



LEEDS  
BECKETT  
UNIVERSITY

# MARSDEN HOUSE

## HANDBOOK 2020/21

[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 finalising your booking.



# WELCOME

Welcome to Leeds Beckett residences. We are really excited that you may be joining us, and we hope to make your time with us enjoyable. You are our priority - Leeds Beckett University is dedicated to making your student experience with us one of the best!

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

This handbook will help answer many of your questions, and serve as a helpful guide in making the decision about your accommodation.

It contains important information about your tenancy with the University and should be read in conjunction with the **Standard Terms and Conditions of Residence**

## WORKING TOGETHER

The University and 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.

The Halls Management Team work with the University to achieve 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. The Halls Management Team are committed to dealing promptly to maintenance requests, ensuring the security of your home, and dealing with day to day requests.

You can contact any member of the team in the Reception. There is a security provision 24 hours a day, 365 days a year – for any out of office issues/requests, please contact the Security Team.

## OUR UNIVERSITY ACCOMMODATION AND RESIDENTIAL SERVICES TEAM

At our University we pride ourselves on giving our students a warm welcome and a sense of community. To help achieve this within our residences, the Accommodation Team and the Residence Life Advisor Team work together to promote and enhance a positive student experience.

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. This team is located in Queen Square House, G21 at City Campus.

The Residence Life Advisor Team is responsible for the welfare and pastoral care of students living in residences. The Residence Life Advisors, aim to promote a harmonious living environment, enhance your student experience, and ensure your wellbeing and safety.

All team members are dedicated, professional and well trained people who operate as a team to help you solve any area of concern about your accommodation. They will give advice, mediate, deal with emergencies or even just give time for a chat.

They have all been involved in University life in some shape or form and understand the wide variety of issues faced by new students.

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

There's also the opportunity to get even more involved in the residence community by joining a team of 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



## COLLECTING 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 and 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 not lend your keys to anyone nor have spare keys cut.

## INVENTORY FORMS

One of the first things you should do when you arrive is to complete the online inventory form. It is really important to report any missing or damaged items, or damage to the accommodation and its fixtures within 48 hours of your arrival.

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.

## TENANCY AGREEMENT

Before they take occupation, residents of University accommodation must enter into a tenancy agreement, which is a legally binding contract between the University and the resident. The tenancy agreement comprises 4 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 contract 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 tenancy, 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** and the University's **Regulations for the use of institutional IT, library and media 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 tenancy 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**.

Check the terms and conditions to make sure the policy is adequate for 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.

# FACEBOOK

Join the Leeds Beckett Accommodation Facebook page to keep up-to-date with everything that is happening in our halls of residences. Stay connected with your fellow residents, and get in touch with your Residence Life Team.

Like our page: **Leeds Beckett Accommodation**

# 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 resident tenancy contract with us.

The tenancy 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

Your tenancy agreement with the University makes you liable to pay rent. The amounts and the due dates for payment are set out in the University's offer of accommodation which was sent to you. The preferred method of payment for rent is by direct debit and you can set this up with us once you arrive. If your payment is late you may face one or more of the following consequences:

- The University may charge you interest
- The University may sue you for the rent and interest
- The University may terminate your tenancy agreement on the grounds of non-payment

If we sue you, a county court judgement (CCJ) may be made against you. This could make it very difficult for you to obtain credit cards, loans, mobile phone contracts, or a new tenancy with us or any other landlord.

You should direct any queries about rent payments to the Incomes Office – Financial Services, located in Queen Square House, Room 202, City Campus. Where a student opts for early access to their room the University will issue an invoice for the additional rent charge which must be paid within 7 days of the invoice date.

Those students who wish to extend their existing rental agreement beyond their contract 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 7 days of the invoice date unless otherwise agreed.

## CANCELLATIONS

Cancellations are treated differently, depending when the cancellation takes place.

### LEAVING RESIDENCES EARLY

If you decide to leave our residences early, please remember that when you entered into your tenancy 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 tenant. 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 of £50 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 tenancy agreement.

