



College of St Hild
and St Bede

College Community Handbook

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PREFACE

This College Community Handbook sets out what have been found to be the most helpful information and guidelines for the smooth running of the College. They have the agreement of the Student Representative Council (SRC), and the authority of the College Advisory Board, which requires every student to sign an undertaking to abide by them.

MANAGEMENT AND ADMINISTRATION OF THE COLLEGE

The College Advisory Board supports the Principal by providing advice on strategic matters and in pursuit of maintenance and promotion of the integrity and ethos of the College Community. Its membership includes:

- The College Officers
- Appointed members drawn from:
 - The Student Representative Council
 - University academic staff
 - Individuals from outside the University
- Co-opted members

Normally, the College Advisory Board meets once a term.

NB: All internal telephone numbers cited in this handbook can be called, as displayed, from any Durham University internal telephone. To call from external telephones or mobiles please prefix the number with +44 191 33.

COLLEGE OFFICERS AND STAFF

College Officers

Principal: Professor Simon Forrest (he/him)

The Principal, as Head of House, has overall responsibility to the Pro-Vice-Chancellor (Colleges and Wider Student Experience) for all activities of the College and in this capacity works closely with the other College Officers. In addition to his role as Principal, he is also a Professor in the Department of Sociology. He chairs Finance Committee, House and Catering Committee, Bar Committee, Health & Safety Committee and College Management Group. He is always pleased to see members of the College and an appointment to see him can be made via the [Student Support Office](#).

Vice Principal: Laura Todd (she/her) (laura.todd@durham.ac.uk)

As part of the College Management Team, the Vice Principal supports the Principal with the strategic development of the College community including student enrichment, wider student opportunities and the college mentor scheme. She works with student leaders to support the vital work of the SRC. Laura is also the college's lead on Equality, Diversity and Inclusion.

Assistant Principal: Elaine Franklin (she/her) (e.c.franklin@durham.ac.uk)

Elaine is responsible for Student Support provision within the college working closely with the SRC's Student Welfare Officers and the college Chaplain. She manages the Student Support Team and leads on all aspects of the College's allocations processes. Appointments to see Elaine can be made directly by email or via the [Student Support Office](#).

Other College Staff

Student Support Officer: Zoe Papagiannouli (she/her) (hildbede.college@durham.ac.uk)

Zoe works alongside Elaine in providing student support also working closely with the SRC's Student Welfare Officers and the college Chaplain. Zoe works part time and is usually available in the second half of the week. Appointments to see Zoe can be made via the [Student Support Office](#).

Assistant Student Support Officer: Laura Collin (she/her) (hildbede.college@durham.ac.uk)

Laura works alongside Elaine and Zoe in providing student support also working closely with the SRC's Student Welfare Officers and the college Chaplain. Laura works part time and is usually available in the first half of the week. Appointments to see Laura can be made via the [Student Support Office](#).

College Administration Coordinator: Leona Clarkson (she/her)

(hildbede.admin@durham.ac.uk)

Leona supports the Principal and Vice Principal in the effective administration of the College. She also has responsibility in the administration of our College Trusts and Funds and the College Diary of Events.

Student Support Administrators: Joanne Thirlaway (she/her) **Internal Tel. 48528; Helen Frisby** (she/her) **Internal Tel. 48537** (hildbede.college@durham.ac.uk)

The Student Support Administrators are an integral part of the student support system dealing with all matters relating to students, e.g., course registration, examinations, concessions, reporting illness, student records etc. They also support the Principal, Assistant Principal and student support team in their work and have a role in the general administration of the College.

Alumni Engagement & Development Officer: Stephanie Maurel (she/her)

(hildbede.alumni@durham.ac.uk)

The Alumni Engagement & Development Officer works with the Principal on all 'outward facing' aspects of the work of the College, engaging with alumni, the SCR and other friends of the College. Steph also helps to organise Alumni events, those that involve alumni and students and with fund-raising.

College Operations Manager: Kelly Johnson (she/her) **Internal Tel. 48539**

(hildbede.operations@durham.ac.uk)

The COM is responsible for health and safety, security, planned maintenance and the day-to-day management of the College services, including housekeeping, portering, reception and maintenance.

College Operations Team Leader: Amy Storey (she/her) **Internal Tel. 48519**

(hildbede.operations@durham.ac.uk)

Amy is responsible for housekeeping, portering and reception in college; she also deals with day-to-day maintenance issues.

