



Wiltshire College  
& University Centre

# Residential Accommodation Student Handbook

2023 - 2024

# Welcome to Lackham Halls of Residence

## Welcome from the Accommodation Team

**Life might be a little different from September, but we want to make sure you feel relaxed and settled when you join us.**

Welcome to all our new and returning students! For many of you, this may be the first time you will have lived away from home, we do hope that you will enjoy your time at Wiltshire College & University Centre (WCUC). We want to assure you we have everything in place to support you over the coming months.



### Accommodation Team

The role of the Accommodation Team is to provide enrichment, general accommodation information, wellbeing support and guidance, and to ensure that a responsible standard of behavior is always adhered to.

The Accommodation Team are on duty 24 hours a day, 7 days a week (excludes Christmas and Easter closures).

You, your parents and guardians can contact the residential Accommodation Team on:

**Duty Phone:**  
07767 384472 (text or call)

**Accommodation Office:**  
01249 466876 (voicemail option)

**Accommodation Email:**  
[AccommodationLA@wiltshire.ac.uk](mailto:AccommodationLA@wiltshire.ac.uk)

# A-Z Guide

Please find enclosed your A-Z of student life at Lackham.

## A

### Absence

You are expected to attend all your lessons while living at Lackham. If you are unwell and unable to attend, it is your responsibility to call the absence line on **01225 350035**, you will need to select **Option 3** on the menu. You must also let the Accommodation Team know on the Duty Phone and, if you are able to, let your lecturer know via Teams.

### Adverse Weather

If there is adverse weather and the college has to close, in most cases, the Accommodation Centre will stay open and available to residents. However, each event is taken on a case-by-case basis and in extreme weather, we may ask residents to go home until the college can be reopened. You will be supported to arrange this.

### Access

Access must be given to the Accommodation Team, maintenance and cleaning staff as requested.

### Alcohol

There is a strict NO ALCOHOL policy for all under 18 students. If you are found with alcohol, it will be confiscated and your parents will be informed. This is a direct breach of your Licence to Occupy and, in some cases, could result in disciplinary action and you being asked to leave the Accommodation Centre.

Over 18s may consume alcohol in their rooms and communal areas within their hall but under NO CIRCUMSTANCES may alcohol be brought into any communal areas (for example, Snack Attack or the Avon Centre). Any breach of this could also result in disciplinary action and you being asked to leave the Accommodation Centre.

## B

### Ball Games

Ball games are not to be played inside. It can cause damage to the fixtures and fittings. Ball games can be played on the Sports Field or in the Sports Hall (when this is open).

### Bicycles

All bikes must be stored in the bike store provided in the car park. No bikes can be stored in bedrooms as it is a fire hazard and prevents a suitable escape route if there is a fire.

### Bus/Mini Bus

There is a public bus that runs from the end of the drive on the main road taking students to Chippenham one way and Melksham the other. Connecting buses can be caught from each town to additional destinations.

There will be a mini bus provided for shopping trips during the week. This is available to students free of charge to places such as Aldi, Sainsbury's and B&M to stock up on essentials.

## C

### Car Parking

Parking in the college car park is expressly at WCUC's discretion. Your car must be registered with Reception and the Accommodation Team.

Driving must be in a safe and sensible manner, with the speed limits being adhered to at all times.

Parking must be in a marked bay and failure to adhere to the rules may result in disciplinary action and your car being banned from site.

At certain points during the college year, there will be events such as Lambing Weekends where you will be required to move your car from the car park into alternative parking, or remove your car from the site completely. Details of this will be communicated before any such event.

### CCTV

The Accommodation Team supply first-line security oversight supported by CCTV covering the campus. This is for your safety and is used purely for security purposes.

### Cleaning of Your room

It is your responsibility to keep your room clean and tidy.

The cleaners will vacuum clean and empty bins once a week but they will only clean what they can reach. They will not move items from the floor.

### Common Room

The Common Room is available during the day for your use and for day students to use. In the evening, there is a separate area that is exclusively for the use of residential students.

### Curfew

Under 18 curfew is 10:30pm Monday to Thursday and 11pm Friday to Sunday. There is no exceptions to this as it is for your safety and security.

### Complaints

Any complaints can be addressed to the Residential Accommodation Manager via email or in person.

### Communication

Communication with students will be via posters put up in the halls of residence, texts from our Duty Phone, via the Accommodation Team's page and, in some cases, notices under room doors. Please let us know if you require a different method of communication.