If you wish to terminate your tenancy agreement, you should apply emailing [accommodation@leedsbeckett.ac.uk](mailto:accommodation@leedsbeckett.ac.uk) and they will ask you to complete an **Application for Rebate from Tenancy Form**.

## 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. Visit 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 either via the student portal or on the IQ app. You will be able to register for both of these once you have checked in at site.

Upon arrival you will receive information about the online maintenance system and a unique code for your bedroom which you will use to report any maintenance requests online.

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

Again, the more information you give on the form, the more accurately we can prioritise your request. The response times for your residence are given on the next page and are also provided at the start of your tenancy.



## CATEGORISATION OF FAULTS/REPAIRS AND RESPONSE TIMES

PRIORITY	DESCRIPTION	TARGET RESPONSE TIME	EXAMPLES
<b>Emergency (24 hours)</b>	Faults where there is no immediate danger to personal health and safety but delays may lead to serious damage to the building	To be targeted to be repaired within 24hrs	No lights (room / corridor) No power to sockets Broken or bleeping smoke/heat detectors Blocked WC / shower / sink. Fridge/Freezer not working Trip hazard Lift out of order No hot water
<b>Urgent (5 days)</b>	Faults which are required to be rectified to avoid substantial inconvenience or on-going deterioration to the building.	To be targeted to be repaired within 7 days	Replacement bulbs No heating Electrical fault general Extractor fan faulty Broken electrical appliance (includes no TV reception) Broken/missing equipment (major) Shower reseal/re-grout Joinery repair Glazing Pest Control Curtains/ rails Plaster repairs (major)
<b>Routine (28 days)</b>	Faults where non-completion within 28 days would not cause inconvenience.	To be completed within 28 days	Shaving/bed lights Minor joinery repairs Redecoration Broken/missing equipment (minor) Fridge/extractor hood bulbs Floor coverings Plaster repairs (minor) Window repair (non-security issue) Minor other repairs

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. If you want to be present whilst the repair is being carried out, you must make this clear on the maintenance request. If you request a repair to be carried out in your presence then, once you have been given an appointment for the repair, you must make sure you are there. Otherwise the repair will not be carried out and you may be charged a wasted call-out fee if the University or Halls Management have to pay one to a contractor. If for any reason the Halls Management cannot meet the response time, they should try as soon as possible to give you a timescale for your repair.

## 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
- Do not prop open any doors as they are fire doors so should be closed at all times to ensure the students safety
- If you have a fire in your flat, and have used your fire protection equipment as a result, you must report this straight away to security—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 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 tenancy agreement (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
- Do not 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

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

## YOUR WELFARE

### DOCTORS AND DENTISTS

Registration with a doctor and a dentist is recommended – you never know when you might need them. Contact your Residence Life Team on site for further information.

If you are diagnosed as having a contagious or reportable disease, you must inform the Halls Management Team and/or the 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, please ensure that once you have called for the ambulance, you then ring Reception/ Security and advise them that an ambulance will be coming to site.

# YOUR 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 cleaning your own rooms, and sharing the cleaning of the rest of the flat with your flatmates. The University arranges cleaning for the areas of residence outside flats and provides vacuum cleaners, 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 3 times a year on average. If you are not complying with your tenancy agreement, the frequency of the inspections can be increased. The University or Halls Management will give at least 7 days notice before an inspection and it is your responsibility to make sure your bedroom and flat are in the condition that your tenancy agreement requires.

## 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 the culprit is.

## 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

Although TV's are provided in the communal area of your flat, it is your responsibility (jointly with the other students) to attain 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 or on demand), you will be responsible for attaining 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.

## LEAVING FOR THE HOLIDAYS

Your tenancy 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/need to. You are required to leave on the last day of your tenancy, 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.

## 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.

## LAUNDRY

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

## 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 a key on arrival. Please note that delivery is by Royal Mail. Site management will only accept parcels under 15kg and no larger than 30cm x 40cm x 50cm. Any larger items that cannot be delivered will need to be collected from the nearest Royal Mail office.