Receptionists: Hannah Holloway (she/her) **and Trish Bannister** (she/her) **Internal Tel. 48300**

(reception.shb@durham.ac.uk)

The receptionists deal with all reception-based matters.

Finance Assistant: Beverly Garrett (she/her) (hildbede.finance@durham.ac.uk)

The Finance Assistant is responsible for residence and tuition fee matters, as well as providing support to the Principal in all other financial, accounting and budgeting aspects of College.

Chaplain: Rev Tim Ferguson (he/him) (timothy.m.ferguson@durham.ac.uk)

Tim is concerned for the pastoral welfare of all members of the College community including students, operations staff, administrative and management staff and members of the Senior Common Room. He coordinates the College Chaplaincy, organises Chapel services and supports those looking to develop their faith. The Chaplain's office is in Hild Building.

College Food Services Manager: Sandra Wilson (she/her) (sandra.wilson@durham.ac.uk)

Sandra is responsible for managing our catering service and team. She is assisted by a team of chefs and food production assistants. Sandra is our point of contact for all matters concerning food service.

Sabbatical staff

SRC President: Annabel Hay (she/her) (hild-bede.src@durham.ac.uk)

As President of the student community, Annabel works closely alongside College Officers and staff on a wide variety of matters to do with the life of the College. She also sits on all College committees. The SRC Office is in Hild Building opposite reception.

Liaison Officer: To be appointed (hild-bede.liaison@durham.ac.uk)

The Liaison Officer works to support the College, the SRC President and the SRC Vice President with aspects of College life and student experience that will need extra time and dedication due to the distributed nature of our accommodation and student experience in the coming year. They are a member of the College Management Group.

Part-time bar staff

SRC Bar Stewards: Charlotte Hunter (she/her) and **To be appointed Internal Tel. 48521**
(charlotte.e.hunter@durham.ac.uk)

Charlotte and her colleague, once appointed, are responsible for the management of the College Bar, its staff and other bar services provided for functions and events. They will both sit on Bar Committee and work closely with the SRC on events and activities staged in the bar.

COLLEGE MENTORS

First year undergraduates are normally assigned to a College Mentor group. You are welcome to discuss any general matters concerning the mentor system with either the Principal or the Vice Principal.

The College Mentors are a diverse group of people, from a variety of backgrounds, ages and experiences, who have close connections with the College and are recruited from both within and outside of the University. Mentors do not have a direct input into teaching at the College level but offer friendship, help and advice and signposting to other support available within the College and the University. Each mentor group normally consists of a mixture of students studying different subjects and from different year groups.

Mentors entertain students in their mentor groups in styles varying from formal to informal and you are strongly encouraged to take advantage of these opportunities.

Do please ensure you reply to any contact from your mentor – even if it is just to say you are unable to attend an event or you do not currently need any support!

COLLEGE INFORMATION AND GUIDELINES

Academic Matters

See also [Student Support Hub](#)

Although teaching takes place within the academic departments, the College plays a very important role in the administration and support of the academic work of the University.

Problems

Our Student Support Team (SST) are keen to discuss academic or personal problems with you. Any student with a problem should seek help and advice as soon as possible. You are strongly advised to consult the [Student Support Office](#) in the first instance, for guidance and for appointments with our SST. Your success in Durham may depend on identifying problems and resolving difficulties at an early stage and you are urged to ask for advice as soon as possible – no problem is too small to bring to us!

Records

Full details of courses taken and examination results are electronically stored by College. These records are confidential and are fully protected.

Short-term absences

The University operates a “self-certification of absence” scheme for absences caused by circumstances beyond your control lasting no longer than seven consecutive calendar days.

The Self-Certification of Absence Form is available on this [SharePoint page](#).

- The purpose of the Self-Certification of Absence form is to provide your College and your Department(s) with information about **any absence** that has prevented you from attending a COMPULSORY academic commitment or submitting a COMPULSORY piece of assessment.
- **The Self-Certification of Absence Form should be completed AFTER you return from your absence – it should not be used as the means by which you inform your College and Department that you are currently absent** (you should do this by email, if required).
- The Self-Certification of Absence form is used by your College and Department to understand the length of your absence, the cause of your absence and what compulsory academic commitments were missed – hence you submit it on your return to your studies.

