

HALLS OF RESIDENCE

HANDBOOK

2026-2027



Welcome!

Failte gu Galashiels!

Welcome to Heriot-Watt University!

We are delighted to welcome you to your new home, where you will study new things and make new friends.

For many of you, this will be your first time living away from home, and this new experience may seem a little daunting as well as exciting. You are in a brand-new living environment with lots of unfamiliar faces, so you may understandably feel a little bit nervous. It is completely natural to feel nervous during this transition period, but rest assured that you are not alone, everyone else is nervous too!

There are plenty of social activities on campus such for you to get involved and hopefully meet new like-minded people and make friends.

Living in a community also carries a responsibility to ensure your actions do not negatively impact on others. This handbook sets out our expectations, rules, and guidelines that all residents need to be familiar with during their stay on campus. These rules and guidelines have been established to foster a supportive community that promotes the physical and mental welfare of all individuals while also providing an atmosphere conducive to academic pursuits.

Your wellbeing and safety are really important to us, and it is our aim to provide you with a safe, inclusive, and supportive community within the halls of residence. Should you ever have any concerns or questions, please don't hesitate to reach out.

This handbook may be amended from time to time, with all updates accessible via [Watt Living](#).

We hope you enjoy your stay at Jean Muir Student Village!

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MEET THE TEAM

Accommodation Team

The Accommodation Team is your one-stop shop for all accommodation-related matters during your time on campus. Based on the ground floor of the Gateway Building, the team is responsible for managing accommodation contracts, room allocations, cleaning services, maintenance requests, and ensuring that our buildings remain operational, safe, secure, and well-maintained.

They work closely with other campus services to ensure that any issues are dealt with efficiently and effectively

The Accommodation Team can assist with everything from contract queries and room changes to maintenance concerns, wellbeing support, and community activities, making them your first point of contact for all aspects of living in halls. They are contactable by email, bordershalls@hw.ac.uk or feel free to pop into the offices, which are open from 8.30 – 4.30 pm, Monday – Friday.

SafeGuarding Team

The Safeguarding team is available 24/7 to respond to emergencies and provide out-of-hours support. You can contact them via the SafeZone App (recommended), or by calling 07823326242 or 01896 892274. Their email address is safeguardingjmsv@hw.ac.uk.

In addition to these accommodation services, the team also delivers the Residence Life (ResLife) programme, helping students settle into their new home and become part of the campus community. Whether you have questions about your accommodation, the local area, student life, or simply want someone to talk to, the team is here to support you.

Throughout the year, the Accommodation Team organises a range of social events and activities designed to help students meet new people, make friends, and get the most from their university experience. Be sure to look out for upcoming ResLife events at <https://halls.watliving.co.uk/events-borders>.

Student Wellbeing Services

Student Wellbeing Services offer support, guidance, and advice to help you make the most of your university experience.

Hours: Monday–Friday, 9:00–16:00

Email: sbc.wellbeing@hw.ac.uk

Appointments can also be booked via the myHWU app.

Disability Services

The Disability Services provide advice and guidance, and are here to discuss the support you need and how you can access this support.

The Disability Services is open Monday to Friday, 9 am to 4 pm. Contact the team at disability@hw.ac.uk or make appointments via the myHWU app.

IMPORTANT NUMBERS

Emergency services (Police, Fire and Ambulance service): 999

Safeguarding team: (24/7) : 07823 326242 / Safezone App

If you require emergency assistance from the Police, Fire Service, or Ambulance, you must also contact the Safeguarding Team, who will direct emergency services to the correct location on campus.

Non-emergency NHS 24: 111

Non-emergency Police: 101

Circuit (Laundry): 01422 820040

Glide (Internet): 03333 800 800



ARRIVAL

Before you arrive

Prior to arriving on campus, all students must:

- **Read your accommodation contract carefully to understand your rights and responsibilities.**

If you have any questions, please contact boundshalls@hw.ac.uk

- **Complete both the Accommodation Induction and the ResLife Student Welcome before arriving on campus.**

Log in to your [accommodation portal](#) to complete the induction, and look out for the Reslife email closer to your move-in date.

- Complete the **mandatory “Consent Matters”** module before arrival. Access the module [here](#)

Key Collection

Once you have completed your Accommodation Induction, Student Welcome and the Consent Matters module, you will be able to book a time slot to collect your keys and move in.

Please bring:

- Photo ID (passport or driving licence)
- Arrival Pass (printed or on your device)
- Room assignment letter (sent the day before your arrival)

Once You Are Settled

Once you have settled into your new accommodation, there are a few important tasks to complete to help ensure your stay is safe, comfortable, and well organised.

- **Inventory**

After moving in, you must complete the room inventory form within 14 days.

Please record any damage or missing items—failure to do so may result in you being charged for repairs or replacements.

- **Register with the GP**

As required by the accommodation contract, you must register with a local GP.

Braeside Medical Practice is the nearest doctors’ surgery for students staying on campus.