## PARKING

Parking is extremely limited at the University and at Marsden House. 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. If you do still want a chance to bring your car, please speak to reception on arrival.

Car parking spaces are available on a first-come, first-served basis, if all spaces are full you will be added to a waiting list. Car parking spaces at Marsden House cost £20 per week (paid in 4 weekly slots or for a specified time and paid in advance of booking), booking is for a minimum of 4 weeks.

## CYCLE STORAGE

Cycle storage is available. We recommend that you keep your bike securely chained in when not in use. Contact reception to have the fob activated for use of the bike store.

# 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 sometimes, 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. If/when issues arise in flats, we firstly recommend that you try and solve them yourselves.

If you are finding it hard to deal with amongst yourselves, the Residence Life Team can act as mediators, offer guidance, and simply give suggestions on how to try and resolve your dispute.

We have found that with the introduction of the "Flat Agreement" by the Residence Life Team, many inter-tenant disputes have been resolved more successfully. 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 the people you will live with, but more importantly this will give you a foundation of what is expected of each other within the flat.

### 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 11:00 pm to 7:00 am Sunday to Thursday and between midnight and 8:00 am 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 security number at the time the noise is occurring. The security 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 flat mates and let them know if/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, awake or asleep, 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. A Residence Life Advisor will discuss with you why you want to move, availability of rooms, and what your preferences are.

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

### STUDENT CODE OF DISCIPLINE

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 tenancy 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 tenancy agreement. Examples of fines are set out in the table below. 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 below.

For serious or persistent breaches of the tenancy agreement and/or of the Code, the university may take action to terminate your tenancy agreement and/or refer your conduct to the police.

BEHAVIOUR	EXAMPLE OF SANCTIONS
<b>IMPAIRING FIRE SAFETY</b> <ul style="list-style-type: none"> <li>• Tampering with smoke/heat detectors</li> <li>• Smoking in a non designated area</li> <li>• Tampering with a fire blanket</li> <li>• Deliberately activating a fire alarm</li> <li>• Unattended cooking</li> <li>• Causing a fire</li> </ul>	<ul style="list-style-type: none"> <li>• Maximum fine of £100</li> <li>• Fine of £100</li> <li>• Warning</li> <li>• Maximum fine of £100</li> <li>• Maximum fine of £100</li> <li>• Maximum fine of £500</li> </ul>
<b>DAMAGE TO PROPERTY</b> <ul style="list-style-type: none"> <li>• Damage to furniture and fittings</li> <li>• Serious damage to property fittings</li> <li>• Vandalism</li> <li>• Jumping in lifts</li> </ul>	<ul style="list-style-type: none"> <li>• Warning</li> <li>• Maximum fine of £500</li> <li>• Maximum fine of £100</li> <li>• Warning</li> </ul>
<b>OFFENSIVE/ABUSIVE BEHAVIOUR</b> <ul style="list-style-type: none"> <li>• Use of inappropriate language</li> <li>• Use of discriminatory language</li> <li>• Harassment/bullying</li> </ul>	<ul style="list-style-type: none"> <li>• Maximum fine of £100</li> <li>• Maximum fine of £500</li> <li>• Maximum fine of £500</li> </ul>
<b>VIOLENT BEHAVIOUR</b> <ul style="list-style-type: none"> <li>• Aggression towards staff/students</li> <li>• Possession of a weapon</li> <li>• Fighting</li> <li>• Threatening behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Maximum fine of £500</li> </ul>
<b>DISHONEST BEHAVIOUR</b> <ul style="list-style-type: none"> <li>• Theft</li> <li>• Lying to a staff member</li> <li>• Obstructing a staff members duties</li> </ul>	<ul style="list-style-type: none"> <li>• Fine of up to £100</li> <li>• Fine of up to £100</li> <li>• Fine of up to £100</li> </ul>
<b>ANTI-SOCIAL BEHAVIOUR</b> <ul style="list-style-type: none"> <li>• Unacceptable levels of noise (music/shouting)</li> <li>• Possession or use of illegal drugs or new psychoactive substances</li> </ul>	<ul style="list-style-type: none"> <li>• Warning</li> <li>• Maximum fine of £500, potential legal action</li> </ul>

# IT'LL FLY BY...

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

## MOVING OUT

At the end of tenancy, 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 tenancy agreement, so save yourself 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 tenancy. 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, if you have not collected it or sent postage costs to us within two weeks of the end of tenancy, we may dispose of the item by what seems to us to be the most appropriate means, which 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 tenancy. 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.