## D

### Drugs, Substances and Smoking

**WCUC has a strict NO DRUGS policy.**

Being found in possession of any illegal substances is a direct breach of your Licence to Occupy.

If you are caught, disciplinary action will follow which will place your accommodation and place on your course in jeopardy.

Smoking and vaping is strictly only permitted in the designated smoking shelters provided. You can find the location of these on the campus map provided and at the back of this handbook.

No smoking or vaping is permitted in communal areas or bedrooms under any circumstances.



## Duty Phone

The Duty Phone is staffed 24 hours a day. However, between the hours of 11pm and 7am, **please only call if its an emergency**. The Duty Phone number is **07767 384472**.

# E

## Electrical Appliances Testing (PAT Testing)

Each item in your room that has a plug needs to be PAT tested. WCUC will arrange for this to be done and it is your responsibility to bring the items to our office to be tested.

## Enrichment

Please check out our Enrichment Calendar to see the regular weekly activities on offer. These include: opening of the snack bar area, shopping trips, quiz nights, bingo nights, games nights and much more.

There are also regular off-site trips organised. Look out for details of these advertised throughout the year.

## Emergencies

Staff are on duty 24 hours a day via the Duty Phone on **07767 384472**.

**In case of an emergency please don't hesitate to dial 999.**

## End of Term

Notice regarding the end of term will be given out in plenty of time to allow students to make arrangements for leaving for the holidays. This notice will also include the time you must have vacated your room.

Residential Accommodation during half term holidays is for over 18s only and is strictly by prior arrangement. Your request must be discussed with the Accommodation Manager at least two weeks in advance. Under 18 students will be expected to vacate their halls during each half term/term holiday within the college year.

**All students must vacate for Easter and Christmas holidays.**

## Eating

Under 18 students have 10 meals a week included in the cost of their room. These meals can be taken in the canteen and you must have your student lanyard to be able to take these meals.

Over 18 students have breakfast included in the cost of their room. These meals can be taken in the canteen and you must have your student lanyard to be able to take these meals.



# F

## Fire

The Fire Safety Procedure is very important. This procedure is for your own safety and wellbeing and is communicated to you in multiple ways. These include this Handbook, your Licence to Occupy (which every student has signed), your Accommodation Guidance (on your noticeboard) and the Fire Evacuation Procedure (on the back of every room door). There will also be a mandatory fire safety talk which all students must attend.

When the fire alarm sounds, you do not know if it is an emergency or just a drill. It is important to always follow the Fire Evacuation Procedure for your own safety.

In the event of the fire alarm sounding, you must evacuate the building in a prompt manner and assemble at the Fire Point opposite the Avon Centre.

You must not under any circumstances return to your residence until a member of the Accommodation Team has told you it is safe to do so, even if the alarm has been silenced.

Excessive deodorant and shower steam without using the extractor fan can set off the alarm.

Students found not following the correct procedure put themselves and others at risk and this will result in disciplinary action.

Tampering with fire equipment, including fire alarms, fire exits, extinguishers, fire blankets, smoke and heat sensors, door fittings and door closers, puts the safety of others at risk. It could result in prosecution for a criminal offence in certain cases.

## Female Hygiene

WCUC provide a range of FREE feminine hygiene products. Please come to the Accommodation Office and ask if you need anything!

## Furniture

Each room comes furnished. Students must not remove or replace any of the furniture without express permission from the Accommodation Team.

# H

## Housekeeping

Good housekeeping creates a pleasant environment and keeps your room safe. Poor cleanliness and hygiene can attract germs and pests.

## Health and Illness

If you are feeling ill, please contact the staff member on duty and we will offer assistance where we can, including arranging for you to return home if you need to. It will also allow us to complete regular checks on you.

All accommodation staff are first aid trained and can assist with minor injuries.

## Heating

**Under 18s** – Each room has an electric heater that can be turned off and on as needed.

**Over 18s** – Heating is controlled by a centralised boiler but can be adjusted via the radiator in your room.

# I

## Insurance

WCUC is not liable for any loss or damage to your belongings except where caused by the negligence of WCUC. We strongly advise that you get contents insurance for your personal belongings for the duration of your stay. If you decide not to get contents insurance, you do so at their own risk.

## Irons and Ironing Board

We have an iron and ironing board available to use at the Accommodation Office. Please pop in and ask if you need it.