You must register with a GP when you arrive! To register with the doctor, you will need to complete a General Practice Registration (GPR) form.

The registration forms can be downloaded from the NHS website,

<https://www.nhsinform.scot/care-support-and-rights/nhs-services/doctors/registering-with-a-gp-practice/>

Hard copies can be collected from the Accommodation Office.

ACCOMMODATION

Fees and Payment

Once you have arrived and completed enrolment, you can choose to pay your accommodation fees in full or in monthly instalments, in line with tuition fee payments.

- Monthly instalments are taken on the 15th of each month, starting on 15 October 2026
- This is followed by 7 instalments (November to May)
- Postgraduate students will continue payments through June and July

Your advance rent payment will be deducted from your total accommodation fees.

Payment methods include:

- Debit or credit card via the student portal
- Bank transfer (on request)

You can also set up a fixed instalment plan through the student portal at no additional cost.

For more information, click [here](#) or contact the Student Service Centre via MyHWU.

What happens if I do not pay?

Heriot-Watt University reserves the right to impose sanctions for unpaid fees. These sanctions can affect your ability to study. Sanctions can include: The suspension of access to the Canvas Learning Platform, which will prevent access to learning materials and the submission of coursework.

Accommodation Contract

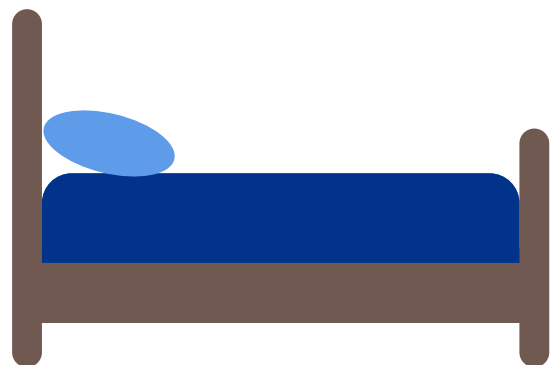
The Accommodation Contract is legally binding. We encourage you to read your Accommodation Contract carefully. Your contract contains full details of your agreement and the terms and conditions of your occupancy.

At the end of Your Contract

Make sure you are aware of the day and time that your accommodation contract ends.

Please return your key or key card to the Gateway Building reception; failure to do so may result in a replacement charge. Please make sure you report any damage before you depart, as any unreported damage to your room/flat will lead to charges.

As you prepare to leave, please look out for the donation points where you can donate your unwanted items.



ACCOMMODATION

Moving Rooms

Room moves are only considered in exceptional circumstances and are subject to availability.

If you are experiencing issues with your room:

1. Contact Accommodation first – we will work with you to resolve any concerns (e.g. maintenance issues or flatmate conflicts).
2. If the issue cannot be resolved, you may submit a written request to the Accommodation team.
3. All room moves are at the discretion of the Accommodation team.
4. If approved, a £75 administration fee will apply.

Room Swap

Room swaps are not allowed without prior approval from the Accommodation Office.

Unauthorised swaps are a breach of your contract, and for student visa holders, this may also result in a breach of your visa conditions.

Relocation

Your Accommodation Contract outlines the University's right to request you to move to another room, a different room type, or alternative accommodation if necessary.

Keys / Key cards

You will receive a key or key card on arrival, providing 24/7 access to your hall, kitchen, and bedroom.

- Keys/cards must not be copied or shared
- Lost or damaged keys/cards must be replaced:
 - Key: £25 (for each)
 - Key card: £20
 - Mailbox key: £10

Do not allow others to use your key/key card. You are responsible for your key - any misuse or unauthorised access resulting from sharing it will be your responsibility. A new key card can also be purchased from the Accommodation Office.

Access Assistance (Lockouts)

Hopefully, it won't happen often, but if you do get locked out, contact SafeGuarding at 07823 326242, on the [SafeZone app](#).

Frequent lockouts (every 4th lockout) will lead to a £50 charge. So always keep your keys/card on you!

ACCOMMODATION

Right of Entry

Heriot-Watt members of staff (including, SafeGuarding and the Maintenance team) may enter your room, including in your absence, for the following purposes:

- Ensuring your safety and wellbeing
- To ensure the safety and wellbeing of others
- To respond to emergencies or urgent health and safety concerns, including carrying out repairs or maintenance.
- To attend to maintenance issues reported by the student or building supervisor.
- To conduct inspections, drills, or fire safety checks

Staff will always knock and announce themselves before entering. Residents must not obstruct staff carrying out their duties.

Please note that no one else, including friends or family, is permitted to access your room without your written permission



Mail and Parcels

The University only handles Royal Mail post and parcels, which is located on the ground floor of the Gateway Building.

Mail collections times are between: 0930 - 11.30 and 2.30 - 3.30 pm, Mon - Fri, please note we are closed to Royal Mail deliveries on Saturday. Parcel collection is also on the ground floor of Gateway Building, which is accessible any time of day, Monday - Friday.

For more information, please visit our [parcel guide](#).