This charge will be deducted from your deposit. When you return your keys, you will be given a receipt. We recommend you keep this receipt for a few weeks, just in case there is any query.

## 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 tenancy, but sometimes this process can take longer.

Deposit deductions can be made to compensate the University for breaches of your tenancy 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 the 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 tenancy. 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 [accommodation@leedsbeckett.ac.uk](mailto:accommodation@leedsbeckett.ac.uk)

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  
Marsden House**  
Burley Road  
Leeds LS1 1JZ

[MarsdenHouse@iqstudent.com](mailto:MarsdenHouse@iqstudent.com)

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 tenancy to:

**Accommodation Bonds  
Leeds Beckett University**

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

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

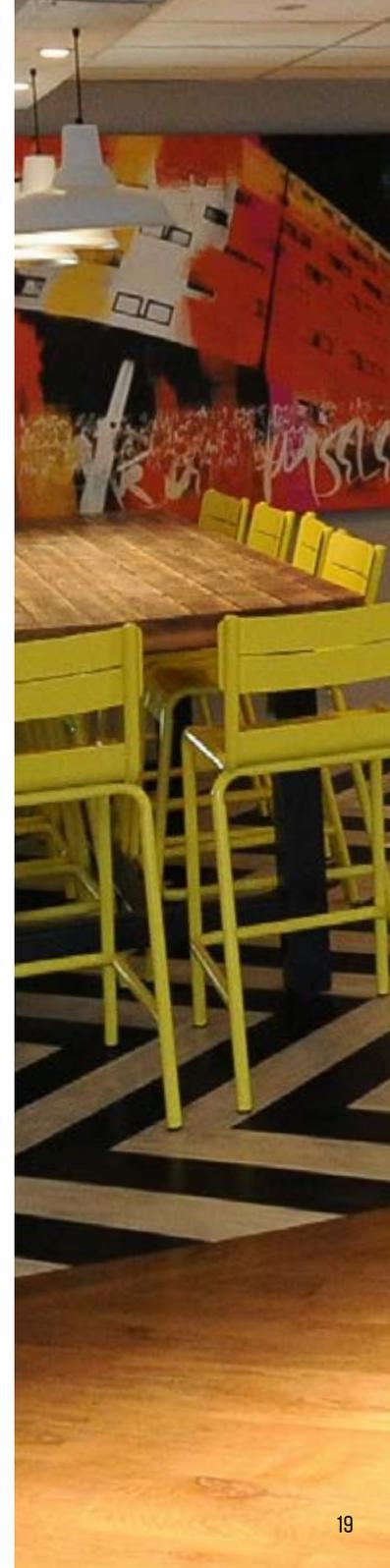
**Accommodation and Residential Services Manager  
Leeds Beckett University**

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

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

**Accommodation and Residential Services  
Leeds Beckett University**

Email: [accommodation@leedsbeckett.ac.uk](mailto:accommodation@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 tenancy 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 Hub	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
Marsden House Reception	020 3595 3283
Marsden House Emergency Security	07704 751 038

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

Leeds Beckett University  
Calverley Street  
Leeds  
LS1 3HE

## ADDRESSES FOR RESIDENTIAL ACCOMMODATION

Marsden House  
Burley Road  
Leeds LS3 1JZ

The following postcodes apply to each block:

Block A    LS3 1JZ  
Block C    LS3 1HY



**LEEDS  
BECKETT  
UNIVERSITY**

## **CONTACT DETAILS**

**Accommodation and Residential Services**

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

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