The information on the SharePoint page is designed to help you understand when you should use the Self-Certification of Absence process and form. Please read this information BEFORE you access the online form.

A Step-by-Step Guide is also available to help you complete the online Self-Certification Form. If you have any queries about the Self-Certification of Absence process, please contact your College Student Support Team in the first instance.

Medical Evidence

To obtain supporting medical evidence from the medical practice you are registered with in Durham, for difficulties experienced either during the year or during the examination period, you must speak to directly to your medical practice. It is your responsibility to ensure that your department are aware of medical problems that may affect your work and you are strongly advised to also inform [College](#) (see above and Medical Matters). It is not possible to ask for medical evidence to be considered after an academic decision has been taken, so please keep us informed. If you miss more than seven consecutive days of term, you must talk to one of the SST to discuss the possible necessity of seeking a grace period (to enable you to have your time away from University sanctioned and for a plan of study to be put in place, on your return, to enable you to catch up with missed work). The College can advise you on all such matters.

Serious Adverse Circumstances

Serious adverse circumstances are defined as **exceptional** personal circumstances, outside your control, that have prevented you from either acquiring or demonstrating the skills, knowledge or competencies required to meet the learning outcomes associated with an assessment that contributes to the qualification for which you are studying notwithstanding your best efforts, in consultation with your Department/School and College, to mitigate those circumstances.

We try to ensure that any serious and/or adverse circumstances a student faces during their time at University are mitigated at the time they occur. The expectation is that students will have informed their College or Department at the time so that appropriate support at an individual and personal level can be made.

However, we understand that serious and/or adverse circumstances can occur in the lead up to the examination period or during the examination period itself. In these circumstances we ask students to let their College and Department know that there is a problem and also complete a Serious Adverse Circumstances (SAC) Form so that this information can be considered by the Board of Examiners.

Occasionally a student will have **good reason** for not telling their Department about a serious problem or they may not have provided full details and so did not get sufficient mitigation at the time. In these circumstances it is also possible to complete a SAC Form but you must explain why you did not tell your Department at the time.

You can find further information about the University's approach to serious adverse circumstances and how to submit a SAC form [here](#).

Course Registration

ALL new students are required to produce verification of their identity on arrival at College. The following documents are acceptable:

Passport

Driving Licence

Birth Certificate (UK students only)

It should be noted that the academic year ends only at the end of the Easter (summer) Term and you are expected to remain in Durham until then.

Change of Course

If you wish to change the degree programme you are studying, you must seek advice from the department(s) concerned at the earliest opportunity. Although we do our best to help students who wish to change module(s) or programme, it becomes progressively more difficult to change as time goes on, because of the amount of work which you will have missed. The cut-off date for requesting a change is two weeks from the start of term in most instances. Please note **changing modules or programme is not an automatic right**. More information on the University's procedures for transfers can be found in the [Learning and Teaching Handbook](#), section 2.1.2.

The SST are happy to advise and support students through this process. Any change affecting the length of course or change of Faculty or the taking of a module without completion of pre-requisite modules requires a concession. In such cases, students **must** consult one of our SST. You should also be aware that any change of course might have financial implications, for further information please contact [Student Immigration and Funding](#).

Academic Progress Notice

All students are required to fulfil their academic commitments. The meaning and implications of this are set out in the [University Calendar](#) and failure to comply could result in you being issued with an Academic Progress Notice, which could eventually result in you being asked to leave the University.

Briefly, the Academic Progress Notice regulations requires you to fulfil all academic requirements as determined by each Department, such as attendance at lectures, laboratory classes and tutorials/seminars, handing in essays or other work and so on. If you are unable to keep an academic commitment for good cause (such as ill health or personal problems), and it is not appropriate, or possible, to use the self-certification of absence process you must inform your Department by email, copied to the [Student Support Office](#).

If you are a resident student and you plan to be away, please inform [Reception](#) so that in the event of any emergency we would know where to contact you (see also Fire).

If you experience difficulties (e.g., health, family or personal problems) which affect, or might affect, your studies, please contact the [Student Support Office](#) to request an appointment with a member of our Student Support Team.