Please note that the University is not responsible for parcels delivered by private couriers. Delivery arrangements must be made directly between you and the courier.

Food Deliveries

Food boxes such as Gousto, Hello Fresh, or Simmer can be a great way to eat well in halls. However, they must be collected promptly from the delivery location, as they go off within a couple of days.

Any meal kit parcel/food parcel left for more than 3 days will be disposed of due to hygiene reasons, and a £10 charge will be applied.

ACCOMMODATION FACILITIES

Bedroom facilities

All accommodation is self-catered, and most rooms include a private bathroom.

While layouts may vary slightly, bedrooms are typically equipped with:

- Single or $\frac{3}{4}$ bed (with mattress protector)
- Desk and chair
- Wardrobe and bookshelf
- Pinboard
- En-suite bathroom with a washbasin, a shower, a toilet, and a shower curtain

Please note that bed linen, duvet, and pillows are not provided. A bedding pack can be purchased from the Main Reception for £35.

Facilities may differ slightly for studio. For full details, please visit the [accommodation page](#).

Kitchen facilities

Your kitchen will be equipped with the following appliances and items:

- Cooker and oven
- Fridge & freezer
- Kettle
- Dustpan and sweeping brush
- Bucket and mop
- Swing-top bins (general waste, recycling)
- Food caddy
- Cupboards
- Breakfast table and stools

Kitchens are shared spaces, so all residents are expected to keep them clean and tidy and take responsibility for daily upkeep.

For more tips on how to have a happy kitchen, please visit WattLiving.

Refuse sacks are issued weekly so that you can safely dispose of refuse in the appropriate recycling bins.

Students are not allowed to bring any cooking appliances from outside UK/EU, as they may not meet the local safety standards.

For more information on what you can and cannot bring, please visit our [website](#)

Common Rooms

Common areas, are available for all residents. Please ensure they are kept clean and tidy, and that all rubbish and recycling are removed after use.

Misuse of these spaces (e.g. vandalism or excessive noise) may result in the lounge being closed.

For more information, please visit our [lounges page](#).

ACCOMMODATION FACILITIES

Internet

The Wi-Fi in the halls is provided by Glide. Click [here](#) to learn how to connect to Glide and to Eduroam (only available in the academic buildings).

The hardwired speed is 100 Mbps. Wireless speed depends on your device.

Laundry

Laundry facilities are available in the Gateway Building and are managed by Circuit. Each laundry room includes washing machines, dryers, and ironing facilities.

To use the machines:

- Tap your bank card at the machine
- Or use the Circuit app if preferred

If you experience any issues, please note the machine number and contact Circuit directly. Their contact details are displayed in each laundry room and can also be found [here](#)

For more information on laundry locations, facilities and instructions (including a guided video) – please visit our [laundry guide](#).

Heating

Heating is provided as part of your accommodation. For more information about the heating system and operating schedule, please refer to the dedicated [heating page](#).

ACCOMMODATION FACILITIES

Use of Facilities

All facilities must be used responsibly and for their intended purpose. You are expected to behave sensibly at all times and avoid any activity that could put yourself, others, or the building at risk.

The following are not permitted within or around the buildings:

- Bicycles, scooters, skateboards, roller skates, or similar equipment
- Ball games or frisbee

Subletting your room is strictly prohibited and will be treated as a serious breach of your Accommodation Contract.

- All kitchens and studios are equipped with fridges and freezers, which you are responsible for keeping clean.
- Decorations should only be placed on designated pinboards
- Do not attach items to walls, doors, or furniture, as this may cause damage and present a fire risk
- Any damage caused (e.g. by tape, hooks, or nails) may result in repair charges
- Please ensure all decorations are removed when you move out.
- You do not need to vacate your room or remove your belongings during the Christmas or Easter holidays.

STUDENT WELLBEING



Your wellbeing is at the heart of the student experience. Living in halls can be an exciting time, and you will be supported by a range of teams committed to helping you feel safe, settled, and comfortable throughout your stay.

SBC Accommodation Team

The Accommodation Office is a welcoming space where you can find support for any challenges you may be facing. The team is approachable and here to listen, offering practical advice, emotional support, and guidance to other University services where needed.

The Accommodation Team is here to help students who:

- Are finding it difficult to settle into halls or university life
- Are experiencing issues with flatmates
- Need help accessing Wellbeing or Disability Services
- Would like support with your mental health
- Have experienced or witnessed bullying or harassment
- Have any questions about life on campus

SafeGuarding

The Safeguarding team is available 24/7 to support students and respond to incidents on campus, including welfare concerns. They are trained in both physical and mental health first aid and are approachable, supportive, and ready to help whenever needed.

Student Wellbeing and Disability Services

[Student Wellbeing and Disability Services](#) offer a range of support, guidance, and activities to help you thrive during your time at university.

If you are finding it difficult to meet your goals or are experiencing challenges that are affecting your wellbeing, mood, or behaviour, we encourage you to reach out to the Student Wellbeing team for support.sbc.wellbeing@hw.ac.uk

Student Union – Advice Hub

[The Advice Hub](#) is here to support you with whatever university life may bring—big or small.

