completion of your maintenance request you will be sent a link to a survey. We would encourage you to complete this so we can ensure the request was completed to your satisfaction.



## LIVING IN A SAFE ENVIRONMENT

As you start settling into your new home, you'll want to make sure you are living in the safest possible environment. Here are a few helpful hints to ensure you do this:

### FIRE SAFETY

- Do not tamper with the fire prevention or protection equipment provided—this is fitted for your safety, and tampering with this is illegal and a breach of the standard terms and conditions of residence and the **Student Code of Conduct**. Tampering with any fire equipment is taken extremely seriously by the University and Halls Management
- If you have a fire in your flat, or have used your fire protection equipment as a result, you must report this straight away to the Out of Hours Team—within 24 hours of the incident
- Make sure any electrical appliances that you bring to the residence are safe and carry the appropriate British Standard number/Kite mark or CE mark
- Never deep fry—whether in a chip pan, sauce pan, or deep fat fryer—the risk of fire is far too serious
- Never use candles or incense
- Do not smoke, vape, or use e-cigarettes inside the building—designated smoking areas are provided on site. As a student at the University, you must at all times comply with the University's **No Smoking Policy** in all parts of the residence
- No additional heaters are allowed in the residence
- Do not bring items prohibited by the **licence agreement** (for example: replica weapons; candles; shisha pipes)—The University or Halls Management may confiscate an item which presents a health and safety hazard

### BE RESPONSIBLE FOR YOUR OWN SECURITY

- Always lock bedroom and flat doors
- Don't pass your keys onto others
- Don't leave windows open whilst you are out
- Don't allow someone to enter the building after you at any time—even if you think they are a resident
- Let someone know where you're going, and when you're expected back
- Be ready to speak to the Reception or Out of Hours Team and provide your identity if asked by a member of staff

As a student of the University, you agree to comply with the University **Health and Safety Policy**.

## YOUR WELFARE

### DOCTORS AND DENTISTS

Get yourself registered with a doctor and a dentist as soon as you can - you never know when you might need them. A list of local doctors is available from reception. Contact your **Residence Life Team** for further information.

If you are diagnosed with a contagious or reportable disease, you must inform the Halls Management Team and our University's **Residence Life Team** immediately for advice.

### ACCIDENT REPORTING

If there is an accident at the residence involving you or someone visiting you, and an injury occurs, please tell us by completing a short incident report form, available from reception. If you need to call an ambulance, either for yourself or one of your flat mates, make sure you also call the Reception or Out of Hours team and advise them that an ambulance will be coming to site.

# RESPONSIBILITIES

We expect that from the day you arrive until the day you leave, you will take good care of your new home. Here are a few things to remember.

## CLEANING

You are responsible for keeping your room clean and jointly responsible for the communal areas in your flat. It's a good idea to set up a cleaning rota early on so that you can stay on top of it. The University arranges cleaning for the areas of residence outside flats and provides mops, buckets and brushes for students to use within their flats. If the flat is not cleaned to a reasonable standard, the University or Halls Management will notify you and give you a reasonable opportunity to bring the accommodation up to scratch. If on a re-inspection the accommodation is still below the required standard, the University will be entitled to engage professional cleaners and **recharge the cost to you**. The cost of cleaning shared areas will be divided equally among the students using them.

## INSPECTIONS

The University arranges inspections around three times a year. If you are not complying with your **licence agreement**, the frequency of the inspections can be increased. The University or Halls Management will give at least seven days notice before an inspection and it is your responsibility to make sure your bedroom and flat are in the condition that your **licence agreement** requires.

## LAUNDRY

You are responsible for doing your own laundry. Laundry facilities are available on site. You can find more information about this upon arrival.

## COMMUNAL DAMAGE

You will be responsible for **the cost of repairing or replacing any item you damage**, and a proportion of any shared areas or their contents that are damaged, unless we can find out who is responsible for the damage.

## PARTIES

There are obvious risks associated with having a party within your flat—damage is more likely to occur, any costs incurred due to your party will be charged back to you, and any guests are your responsibility. It is worth checking with Halls Management about particular restrictions on parties at your residence.

We discourage advertising parties publicly—especially on the internet, as you will be responsible for everyone at your party. Don't invite anyone whom you don't know.

## TV LICENCE

Should you choose to bring a TV for the communal area of your flat, it is your responsibility (jointly with the other students) to **obtain a valid TV licence** if you choose to watch it.

If you also have and watch a TV in your bedroom or watch and download BBC programmes on iPlayer (live, catch up and on demand), you will be responsible for obtaining an additional TV licence for that space.