## IT Facilities

The Accommodation Centre has its own IT Suite available for exclusive use by residential students. The IT Suite is open from 5pm to 11pm.

## Inspections

Room inspections are carried out each term. You will have written notice of when it will take place. Please note, there will be a termly cleaning charge if your room is not kept clean and tidy.

# K

## Keys and Fobs

Lost keys and fobs require a payment of £30 to secure a new one. If the key and fob is found and returned within five days, the £30 will be refunded.

## Kitchen

The kitchens are a communal area and need to be kept clean, tidy, and hygienic at all times. Please try to prevent a build-up of dirty dishes and cluttered worktops. Students will be asked to clear and clean these areas where necessary.

At the end of each half term and term, any kitchenware remaining in the kitchen which is left unwashed or dirty may be disposed of for health and safety reasons.

Dirty kitchenware attracts vermin and pests into the kitchen areas. Lackham is a rural working farm and we need to keep the kitchens clean.



## L

### Lanyard

Students need to wear their lanyard at all times on college grounds. This includes to the canteen to get the meals included in your room price.

### Laundry

The Laundry Room is located in the under 18 Quadrant and the machines are operated by an app. Information on the app is available in the Laundry Room.

## M

### Mail

Post is collected from Reception daily after 3pm. If you have any post, you will receive a text to tell you it is in the Accommodation Office.

### Maintenance

All maintenance needs to be reported to the Accommodation Office and will be sent to our Estates Department for resolution.

### Medication

If you take any regular medications, it is important to remember to have adequate supplies.

**Any illness needs to be disclosed to the Accommodation Team as soon as possible.**

If during your stay you are prescribed any medications, this needs to be disclosed to the Accommodation Team. If you are under 18, some medications may need to be stored in a locked cupboard in the Accommodation Office.

**Please ask Accommodation Team for further information.**

### Lounge

Each under 18 hall has a communal lounge. This is available for the residents of the hall only to use.

### Litter

Please help us keep the campus tidy and use the bins provided and ensure you separate recyclable and non-recyclable items.

## N

### Noise in Halls

Please be considerate to others when living in the Accommodation Centre, it is a communal living environment.

**Noise must be kept to a low level at all times but especially between the hours of 11pm-7am.**

No amplifiers, DJ decks or musical instruments (such as drum kits) are permitted in the Accommodation Centre. Any that are found will be confiscated until arrangements can be made for the item to be taken home from the campus.

## P

### Posters

Please confine any posters to the noticeboard in your room. They should not be fixed to the walls or ceiling in your room as it can cause damage. You will also see posters up in communal areas advertising enrichment activities and events on campus.



# S

## Safeguarding

**Safeguarding is everyone's responsibility. WCUC takes this responsibility very seriously.** It is everyone's responsibility to promote a safe and respectful culture. If you have any concerns for yourself or another student, contact a member of the Safeguarding Team.

## Student Safety

Students are asked to keep to well lit areas after dark and only frequent the residential areas, as set out in the site map.

## Snack Attack

Snack Attack is open every weekday evening (staff dependent) and offers a range of hot food, light bites, snacks and drinks. There is also a variety of activities available, including pool, darts, board games and table football.

## Signing In/Out Policy

**Under 18 residents are required to sign out (by phoning or texting the Duty Phone) each time they go off campus after 5pm.**

Students must sign back in with a member of the Accommodation Team on their return.

Parental consent is required for under 18s staying out overnight. Parents need to call or text the Duty Phone and speak to a member of the Accommodation Team, informing them of when you are leaving and when you are returning. This must be done before you leave campus. We also capture your exit and entrance to your halls via the fob reader.

**T: 01249 465298**

**M: 07342 049688**

**More information about the Safeguarding Team on Sharepoint**



## Security

You are responsible for ensuring that your keys, room, and hall of residence are always secure. Your keys must not be given to any other person.

## Staff

Staff are available to all students 24 hours a day, 7 days a week via the Accommodation Office or the Duty Phone on **07767 384472**.

# T

## Television

If you have a television in your room or you use a device to access live stream TV programmes, then you must obtain a TV Licence. WCUC's TV Licence only covers TV sets in teaching and communal areas. It's the law to have a TV Licence and if caught without one, you could be fined.

## Toilets

Please do not flush anything down the toilet except toilet tissue. Any type of face wipe, wet wipe or sanitary products must be disposed of in the bins provided.

# V

## Visitors/Guests

### Under 18 students visitor/guest rules

Guests are permitted between the hours of 5-10pm (Monday-Friday) and 9am-10pm (Saturday and Sunday).