Whether you need help with a mitigating circumstances form, advice about housing or studies, or simply someone to talk to, the team is there to listen and support you.

All support is confidential, and if they're unable to help directly, they will guide you to the right service.

Opening hours:

Monday–Friday, 10:00–16:00

Email: advice.hub@hw.ac.uk

STUDENT WELLBEING



Confidentiality

We will not disclose your personal information to others (including but not limited to your family members and close friends), unless we have received your consent in writing or if we are concerned about your health, safety or wellbeing.

We will discuss your case with other relevant persons or teams in the following circumstances:

- If we consider you to be at serious risk, either from your own actions or from someone else.
- If we consider that there may be a serious risk of harm to others.
- If we are concerned about you and we are not sure how to help you.

The University GDPR policy governs the collection, use, storage and disclosure of your personal information relevant to your residency in our hall of residences.

Tips

Do not hesitate to ask for help from members of staff from other departments, such as within your academic school. Your tutor or supervisor will be able to support you and point you in the right direction if you need further help from a different department.

Report & Support

If you or someone you know has experienced or witnessed any form of bullying, harassment, discrimination or gender-based violence, you can [report it anonymously](#) or get support from an appropriate member of staff.

Report and Support is not an emergency service. If there is an immediate risk of serious harm, please call SafeGuarding or the emergency services on 999.

Flatmate Disputes

Maintaining a good relationship with your flatmates is vital for happy living conditions.

Disputes often arise over different expectations of cleaning standards, frequent guests or parties. Always speak to your flatmates with respect and address any issues quickly to avoid rising tensions.

Implementing a cleaning rota can often help to ensure the fair distribution of cleaning duties.

If you are unable to resolve the issue yourself, contact bordershalls@hw.ac.uk for support.

INCLUSION AND DIVERSITY



Welcoming the International Community

Heriot-Watt University is truly global and is proud to welcome students from all over the world. We understand that arriving in a new country and meeting new people can be daunting. But please don't worry – there are supports available on campus!

At the Scottish Borders Campus, you can enjoy a variety of fun events to help you settle in and meet new friends. Keep an eye on [WattLiving](#) to see what is on offer.

The Chaplaincy also runs fun events and fantastic trips to explore the Scottish Borders and Scotland. The Chaplaincy is open to all students, of all faiths and none. To find out more, find them on Facebook and Instagram ([@HWUchaplaincy](#)).

The Student Union is a fantastic place to meet new friends and try new things! We encourage all students to browse the huge range of societies available and join those that interest you.

The full list can be found [here](#)

Sports at SBC

Students benefit from subsidised membership to a state-of-the-art gym next door to the campus; this also includes membership to an Olympic-size pool at Galashiels Academy. There are also a number of sporting clubs in the local community, which welcome student participation every year.

Welcoming the LGBTQ+ Community

Heriot-Watt University welcomes and supports students from all backgrounds, including those from the LGBTQ+ community.

[The Students' Union](#) runs an inclusive and friendly LGBTQ+ group, offering opportunities to connect, socialise, and access support.

Gender-neutral facilities are available throughout the main university

Welcoming the Disabled Community

Accessible rooms are available (contact bordershalls@hw.ac.uk for more information), and all halls have lifts.

If you have, or suspect you may have, a disability, medical or mental health condition, or a specific learning difficulty such as dyslexia which may impact your studies, please contact disability@hw.ac.uk.

Support can also be put in place for temporary disabilities, for example, a broken leg, so ensure you contact disability@hw.ac.uk if required.

It is important to disclose this to the University so that the appropriate support can be arranged during your stay on campus.

BULLYING AND HARASSMENT

No student should have to experience bullying or harassment while living, studying, or working on campus.

Heriot-Watt University is committed to creating a safe, inclusive, and respectful environment for everyone.

The University's position is clear: harassment and discrimination will not be tolerated and may result in serious disciplinary action, including removal from accommodation or the University. If you have experienced or witnessed bullying or harassment, we strongly encourage you to report it.

You can speak to the The Accommodation Team or Student Wellbeing Services, who will listen and support you.

The University also has trained Harassment Advisors available to help.

Reports can be handled informally or formally, depending on your preference and the nature of the situation. You can also report concerns anonymously via the "[Report and Support](#)" function on your myHWU homepage.

What counts as Harassment?

Harassment can take many forms, including (but not limited to):

- Unwanted physical contact or physical attack.
- Offensive, suggestive or derogatory remarks, gestures, mockery, taunts, pranks, jokes, insults or ridicule; in person, or online.
- Using an individual's known disability to demoralise them.
- Mockery based on cultural differences such as appearance, dress, diet, religion or ethnic background.
- Sexual harassment, including unwelcome or inappropriate behaviour of a sexual nature
- Racial harassment includes any unwelcome or repeated offensive behaviour or comments based on race, colour, nationality, or ethnicity, including hostile actions, discriminatory remarks, or encouraging such behaviour.