Examination Timetable

During Epiphany Term, your personal examination timetable will be made available to you on the [My Timetable](#) tool. You should check your timetable for clashes and omissions at the earliest opportunity. Any issues should be reported immediately to the Student Support Office, to Student Registry and to the Department(s) concerned. The final timetable is published towards the end of Epiphany Term. Students who are unable to take papers on particular days because of the demands of religious observance may request permission to be examined at a different time approved by the Departmental Board of Examiners concerned. Such requests must be made using [form a6.13](#), which needs to be signed by the College and each department, before being submitted to the Examinations Officer **by the published deadline each academic year**. This deadline will fall in Michaelmas Term so please check the form for the date as soon as possible.

It is your responsibility to check the examination timetable both in draft and final form, and to act if there are clashes or other problems. It is important to note that the FINAL copy can vary from the draft version. Students are responsible for being present at the correct examinations, on the correct dates and at the correct times.

Term Dates

Term dates for the academic year 2023-2024 are as follows:

Welcome and Orientation Week (Freshers only)	23/24 September – 29 September 2023
Michaelmas Term	2 October – 8 December 2023
Epiphany Term	8 January – 15 March 2024
Easter Term	22 April – 21 June 2024

Alcohol and Controlled Drugs

The University's policies on alcohol and controlled drugs are **totally unambiguous** and are laid out in the [Policy Zone \(Policy on Student Alcohol Awareness and Use\)](#) and the [University Calendar: Volume I \(Controlled Drugs: A Code of Practice\)](#).

Please ensure you read, and are familiar with, the contents of the policy and code of practice.

Animals

Students may **NOT** keep animals on College or College managed premises (this rule does not apply to medical assistance dogs). This includes Goldfish.

Bar

The College Bar (The Vernon Arms) is situated at our Riverside Site beneath the Dining Hall in the Caedmon complex and is normally open from 19:00 – 23:00 on Sunday to Thursday, and from 19:00 to midnight on Friday and Saturday. The College Club licence is held by the College Bar Committee, who delegate responsibility for the day-to-day management to the Bar Stewards.

Students who would like to undertake paid work in the Bar should contact the Bar Stewards. Some senior bar staff sit on Bar Committee which provides an opportunity to contribute to the operation of the Bar.

The College Bar Committee has responsibility for overseeing the performance of the bar and ensuring its smooth operation and effective contribution to your experience of College life. It sets the prices in the bar and has the power to invest income into bar-related activities and events.

Inappropriate behaviour may lead to exclusion from the Bar (see below) and to the risk of the offender being charged with a major offence under the University's Discipline Regulations and/or being banned by Durham City Pubwatch from all the city's pubs and clubs.

NB: The Licence restricts the use of the bar to members, their guests and bona fide visitors of the University. Anyone using the Bar may be required to provide proof of identity and, in particular, students may be required to produce their campus cards. It is also a restriction of our licence conditions that alcohol may not be brought on to our licensed premises without

the express permission of the Bar Committee or as part of an event approved by the College Operations Manager. The Bar Stewards may close the bar at any time in consultation with a College Officer, or on the instruction of the Police, if the conditions of the Licence are abused or if the behaviour of those using the bar is unacceptable. Individual students may be asked to leave the Bar and may be banned subsequently if their presence is not conducive to seemly behaviour.

If you wish to visit a bar in another College, you must carry your campus card with you. Upon entry to that bar, you will need to show the card to a member of the bar staff to buy drinks and your card may be kept until you leave the bar when you should ask for it to be returned. If you are involved in any incident your card will not be returned and the Vice Principal will be informed. She will decide whether any disciplinary action should be taken against you.

Bicycles

The College can provide storage for a limited number of cycles at its Riverside site for Riverside residents. Cyclists can obtain the access code from Reception but the College is unable to accept liability for any loss or damage to cycles housed in our cycle sheds. Secure bike storage is also available at Ernest Place, please email the [hospitality team](#) there for further details. **On no account should cycles be taken into, or block access to or from, any College building at any time as they constitute a safety hazard.** If you fail to comply with this regulation your bicycle will be removed by College staff and you will be liable to a fine of £15. There have been several thefts of bicycles, so you are strongly advised to insure your bicycle (see also Insurance). Any bicycles that are thought to have been abandoned will have a notice put on them and will then be removed after 21 days and disposed of through the University bike-recycling scheme. Any bicycles that must be removed because they are causing an obstruction or have been left for more than 21 days may have their lock cut off without liability for compensation. Any bicycles obstructing a fire exit/route will be removed immediately without notice.