The University will arrange for licences for televisions in any common rooms which are not within a flat. Failure to have a current television licence could mean you would be liable for prosecution.

## MAKING CHANGES TO YOUR ROOM

The **Standard Terms and Conditions of Residence** do not allow you to make alterations to your room. Please don't redecorate it, put up shelves, fix aerials or satellite dishes, alter the wiring or

plumbing, put additional locks on your door or make any other alterations. If you do, you will be liable for the costs of putting the room back to its original condition.

We have a range of rooms that are already adapted for use by students with disabilities so please discuss your requirements with us.

Feel free to fix posters by using non-marking sticky stuff. If your posters leave marks on the walls or furniture you could be charged for redecoration or replacement costs.

Please do not remove furniture from your bedroom or flat. Again you could be charged for the replacement of this.

## CONFISCATED ITEMS

The University has the right to confiscate items which are unlawful, or which present a serious or persistent risk to the health, safety or welfare of the student or other people. In many cases the university and Halls Management will warn the student that the item is not permitted and ask them to remove it.

## POST

Each flat has its own lockable post box and you will be given access details on arrival. Please note that Royal Mail deliver all letters into these post boxes directly. Large packages or items delivered by courier services will be signed for at the reception, which are available to collect during office hours. We're not able to tell you when a delivery has arrived, so make sure to check at reception.

## PARKING

There is no car parking available on site at Arena Village. We encourage those who have cars to leave them at home. You will have no problem getting around Leeds - excellent public transport and cheap taxis make for an easy commute to university and places around Leeds.

## CYCLE STORAGE

Cycle storage is available. We recommend using a D-Lock (rather than cable lock) when locking your bike whilst in the accommodation and out and about as these are more effective against theft across the city. Contact reception to have the fob activated for use of the bike store.

## LEAVING FOR THE HOLIDAYS

Your **licence agreement** is for a continuous period, so there is no need for you to leave during the Christmas and Easter vacations if you don't want or need to. You are required to leave on the last day of your licence and because it is not an assured shorthold tenancy, no notice to quit is required to bring it to an end. If you are likely to need accommodation during the summer vacation, you should contact the **Accommodation Office**, who may be able to help you.

## WASTE DISPOSAL

We are keen to sustainably dispose of any waste from our halls of residence. We hope that you will assist us in our efforts to reduce the amount of waste going to landfill.

You will find a general waste bin in your kitchen. Once the bin in your kitchen is full, you should take them downstairs to the bin store (to the left of the lifts) where there is separation of general waste (in black bin bags) and dry mixed recycling (in white/clear bin bags or loose). There is also a bin for recycling glass in the bin store. Please ask at your site reception if you have any questions.

Please do keep an eye out for any further waste disposal initiatives on site.



# RESPECTING THOSE AROUND YOU & YOUR NEW HOME

Living with others isn't always as easy as you might think. Each student has different expectations of university and what they hope to gain from their experience within residences. We hope to work together with you to provide a positive experience for all.



## COMMUNICATION, CONSIDERATION AND COMPROMISE

### INTER-TENANT DISPUTES

It can take a while to settle into new surroundings, living with people you don't know very well, and it can be stressful having to fend for yourself. Arguments can flare up quickly, but it is important to remember that they are just arguments and keep them in perspective.

During your period in residence, you may find that you have some issues with some of your flatmates. When issues arise in flats, we firstly recommend that you try and resolve them yourselves. If you are finding this challenging, the **Residence Life Team** can act as mediators, offer guidance, and simply give suggestions on how to try and resolve your dispute.

A flat agreement is a great way to head off disputes before they arise by taking time to discuss your expectations with one another. You will find a flat agreement in your kitchen upon arrival, and we encourage all flatmates to complete this together within the first week. By completing this agreement and having an open discussion, you will learn a lot about your new flatmates, but more importantly this will give you a foundation of what is expected of each other within the flat.

### SUPPORT. REPORT. RESPECT.

In our university community there is no place for bullying, any form of harassment (such as racial abuse) or sexual misconduct, which includes sexual violence. There are no exceptions to this. Leeds Beckett University (LBU) is a great place to study, but when unacceptable behaviour occurs, it not only harms the individual, it undermines the values of our institution, leading to a damaging experience and impacting on the morale and wellbeing of members of our community. We are committed to creating and maintaining a safe, welcoming and inclusive community which nurtures a culture of respect and consideration for all.