Everyone deserves to feel safe and respected in halls. If something doesn't feel right, please speak up—support is available.

MAINTENANCE

Your accommodation includes access to a maintenance service. To ensure issues are resolved promptly, you must report any faults as soon as they arise.

Maintenance requests are prioritised based on urgency.

Emergency Repairs

Emergency issues (e.g. flooding or total power loss) will be attended on the same day.

Non-urgent Repairs

Non-urgent issues (e.g. broken shelves or minor defects) will typically be resolved within 5 working days.

Reporting Faults & Maintenance Issues

For **non-urgent issues** in your accommodation:

- Scan the QR code located in your kitchen
- Complete the online reporting form
- You will receive a confirmation email once submitted

A member of the maintenance team will attend to the issue. Please note that you do not need to be present, as authorised staff have access to your room.

For **urgent maintenance issues** such as power failure or flooding:

Monday-Friday, 09:00-16:00

- Email: JMSVMaintenance@hw.ac.uk

Out of hours

- Call Safeguarding: 07823 326242
- Or use the SafeZone app

Planned Maintenance Works

On occasion, planned maintenance works may need to take place in your accommodation. You will be given at least 24 hours' notice via email and on screens within your hall.

Please be advised that the maintenance team's working hours are Monday – Friday, 09:00 – 16:00.

Damage & Charges

Any damage caused by misuse, negligence, or vandalism may result in additional charges. This includes damage caused by your guests.



DAMAGE

Individual Liability

Under your Accommodation Contract, you are required to:

- Keep your room, shared areas, and all fixtures and fittings clean and tidy
- Return your room in the same condition as when you arrived (fair wear and tear excepted)
- Pay for any additional cleaning, maintenance, damage, or repairs caused by you or your guests

Charges may include:

- Repairing damage to walls (e.g. caused by tape, hooks, or nails)
- Additional cleaning

Joint Liability

We encourage individuals to take responsibility for their actions.

However, despite our best efforts, there may be occasions where responsibility for damage or loss cannot be linked to a specific individual.

In these situations, the Accommodation Contract states that the cost of any cleaning, repair, or replacement may be shared among all residents in the affected area on a **pro-rata basis**, as determined by the University.



CLEANING

The Residences and Cleaning team maintains the cleanliness in the halls. If you have any questions or concerns, please contact boundershalls@hw.ac.uk.

While some assisted cleaning is provided in kitchens, you are responsible for keeping your bedroom and bathroom clean.

For tips and tricks to keep your flat clean, please visit our [cleaning guide](#)



Kitchen

The cleaning team provides assisted cleaning in your kitchen; however, all residents share responsibility for keeping it clean and tidy.

You are expected to:

- Wash and put away your dishes
- Clean up all spillages on hobs, ovens, and work surfaces
- Keep your fridge clean and hygienic
- Keep your freezer clean and free from excessive ice build-up
- Dispose of waste and recycling regularly in the designated outdoor bins

Please do not leave rubbish or bin bags in corridors, staircases, or outside your door, as this is a fire hazard.

If you need additional bin bags, please speak to the Accommodation team or email boundershalls@hw.ac.uk

Messy kitchen process

If a kitchen is found to be untidy, residents will first be notified and asked to clean the space.

If the issue continues or is repeatedly reported:

- The cleaning team may proceed with additional cleaning
- The cost will be charged to all residents of the flat, including cleaning time, materials, and any repairs, plus an administration fee

In cases where a kitchen is deemed to be extremely unhygienic, cleaning may take place without prior notice, and charges will apply.

CLEANING

Cleaning Inspections

Cleaning inspections are carried out once per semester, with at least 24 hours' notice provided by email.

While it is preferable for you to be present, inspections may take place in your absence.

If your room or bathroom is found to be in an unsatisfactory condition and is not rectified within the required timeframe, it may be cleaned by our team at your expense.

During inspections, we will also check for banned or unsafe items. You may be asked to remove these, or they may be confiscated, and this could result in further action, including fines.

Confiscated items can be collected at the end of your stay by contacting the the Accommodation team.

Waste and Recycling

We are committed to managing waste responsibly and sustainably. Each kitchen is equipped with the following bins:

- yellow bin: General waste
- Green bin: Recycling

Bin bags for general waste and recycling are provided by the University, and additional supplies can be requested from your cleaner.

For more information on what can be disposed of in each bin, please visit our [waste disposal page](#).

Correct waste disposal helps keep your kitchen clean, prevents pests and unpleasant smells, and supports environmental sustainability.



BEHAVIOUR AND CONDUCT

Living in shared accommodation can be a fun and rewarding experience. It offers the opportunity to meet new people and be part of a vibrant community. However, it also requires mutual respect and consideration for others.

To ensure a safe, comfortable, and positive living environment, all residents are expected to follow the University's guidelines and regulations.

Any reported breaches will be investigated, and appropriate sanctions will be applied depending on the seriousness of the incident.