Bullying & Harassment Policy and Procedure for Students

All students have the right to study and to feel safe in an environment which is free from harassment and bullying. The [University's policy](#) has been written to support the development of a learning environment (including online) in which harassment and bullying is unacceptable and the understanding of this is such that individual students have the confidence to complain, without fear of reprisal or recrimination, in the knowledge that their concerns will be dealt with seriously, appropriately and fairly. The procedure sets out how the University will deal with incidents of bullying and harassment by student members of the University community.

More specifically, the objectives of the Policy are to:

- Enable students to identify and understand what harassment and bullying are;
- Provide a framework for handling complaints of harassment or bullying made by students and staff against students;
- Ensure all incidents are dealt with in a consistent, fair and appropriate manner.

If you feel you have been subject to harassment or bullying. It is recommended that you seek advice and support in the first instance. This can be done through any of the following;

[Student Support Team](#)
[Chaplain](#)
[SRC President](#)
[Report and Support Online Tool](#)
[Students' Union](#)
[University Counselling Service](#)

If you experience, or know, of such behaviour please do not put up with it; complain immediately and get support.

Caedmon Hall

Caedmon Hall, the largest college hall in the University, is a facility which is ideal for concerts, plays, revues, films, balls and discos. If you wish to hold an event in the hall, you must initially consult [Flora Nicholls](#), the SRC Sports & Societies Officer. For events such as those organised by clubs and societies the SRC may accept a booking. For other events you may need to seek agreement from College via the [Principal](#). Conditions may be attached to use.

Candles in Rooms

The University's Health and Safety Policy states that, with specified exceptions, **CANDLES, INCENSE STICKS OR TEA LIGHTS ARE NOT PERMITTED IN THE PUBLIC OR PRIVATE ROOMS OF COLLEGES AND SOCIETIES**. This includes rooms in college managed accommodation. Any found in rooms will be removed without further warning and may result in disciplinary proceedings.

Care of Rooms and Common Areas at Riverside

Detailed arrangements for cleaning rooms and common areas are set out in a separate accommodation code of practice document which you will be given on arrival.

1. Upon becoming the occupant of a room, you are required to sign and return to the Community Operations Manager, an inventory confirming that the room is in good order, drawing attention to any defects. (If you fail to do so, you may be liable for damages/defects charges.) If you have reason for complaint about your accommodation, you should immediately inform the Operations Manager in writing.
2. You will need to provide your own bed linen which you can wash and dry in the College's launderettes located in Hild main building. Laundry facilities are also available at our College managed accommodation sites.
3. Your privacy will be respected, but in your best interests the College reserves the right for its officers to enter a room in the case of an emergency. At other times, and always only for good reasons, entry would normally be by prior arrangement with, and if possible in the company of, the occupant(s) or, failing that, another student. If you request repairs in your room, every effort will be made to contact you before entry but because of staff workloads, this may not be possible. If you wish to make alternative arrangements you should notify the College Operations Manager. In cases of gross misconduct (also see 6 below), for health and safety reasons, the College Operations Manager may inspect a room without prior notification.
4. Any damage to a room or common room or furnishings, whether accidental or otherwise, should be reported to the [College Operations Manager](#) or [Reception](#) as soon as possible or be reported on the Maintenance Database accessed by the QR code on the poster in

student bedrooms. The occupant(s) of a room/area (or otherwise the person(s) responsible) will normally be required to pay for the repair of any damage (see also Damage).

5. Additional cleaning of any nature required due to irresponsible or improper behaviour will be charged to either the person(s) responsible, the occupant(s) of the room/area, or otherwise to the collective un-attributable damages fund.
6. Requests for repairs to furniture or fittings should be entered via the maintenance QR code which has been circulated. Repairs will be attended to depending on priority/risk posed. **Anyone who wishes to check the status of a reported fault may do so by enquiring at the Operations office.**
7. Furniture may not be removed from rooms or common areas without the permission of the College Operations Manager, nor may items of furniture or equipment (**including fridges and tables**), be moved or introduced without permission. Dartboards are also not allowed in bedrooms or common areas with the exception of the bar.
8. Corridors and other fire escape routes must never be obstructed or impeded in any way.
9. **If glass is broken in study bedrooms or utility rooms, it must be disposed of safely. To do so, place the broken glass in a sharps bin or, if safe to do so, deposit it directly into the external glass-recycling bin near your accommodation block.** (This is a most important precaution, the necessity of which was underlined when a member of staff suffered a serious injury caused by the careless disposal of broken glass.)
10. You should empty your general waste bin and recycling bag into the nearest external recycling bin.