Guests are not permitted in residential halls and must only use the communal areas provided.

Students are not permitted to visit each other's residential halls and must use the communal areas provided.

This will be on the provision that:

- This does not cause nuisance to other residents
- The student is responsible for their guest complying with the Licence to Occupy, including not entering any halls for under 18 or over 18 students
- Whoever signs the student in must be present with their guest at all times and take full responsibility for them
- All guests must be signed-in/out with a member of the Accommodation Team in the Accommodation Office
- We have the right to refuse guests entry and issue bans at any time

### Over 18 students visitor/guest rules

Guests are permitted between the hours of 5-9pm (Monday to Friday) and 9pm-9am (Saturday and Sunday).

Guests are not permitted to stay more than three nights per week.

Over 18 students are not permitted to have any guests in their residential halls under the age of 18 and must only use the communal areas provided.

This will be on the provision that:

- This does not cause nuisance to other residents
- The student is responsible for their guest complying with the Licence to Occupy, including not entering any halls for under 18 students
- Whoever signs the student in must be present with their guest at all times and takes full responsibility for them
- All guests must be signed-in/out with a member of the Accommodation Team in the Accommodation Office
- We have the right to refuse guests entry and issue bans at any time



# W

## Waste/Recycling

Students should dispose of waste appropriately. Please use the bins and recycling bins provided. The cleaners empty the bins, however, if the bin needs emptying before they are able to, please empty and put in the appropriate bin in the bin store in the car park.

## Wi-Fi

We have two WiFi services in the Accommodation Centre. One service is filtered and has safety features. This limits what can be accessed and is available for under 18 students. Each room will have an individual password and this password is not to be shared.

The second service is a service for over 18 students and is unfiltered.

Both WiFi services are monitored and any unlawful or unsuitable activity will result in the service being removed.



## Wellbeing

Your wellbeing and mental health is very important to us. If you need any wellbeing support, please do not hesitate to contact a member of the Accommodation Team and we will be able to signpost you to the appropriate person.

Please ask your tutor or the Accommodation Team for more information, or scan the QR code.



## Student Assistance Programme

You can also access the Student Assistance Programme, which is a wellbeing smartphone app that provides an enhanced set of wellbeing tools and engaging features. The features are designed to improve both mental and physical health by using personal metrics to set goals and achievements.


To access the Student Assistance Programme, open the App Store on your mobile device, search 'My Healthy Advantage' and download.

When you access the app, you will then be asked for an activation code: **MHA226873**.