Repeated or more serious cases may be referred to the Accommodation Manager and the Student Conduct Team.

Information relating to alleged breaches may be shared with relevant University teams, where necessary.

A copy of the Student Discipline Policy and Procedures is available [here](#)

House Rules

We are committed to helping you have the best possible experience in Heriot-Watt accommodation. The following house rules are in place to ensure that all residents can enjoy their time here safely and respectfully.

Guest & Visitors

We recognise that having guests is an important part of student life. To ensure this is managed fairly and safely for all residents, the following rules apply:

- **Permission is not automatic.**
- Do not invite guests until you have received written approval from the Accommodation team. Please email boundshalls@hw.ac.uk with your request in writing.
- Requests must be submitted at least 24 hours in advance
- **Only one overnight guest is permitted at a time**
- **Guests may stay for a maximum of 3 nights per calendar month**
- You must inform your flatmates in advance. If your flatmates are uncomfortable with your guest, the University reserves the right to ask the guest to leave

You are responsible for the behaviour and conduct of your guests at all times.

- Guests must follow all University rules and regulations
- Any misconduct or damage caused by your guest is your responsibility
- You may be charged for any repair or replacement costs, as well as any relevant disciplinary fine.

Right to Refuse or Remove Guests

The Accommodation team and/or Safeguarding Team reserve the right to refuse entry to or ask any guest to leave the premises at any time if required.

BEHAVIOUR AND CONDUCT

Noise

Noise is one of the most common concerns in shared accommodation. Loud music, raised voices, or slamming doors can cause disturbance and may affect others' ability to study, rest, or sleep.

While some level of noise is expected when living in a large residential community, **excessive or persistent noise will not be tolerated at any time of day.**

Please note that you are living in a building with a large number of residents, and the environment will not be as quiet as a private home. Mutual respect and consideration are essential.

Accommodation and Safeguarding Team will determine whether noise levels are excessive. Their decision is final.

The following rules are in place to help maintain a respectful and peaceful living environment:

- Keep noise to a reasonable level at all times.
- Noise that can be heard outside your bedroom is considered unacceptable
- Be mindful of activities such as phone calls, music, and socialising
- Please note that the quiet hours in halls are 23:00 – 07:00
- Any disturbances during these hours may result in disciplinary action
- Complaints during quiet hours will be reported to Safeguarding and Accommodation.

- Playing musical instruments is not permitted in bedrooms unless you are using headphones. If you require a practice space, please contact bordershalls@hw.ac.uk.

Please be considerate when returning to halls, particularly late at night.

- Avoid loud conversations, shouting, or group gatherings near entrances
- Do not congregate outside residential buildings, especially during quiet hours
- Be aware that even small groups can create significant disturbance

If you are affected by noise:

- Politely ask the individual(s) to reduce the noise, where appropriate
- If the issue continues, report it to the Accommodation Team
- During quiet hours, contact the Safeguarding Team for immediate support

Repeated or serious noise disturbances will not be tolerated.

- Students involved in three or more noise-related incidents will receive an automatic £50 fine
- Persistent offenders may face further disciplinary action, which could include removal from accommodation

BEHAVIOUR AND CONDUCT

Fire Safety Breaches

Most fires in student accommodation are preventable. Serious breaches of fire safety, such as smoking in rooms or tampering with fire safety equipment, may result in fines of up to £250, charges for damages, and further disciplinary action.

- Keep all fire doors closed at all times
- If you hear the fire alarm (outside of [scheduled testing](#)), evacuate the building immediately and head to the fire assembly point.
- You are legally required to evacuate; failure to do so may result in a fine of up to £50

For more information, please visit the [Fire Safety webpage](#).

Smoking

Smoking, including electronic cigarettes and vaporisers, is not permitted in any University building. This includes smoking out of windows.

If you wish to smoke or vape, you must do so at least 5 metres away from the building, to prevent smoke from drifting back inside.

Failure to follow these rules may result in disciplinary action:

- A fine (£50 - £250)
- You may lose your accommodation reference
- Repeated offences will be referred to the Student Conduct team

Banned items

To ensure the safety of all residents, certain items are not permitted in University accommodation. This includes hazardous materials and unauthorised appliances. You must not bring or use hazardous or combustible substances, including materials obtained from University laboratories.

The following list of banned items is not exhaustive, and the University reserves the right to add or remove any item:

- Pets, or animals of any kind
- Fridges, mini fridges, freezers, coolers
- Chip pans, deep fat fryers, older style pressure cookers or any appliance holding large quantities of oil
- Plugged in electrical fairy lights and strip lights (battery-powered ones are fine)
- Heating appliances (portable heaters, oil burners, electric blankets)
- Battery for electric bike, scooters, etc*
- Candles, tea lights, hookah/shisha pipes, incense sticks, etc., or anything else with a naked flame
- Fuel, gas or hazardous substances
- Washing machine, tumble dryer, and dishwasher
- 3d printer
- Any additional furniture
- Any illegal drugs/substances, including legal highs and nitrous oxide
- Any explosive materials (including fireworks)
- Weapons or replica weapons, darts and dartboards
- Electrical cooking appliances that are bought from outside EU/UK (such as a rice cooker, a kettle)
- Multi-plug adaptors and extension leads that are not purchased in the UK

BEHAVIOUR AND CONDUCT

Banned items (cont.)