Chaplaincy

The Chapel of the Venerable Bede is the focus of Christian life in the College, and through the Chaplaincy this Christian community seeks to serve the College in pastoral care and prayer. We aim for chapel to be an inclusive space where all are welcome. Services are held throughout the week in Chapel, to which all are welcome, and the main choral services are on a Wednesday evening and a Sunday morning. Do keep an eye on the Chaplaincy [Facebook](#) page and the Chaplain's [Instagram](#) for service times and other chapel-related activity.

The Chapel is available to all members of College as a space for meditation and reflection. A key for chapel is available from the College Reception. If you want to come and use the chapel, please contact the Chaplain. Requests for prayer can be left on the prayer board in the Chapel porch or made directly to the [Chaplain](#).

The Chaplaincy seeks to support all those of faith and has close links with CathSoc, MethSoc and the Christian Union: it also supports those of other faiths than the Christian tradition. **All are welcome at services in the College Chapel.**

The Chaplaincy has an excellent Chapel choir and appoints eight choral scholars and two organ scholars a year, details of which can be obtained from the [Chaplain](#). The Chapel has a Harrison and Harrison organ and a Bechstein grand piano: these can only be used with the express permission of the [Chaplain](#).

Computer Room

The College Computer Room, situated in Hild Building, allows access to the University's IT network server through networked machines. The computers are for the use of members of

the College of St Hild and St Bede **only**, primarily for academic work and preference must be given to those using them for such purposes. The user undertakes responsibility for proper use when registering with the IT Service; you are urged to read the rules concerning use when completing registration. The University has a strict code of practice for the use of computers and you **MUST** adhere to this or you will be denied access to the facilities.

Food or drink must not be taken into the computer room.

Abuse of these facilities will be treated as a serious offence and may result in the withdrawal of the Computer Room facilities.

Consent Matters

All members of our University have a responsibility for upholding the principles of dignity and respect. Together we promote a culture in which sexual violence is not tolerated and will be addressed and positive relationships are promoted alongside respect for sexual minorities. During Welcome and Orientation Week (WOW) and the first few weeks of term information sessions on consent, sexual violence and misconduct will be delivered to all new students through College Community and Consent Awareness Talks. In addition, all students must complete the online course, [Consent Matters; Boundaries, Respect and Positive Intervention](#), which is available on Oracle Learning, before participation in College-based clubs, societies or committees.

Covid-19 Advice and Guidance

Keeping Our Community Safe

Vaccinations

Staff and students are encouraged to make sure they are up to date with their Covid-19 vaccinations.

Clean as we go

To minimise the risk of infection, we clean as we go, paying particular attention to regularly touched surfaces including:

- Desks and surfaces
- Door handles
- Printer touchpads
- Computer mice
- Keyboards
- Lift buttons

Sanitise our hands

We wash our hands with soap and water or use hand sanitiser regularly throughout the day. Hand sanitisation stations are available on campus for staff, students and visitors.

Stay home if feeling unwell

If we are feeling unwell, we will stay at home and try to avoid contact with people.

Ventilate our spaces

We have procedures in place to assess ventilation levels in internal spaces on campus. We have installed Air Quality Monitors (AQM) in rooms with natural ventilation to enable

colleagues to monitor CO2 levels to provide suitable air quality and thermal comfort as far as is possible. Portable AQMs have also been made available.

Wear our face coverings

The University welcomes the use of face coverings in shared indoor spaces on campus.

Damage

Damage presents a serious problem to the whole College and undermines the quality of life for the whole community. In your own interests and those of the College, please promote a proper attitude to the care of rooms, both private and public, and urge anyone who causes damage to report it immediately. A policy for damages has been introduced to ensure that best practice is applied consistently across all maintained Durham Colleges. The two key objectives are to encourage greater community spirit and engender an acceptance of corporate responsibility and ownership.