# Chargeable Damage Table

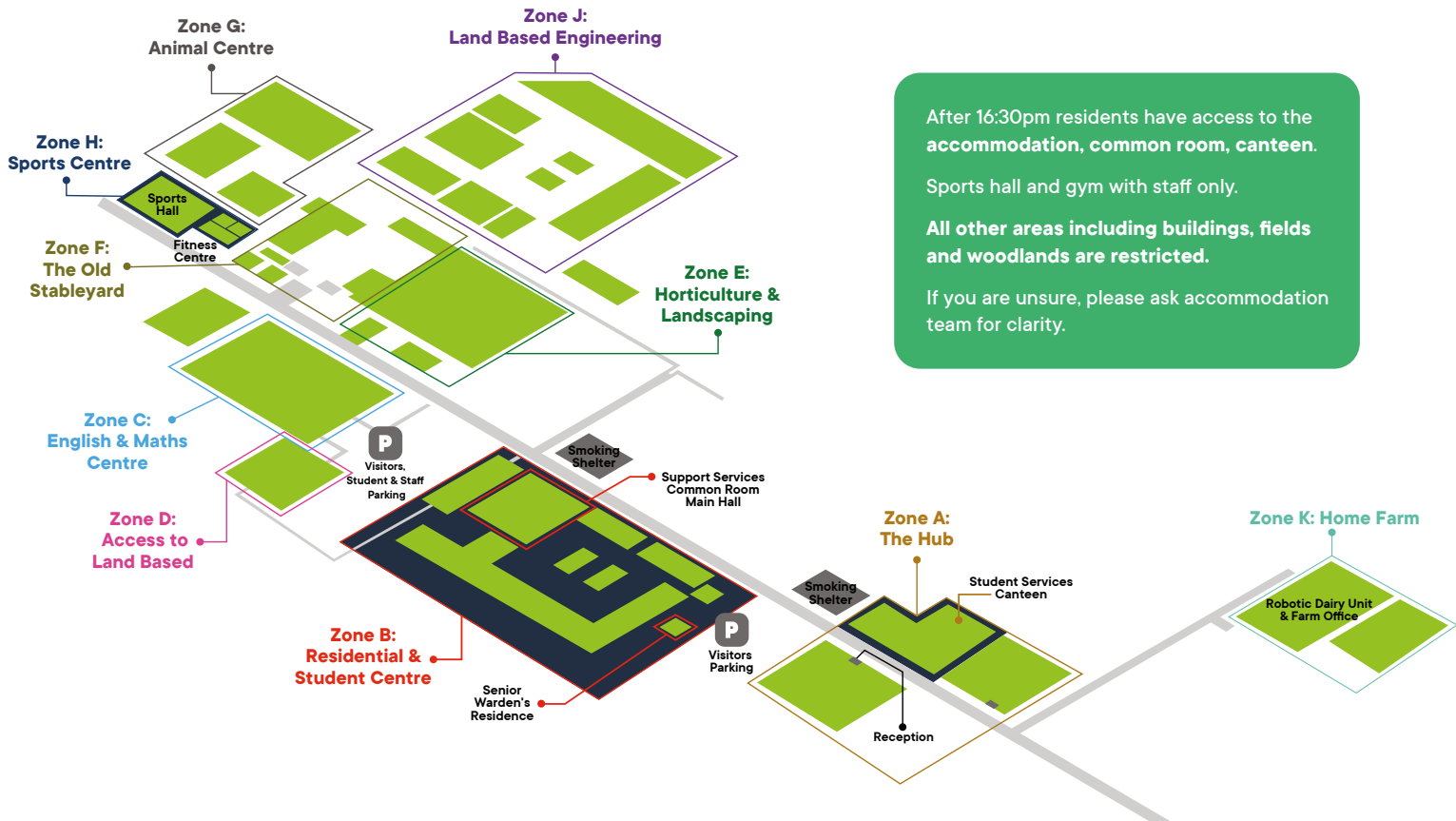
	Description	Charges (exc. VAT)	Description	Charges (exc. VAT)	
Replacement of:	External glass doors	£140	Heater switch	£30	
	Toilet seat	£40	Bedroom door	£195	
	Wall lights (Ridgeway)	£46	Window hinge	£66	
	Toilet	£140	Mattress and disposal of old	£150	
	Electric kettle	£25	Window Jack-lock	£68	
	Common room bin	£50	Desk chair	£56	
	Bed frame	£150	Door indicator bolt	£55	
	Bedroom door lock	£60	Mirror	£50	
	Carpet	£265	Toilet/towel holder	£30	
	Toaster	£20	Wash basin	£150	
	Wall heater	£95	Wet Floor sign	£40 each	
Cleaning of:	Bedroom carpet	£80			
	Communal spaces due to excessive mess	£120			
	Fridge or freezer due to excessive mess	£60			
Redecoration of:	Noticeboard	£55			
	Ceiling	£95			
	Door frame (including repair)	£180			
	Walls	£50/wall			
Fire equipment:	Re-attach door closer	£55		Smoking in residential halls	£50
	Replacement of break-glass tube in fire door	£50		Tampering, covering or removing a smoke detector sensor	£100
	Theft/loss of fire extinguisher	£150		Malicious/negligent activation of fire alarm	£250
	Misuse of fire extinguisher	£70			

# Useful Contacts

Contact	Phone number	Additional information
<b>Accommodation Duty mobile</b>	07767 384472	24/7 – Text or Call
<b>Accommodation Team / Office</b>	01249 466876 voicemail	AccommodationLA@wiltshire.ac.uk
<b>College Wellbeing Day Team</b>	01249 466845	Kat.Auber-Hill@wiltshire.ac.uk
<b>Local Doctor - Rowden Surgery</b>	01249 444343	Rowden Hill, Chippenham, SN15 2SB
<b>Non-emergency medical advice</b>	111	 <a href="https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111">www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111</a>
<b>Chippenham Walk-in Health Centre – Minor Injuries Unit</b>	01249 447100	Closed at 11pm - Chippenham Hospital, SN15 2AJ



# Site Map



After 16:30pm residents have access to the accommodation, common room, canteen.

Sports hall and gym with staff only.

All other areas including buildings, fields and woodlands are restricted.

If you are unsure, please ask accommodation team for clarity.