Note: All appliances must be unplugged when not in use and must be PAT tested (unless the items have been purchased in the UK/EU within the last 12 months).

You may bring small kitchen appliances (e.g. rice cookers, coffee machines, microwaves), provided that:

- They are used in the kitchen only
- They were purchased in the UK/EU
- They meet PAT testing requirements

Appliances purchased outside the UK/EU **must not be used** in University accommodation.

If you need to store refrigerated medicines in your room, you must contact the Disability team at disability@hw.ac.uk and provide supporting medical evidence before arriving on campus.

E-bike battery

Electric mobility scooters and battery-powered bikes are permitted to be used on campus, but their batteries must not be charged anywhere within halls of residence.

While in halls, batteries must be kept in a secure storage box at all times.

Please charge the battery within academic buildings on campus

Dangerous items

It is a disciplinary offence for any student to have the following items in their possession or control on campus:

- An offensive weapon.
- Any item capable of causing injury or adapted to cause injury.
- Any dangerous items.

This includes some types of hunting knives, flick knives, CS gas, air weapons, firearms, imitation firearms or anything that has the appearance of being a firearm.

If you need to keep a dangerous item in your room for a recognised sporting activity, you must:

- Notify the Residence Life Team in writing
- Provide details of how the item will be securely stored when not in use
- Receive written permission before bringing the item into the accommodation

A copy of any approved request will be shared with the Accommodation and Safeguarding Teams.

The following is also not permitted in University accommodation or on campus grounds:

- Fireworks or similar pyrotechnics
- Sky lanterns
- Nitrous oxide canisters

The university reserves the right to confiscate and remove any banned or prohibited items from student accommodation

BEHAVIOUR AND CONDUCT

Alcohol

We recognise that alcohol can be an enjoyable part of student life, and there is no issue with sensible drinking or choosing not to drink at all.

However, excessive alcohol consumption can have a negative impact on your wellbeing, academic progress, and relationships. It is also a common factor in anti-social behaviour, which can affect both the University community and the wider local area.

Any behaviour linked to excessive alcohol use that negatively impacts others may result in disciplinary action.

Drugs and Support

Your wellbeing is very important to us. While the University operates a zero-tolerance approach to illegal drugs, we are committed to supporting students who may be experiencing difficulties with substance use.

If you are concerned about your own or someone else's drug use, you are strongly encouraged to seek support. You can:

- Contact [Student Wellbeing](#)
- Speak confidentially with the [Accommodation Team](#), who can help you access appropriate support

Further information is available on the University Welfare webpage.

While support is available, breaches of the University's drug policy are treated very seriously. Cases may also be referred to the police where appropriate.

Drug-Related Offences Include:

- Possession or use of controlled drugs or intoxicating substances
- Possession of drug paraphernalia (e.g. shisha pipes, homemade bongos)
- Allowing drugs to be used by your guests within your bedroom or kitchen.

Please note that many new psychoactive substances ("legal highs"), even if not yet illegal under UK law, are still considered prohibited by the University.

Student Responsibilities

As a resident, you are expected to take personal responsibility for your behaviour and wellbeing, as well as for maintaining a safe and respectful community for others.

You must:

- **Not bring drugs** into University-owned accommodation
- **Not sell, share, or distribute drugs** under any circumstances
- **Drink responsibly** and be mindful of the impact of alcohol consumption
- **Behave responsibly**, ensuring your actions do not negatively affect yourself, other residents, or the wider community

BEHAVIOUR AND CONDUCT



Disputes

Residents are encouraged to resolve any disputes between themselves in the first instance. If this is not possible, they should contact the Accommodation Team, who can arrange a meeting or mediation.

All residents involved are expected to engage with the process and comply with any agreed outcomes. If mediation does not resolve the issue, the Accommodation Team may set clear rules or action points to ensure a fair compromise. Room changes are unlikely after check-in, so cooperation is essential

Photographic ID

Your photographic ID (e.g. HWU student card, passport, or driving licence) is for personal use only and must not be shared with others.

- Using another student's ID may result in a formal warning
- You are expected to carry a form of photo identification at all times

Students must present their HWU student card when reasonably requested by University staff, including the Residence Life or Safeguarding Team.

If you do not have your ID, your identity may be verified using your HWU number.

Failure to provide valid identification or providing false information may result in disciplinary action.

Social Media

Social media is a great way to communicate and connect with other students, and a handy tool to keep up to date with community news and relevant events.

Please be mindful and respectful of other users in the group. Residents must not post anything that may be considered as discriminatory or harmful to, or bullying or harassment of, any individual on any social media platform.