If you, or someone you know, is a student, or visitor of our University, and has experienced unacceptable behaviour, you can let us know anonymously or provide your contact details and access support. Further information can be found here: <https://www.leedsbeckett.ac.uk/our-community/support-report-respect/>

### NOISE

We all understand that students like to celebrate and enjoy themselves, but it is important to remember the impact your behaviour may have on others around you. If you plan on having a party, or a gathering, be considerate of your flatmates and let them know. As a general rule, quiet hours

operate from 23:00 to 07:00 Sunday to Thursday and between midnight and 08:00 on Friday and Saturday nights.

Please keep in mind that not everyone will be on the same schedule. Just because you don't have early morning lectures, that doesn't mean nobody else does. Please ensure you aren't disturbing those around you who are trying to study or sleep.

Noise can cause serious distress, and in some instances excessive and constant noise can ruin a student's experience within halls. If you are struggling with a constant noise issue, please don't hesitate to contact the **Residence Life Team** about this, or call the emergency 24-hour number at the time the noise is occurring. The Out of Hours number for your site is detailed at the back of this handbook under 'Useful numbers'.

### GUESTS

Occasional overnight guests are allowed, however we do not allow long-term guests. Be considerate of your flatmates and let them know when you may have guests to stay. When you bring or invite a guest to the residence, you are responsible for your guests at all times, until they leave the residence.

### ROOM SWAP

If you want to swap rooms with someone else, or move to a different room, you should first discuss your request with a member of the **Residence Life Team**. You will be emailed a form to complete that asks why you want to move and what your preferences are. Being flexible in your requirements will help widen the range of rooms available to you.

We cannot always guarantee a successful move, but everything will be done to try and accommodate your request. If you do move, you will need to pay a charge to cover the additional administration, inspection, and cleaning costs which the transfer involves.



## STUDENT CODE OF CONDUCT

The **Student Code of Conduct** applies to all our students, whether they live in our accommodation or not. The aim of the Code is to prevent the behaviour of individual students from harming other students, causing damage to property, or interfering with the work of the University. You must comply with the Code, as well as the terms of your **licence agreement**.

The University has the power to fine students for breaches of the Code. This is in addition to any action that may be taken against you for breaches of your **licence agreement**. Examples of fines are set out in the table on the following page. No allowances will be made for students who were under the influence of any substance, including alcohol, at the time a breach of the Code occurred. Aggression will be treated as an aggravating factor and may lead to a more serious sanction than the ones shown in the table.

For serious or persistent breaches of the **licence agreement** and/or of the Code, the University may take action to terminate your **licence agreement**.

### BEHAVIOUR

### EXAMPLE OF SANCTIONS

#### IMPAIRING FIRE SAFETY

- Tampering with smoke/heat detectors
  - Smoking in a non-designated area
  - Tampering with a fire blanket
  - Deliberately activating a fire alarm
  - Unattended cooking
  - Causing a fire
- Maximum fine of £100
  - Maximum fine of £100
  - Warning + damage costs
  - Maximum fine of £100
  - Maximum fine of £100
  - Maximum fine of £500

#### DAMAGE TO PROPERTY

- Damage to furniture and fittings
  - Serious damage to property fittings
  - Vandalism
  - Jumping in lifts
- Payment to replace or fix
  - Maximum fine of £500
  - Maximum fine of £100
  - Payment of call out charge

#### OFFENSIVE/ABUSIVE BEHAVIOUR

- Use of inappropriate language
  - Use of discriminatory language
  - Harassment/bullying
- Maximum fine of £100
  - Maximum fine of £500
  - Maximum fine of £500

#### VIOLENT BEHAVIOUR

- Aggression towards staff/students
  - Possession of a weapon
  - Fighting
  - Threatening behaviour
- Maximum fine of £500
  - Maximum fine of £500
  - Maximum fine of £500
  - Maximum fine of £500

#### DISHONEST BEHAVIOUR

- Theft
  - Lying to a staff member
  - Obstructing a staff member's duties
- Fine of up to £100
  - Fine of up to £100
  - Fine of up to £100

#### ANTI-SOCIAL BEHAVIOUR

- Unacceptable levels of noise (music/shouting)
  - Possession or use of illegal drugs or new psychoactive substances
- Warning
  - Maximum fine of £500, potential legal action

# IT'LL FLY BY...

The year is over and it's time to wrap up some loose ends.

## MOVING OUT

At the end of licence, it is important that you leave your room in the same condition as you found it. The University is entitled to charge for the proper and reasonable costs of clearing and cleaning your room if you do not leave it in the condition required by the **licence agreement**, so save money by doing it properly yourself.

If you leave any valuables behind by accident, we will try to make contact with you to arrange for you to collect the item, which you must do within two weeks of the end of the licence period.

If you want us to forward it to you, this will be at your own risk and we may require you to pay the postal charges before agreeing to send the item to you.