Attributable and/or Wilful Damage

In the event of a student, whether resident in a College or not, causing any damage to University property (including damage within a College), the penalties will include, but shall not be limited to:

1. a requirement to reimburse the University for the full cost incurred in making good any damage caused;
2. a requirement to repay/make good any financial loss incurred by the University as a consequence of such damage.

Un-attributable and Accidental Damage

In exceptional circumstances where persistent un-attributable damage occurs within a residence block, a fine of £50 per resident may be applied. This fine may be waived if the persons responsible come forward or are identified by their peers.

Accidental damage will occur on occasions and such incidents when reported within 24 hours will only be charged at the relevant standard charge and/or cost of the repairs.

Any matters relating to damage may be discussed freely with the [Principal](#).

Dining Arrangements – Riverside

Meal Times

Monday – Friday

Breakfast	07:30 – 10:00	(cereal & toast only 07:30 – 08:00)
Lunch	11:45 – 14:00	
Dinner	17:00 – 19:30	

Saturday and Sunday

Breakfast	08:00 – 11:00	(continental)
Brunch	11:30 – 13:30	
Dinner	17:00 – 19:00	

The times given above may be extended during the May/June examinations to meet the needs of students. Information will be posted on notice boards as appropriate.

Any changes in meal times will be announced in advance, whenever possible.

A cafeteria system is operated and when taking meals catered students must produce their meal card as a means of identification. **Non-resident students may obtain meals in College** using card/contactless payment. You are advised not to leave unattended cases/bags/lecture notes, etc., outside the Dining Hall.

Feedback

Comments regarding food or any other aspect of the catering services should be addressed immediately to the duty Catering Supervisor. Any complaints will be investigated providing they are reported immediately. Compliments and positive feedback are also very welcome. Alternatively, feedback may be submitted via the Residents Forum (see Residents Forum) or via the SRC representatives who attend House and Catering Committee.

Diets

Those requiring a special diet for medical or religious reasons should inform the Vice Principal who will liaise with the Sandra Wilson. It may not be possible to cater for extreme dietary needs.

Packed Meals

Packed meals may be ordered for lunch and dinner on an ad hoc basis as required. Orders should be made in person in the Dining Hall the day before the pack request. If you have any special packed meal requirements or have to be away from College for formal University commitments, please contact the Food Services Manager to discuss them.

Electrical Equipment

In the interests of safety the use of the following electrical appliances in study-bedrooms is **strictly forbidden**

Cooking and cooling items such as: toasters; kettles; George Foreman grills; rice cookers; microwave ovens; cookers or hot plates; coffee/tea machines; toastie makers; omelette makers; deep fat fryers; pressure cookers; slow cookers; popcorn machines; fridges*; freezers*

Other electrical items such as: block adapters (fused extension boards only); incense burners; plug-in air fresheners; irons; portable heaters*; electric blankets*; fans*; air conditioners*; dehumidifiers*; mains-operated fairy lights; clothes dryers; any electrical items without a CE mark or kite mark; clothes washers; electric drying rails; humidifiers, salt lamps

Any students found, or suspected of, using such appliances in their bedroom may be liable to a fine and disciplinary action.

Only fridges provided by College or items with * under special medical conditions may be used in rooms. Applications for exemptions must be made to the Student Support Office.

College provided irons must only be used in pantries and on the ironing boards provided and **NEVER** on floors or worktop surfaces.

Hair straighteners and curling irons must be used on a heat pad and never left on floors or

unprotected surfaces. The minimum charge for damage arising from misuse of an iron or straighteners is £200.

The College has a responsibility to ensure that the safety requirements of the Electrical Supply Regulations 1988 are complied with and will exercise that responsibility. Any electrical appliance that is suspected of being unsafe may be removed on health and safety grounds and will be returned after a satisfactory electrical test (otherwise it will be withheld until the end of term or disposed of as agreed with the owner).

Please ensure that the voltage of any equipment you use is compatible with the UK mains electricity, supply voltage, i.e., 240v @ 50Hz.

Fused trailing adapter boards, as distinct from block adapters (which are prohibited), may be used and loadings on the circuit for any one room at any one time must not exceed 3000 watts. (Wattage levels for various implements are listed below.)