Please report any inappropriate/offensive posts to the Accommodation team.

Recording

Residents must respect the privacy of others at all times. **Recording individuals without their consent is strongly discouraged**, even in public areas of campus, and you should always obtain permission before capturing or sharing any recordings on your phone or social media.

The use or installation of personal CCTV, surveillance equipment, or drones on campus is strictly prohibited.

Any breach of this rule may result in disciplinary action

BEHAVIOUR AND CONDUCT

Cars on Campus

At our Scottish Borders campus, students are permitted to bring a car and keep it on campus.

For parking at Jean Muir Student Village, a permit is not required. The main campus car park is located next to the Gala Rugby Club; you do not require a permit to park here.

If you need to park outside the High Mill, please apply for a permit via carparking@hw.ac.uk.

Parking

Students with a valid parking permit may only park in designated student parking areas.

Parking in unauthorised areas is strictly prohibited. This includes:

- Disabled bays (without displaying a valid badge)
- Areas outside accommodation buildings (outside designated car parking areas)

Unauthorised parking may result in:

- Parking enforcement notices issued by Safeguarding
- Fines of up to £250

Students who accumulate four or more parking offences may be referred to the Student Conduct Team for disciplinary action

Responsible parking

Please ensure that your vehicle does not obstruct essential services.

- Do not park in front of the bins or fire hydrant/riser.
- Repeated offences may lead to fines, and you may be required to cover the cost of any additional waste collections



FIRE SAFETY

Fire safety is everyone's responsibility. The measures in place are designed to protect you and others living in the accommodation. It is essential that you familiarise yourself with the procedures below and follow them at all times.

Weekly fire check

Fire alarms are tested weekly on a Monday and will sound for approximately 10–20 seconds. You are not required to evacuate during these scheduled tests.

In the event of fire:

- Activate the alarm by using the nearest red break-glass point
- Leave the building immediately via the nearest fire exit
- Do not use lifts
- Contact the Safeguarding Control Room via the SafeZone App or call 07823 326242
- Proceed to the designated assembly point and wait for further instructions
- Do not re-enter the building until advised it is safe to do so

Fire Drills

Fire drills take place once per semester. You must treat every alarm as a real emergency and evacuate immediately.

Failure to evacuate, or remaining in the building for more than four minutes after the alarm sounds, may result in disciplinary action.

Fire Alarm Activations

Activating a fire alarm, whether intentionally or accidentally, is a disciplinary offence and may result in a £50 fine per incident.

Fire detection devices in bedrooms and corridors are highly sensitive and can be triggered by smoke, heat, steam, or vapours. To reduce the risk of false alarms and ensure everyone's safety, please follow the guidance below:

- Never leave cooking unattended
- Ensure ovens, grills, and hobs are clean and switched off after use
- Use extraction fans or open windows to clear cooking smoke
- Always keep kitchen doors closed when cooking
- Do not use deep fat fryers, chip pans, or appliances containing large amounts of oil
- Do not cook while under the influence of alcohol
- Keep bathroom doors closed when showering
- Avoid spraying aerosols (e.g. deodorant, hairspray) or using hairdryers and styling tools directly beneath detectors

Important Reminders

- Be cautious when using noise-cancelling headphones, as you may not hear a fire alarm
- When the alarm sounds, you are required to evacuate immediately

Failure to evacuate promptly or refusal to evacuate may lead in disciplinary action.

FIRE SAFETY

Fire Safety Equipment

All fire safety equipment is in place to protect you and others. Tampering with any fire safety equipment, such as covering smoke detectors, is a criminal offence and will be treated extremely seriously.

This may result in a fine of up to £250, disciplinary action, and possible removal from accommodation.

Any damage or tampering must be reported immediately.

Fire safety equipment includes fire blankets, fire extinguishers, fire panels, smoke detectors, and fire doors.

- Fire extinguishers are for use by trained staff only. Do not attempt to use them
- In the event of a fire, raise the alarm and evacuate immediately
- Fire blankets may be used on small cooking fires if you are confident in doing so—follow the instructions provided
- Fire doors must never be wedged or held open

Bicycles

Bicycles must not be stored or brought into halls, as they can block access routes and fire exits. Any bikes found inside the accommodation will be removed by the University.

You are responsible for securing your bicycle in designated storage areas.

Open flames

The use of open flame items is strictly prohibited in halls, as they present a significant fire risk and can endanger life and property.

Prohibited items include (but are not limited to):

- Candles, oil burner, incense and joss sticks.
- Fireworks and sky lanterns
- Shishas, hookahs, and live coals
- Flammable liquids and gases

Open flames are also not permitted anywhere on University grounds, including the use of barbecues in non-designated areas, decorative candles or oil lamps, and any lanterns with naked flames.

Electrical Equipment and Wiring

Students must not install additional wiring, cabling, television receivers, or telephones.

Student rooms are designed for a limited range of electrical items (e.g. laptops, TVs). The University may require you to remove any electrical items deemed unsafe, unsuitable, or non-compliant.