If we cannot contact you, or if you have not collected it or sent postage costs to us to us within two weeks of the end of the licence period, we may dispose of the item by what seems to us to be the most appropriate means. This may include giving it to charity or, if you owe us money, selling it and using the proceeds towards payment of your debt.

We will dispose of items which are not of obvious value, including clothing, without contacting you.

## RETURNING KEYS

Please return your keys to the main reception office at your residence, on or before the last day of your licence. If keys need to be recut so that we can re-let the room, **we will pass the cost on to you**, together with a reasonable charge to cover our administration costs.

## DEPOSIT DEDUCTIONS

Deposits are returned to students after all keys/cards/fobs have been returned and the final room inspection has taken place. The University aims to process your deposit within 28 days of the end of the licence, but sometimes this process can take longer.

**Deposit deductions** can be made to compensate the University for breaches of your **licence agreement**. These include:

- Lost/replacement keys
- Damage caused to your room/shared areas within flat/communal areas within property by you or your guest
- Your bedroom/flat is left unclean
- Rubbish is left within your room/flat

If you leave your bedroom and flat in a similar condition to the way in which you found it upon your arrival then you should have no worries!

## STAYING WITH US?

If you decide you want to stay with us for another year, be sure to contact the **Accommodation Office** in good time about re-applying and they will provide you with the necessary details and application deadline.

## POST (FORWARDING)

Please remember that neither the University nor Halls Management are responsible for forwarding or redirecting any post after you leave your residence. Please make sure you redirect all your post before leaving at the end of your licence. The Royal Mail offers a service for redirecting mail—details are available from the Post Office.

## FEEDBACK

We welcome any comments, suggestions, or complaints from students within residences.

Please help us continue to improve our service, and email any feedback you have about your stay to **leeds@clvuk.com**.

This will help us to improve our services year after year!



# COMPLAINTS

If you have a complaint about the facilities management of your accommodation, please write to:

**Halls Manager  
Arena Village**  
Jacob Street  
Leeds LS2 8BR

If you have a complaint about charges or deductions made from your deposit you must put your complaint in writing within four weeks of the end of your licence period to:

Email: **accommodationbond@leedsbeckett.ac.uk**

If you have a complaint about a member of the Residence Life Team not dealing with an issue, please put your complaint in writing to:

**Residential Services Manager  
Leeds Beckett University**  
Calverley Street  
Leeds  
LS1 3HE  
Email: **reslife@leedsbeckett.ac.uk**

If you have a query about your residential agreement or room allocation, please contact the Accommodation and Residential Services either by telephone or in writing:

Tel: 0113 812 5972  
Email: **accommodation@leedsbeckett.ac.uk**

If you would like to discuss any matters in respect of your welfare or that of others, or if you have any concerns or queries about your experience in halls, please do get in touch and a member of the Res Life Team will be happy to help.

Email: **reslife@leedsbeckett.ac.uk**

# INFORMATION



## INVENTORY

Please see a copy of your Residence Inventory [here](#).

## DAMAGE CHARGES

Please see a copy of your Residence Charge List [here](#).

The charge list is supplied to you, as part of this resident handbook, so that you are fully aware at the point of signing your **licence agreement** what the potential costs are for replacement or damaged items.

## USEFUL NUMBERS

Ambulance, Police, Fire Services	999 (for Emergencies)
Accommodation and Residential Services	0113 812 5972
Student Advice	0113 812 3000
Student Wellbeing Team	0113 812 8507
Student Money Support and Advice	0113 812 5593
Students' Union Advice Service	0113 812 8400
Incomes Section	0113 812 5953
International Students Advice	0113 812 5735
Disability Advice Team	0113 812 5831
Leeds Beckett Security (Headingley Campus)	0113 812 3165
Leeds Beckett Security (City Campus)	0113 812 3154
Arena Village Reception	0113 887 0140
Arena Village Emergency Out of Hours Team	07921 897 498

### **The University's full postal address is:**

Leeds Beckett University  
Calverley Street  
Leeds  
LS1 3HE

## ADDRESSES FOR RESIDENTIAL ACCOMMODATION

Arena Village  
Jacob Street  
Leeds LS2 8BR



**LEEDS  
BECKETT  
UNIVERSITY**

## **CONTACT DETAILS**

### **Accommodation and Residential Services**

Tel: +44 (0)113 812 5972

Email: [accommodation@leedsbeckett.ac.uk](mailto:accommodation@leedsbeckett.ac.uk)

[www.leedsbeckett.ac.uk/accommodation](http://www.leedsbeckett.ac.uk/accommodation)