Amplifier	100 watts (see below)
Computers	60 watts
Hair dryer	1000-1200 watts
Lamp	60 watts
Printers	60 watts
Radio/Tape	10 watts
Tape deck	60 watts
Tuner	60 watts
TV	100 watts
Video	30 watts

Portable televisions are only permitted in study bedrooms **provided** that no external aerial is required, **and a valid licence is held.**

NB: The College does not hold a television licence for study bedrooms – individuals are entirely responsible for ensuring that their TV is covered by a valid licence. The Licensing Authorities undertake periodic spot-checks and students have been fined in the past.

Email

Please ensure that you check your University email account frequently. The College, your department(s) and the University regularly use email to send you important messages and it is essential that you access these communications. ***Not reading an official email is not accepted as a valid excuse for being unaware of important information that may have a major impact on your time at the University.*** This is particularly important in relation to keeping College and department(s) informed of any change in your circumstances which may affect your ability to study (see also Academic Matters). The Principal usually circulates a Weekly Bulletin during undergraduate term time and he, and other College Officers, may send urgent messages and reminders between times. Please ensure you read these emails as this is how we inform students of most important matters. Failing to read it could lead to serious consequences e.g., failure to submit Serious Adverse Circumstances forms at the appropriate time.

Please also note that we need to communicate with you using your University email account

and cannot use personal email addresses.

Environmental Sustainability

As a member of the College of St Hild & St Bede and Durham University you are part of a community which is proud to be committed to Environmental Sustainability. This commitment includes the SRC's development, and adoption, of a [Sustainability Policy](#).

Greenspace is the name for Durham University's Environment Team. The team coordinates environmental initiatives across the University relating to 8 key areas:



Carbon Management Plan

The University has committed to reducing its Carbon footprint. With over 18,000 students, there is great potential to improve the environmental impact that results from student activities in college, at home and in departments. All students should aim to embed environmental sustainability within their daily routines, reducing the amount of electricity, gas and water they use. We need commitment from all Durham University staff and students.

'Beat the Baseload' Stickers

At our Riverside site all electrical equipment in your room should be labelled with a Green, Amber or Red 'Beat the Baseload' sticker to remind the user and to inform others which equipment can be switched off:

Green sticker	Item may be switched off
Amber sticker	Please ask before switching off
Red sticker	Do not switch off

Please ensure all electrical equipment in your room is clearly labelled with the correct sticker (preferably on the plug). Stickers will be discussed during Induction Week and made available in communal areas e.g., hallway noticeboard and/or in your room.

Lighting and Equipment

Please help reduce energy wastage by ensuring you turn off all non-essential lighting and equipment. Where possible, avoid leaving items on standby and unplug an item from the socket once it is fully charged.

Laptop/PC Setup

If you are bringing your own PC or laptop, please ensure that it is set up to enter hibernation mode if left unused for 15 minutes.

Heating

The University's [Energy Management Strategic Plan](#) states that college rooms will be heated at set times throughout the day.

At our Riverside site if the radiator in your room has a Thermostatic Radiator Valve (TRV) then please apply good practice and set it to a maximum of 4 when you are in and a minimum of 3 when you are out. Full guidance on TRVs can be found [here](#). Your radiator will turn off when your room has reached temperature and turn on during heating times when your room is under temperature. If your room is frequently too hot or too cold, please report this to the college porters.

Reduce, Reuse, Recycle

Please help reduce the volume of waste produced by taking simple steps such as avoiding the use of single-use plastic bags, using your own mug at University Catering outlets and in doing so get 20p off the price off a hot drink, fill up your own reusable water bottle for free as part of the national 'Refill' campaign, printing double-sided 2-to-a-page where appropriate and following the principles of [Love Food Hate Waste](#). Unwanted and unopened items can be donated to the end of year [Green Move Out Scheme](#).

All University members must recycle waste items whenever possible (please refer to [Recycling Guides](#) for details of how to dispose of certain items). Within your room, place any recycling into the blue recycling bag. Once full, please empty the items into the correct bins outside in the bin areas. General Waste should be placed in your room's General Waste bin and will be collected twice weekly. Used batteries and printer cartridges can be recycled via the Recycling Points located in the College reception.

Water

Help reduce the amount of [water](#) used by college by taking simple steps such as not leaving the tap running when washing up or cleaning your teeth and using the shower timers to help keep your shower as short as possible. See if you can finish your shower before the 4-minute timer is complete. Please report any dripping taps or showers to the college porters.

Travel

The University strongly discourages unnecessary usage of motor vehicles by students due to environmental considerations and the University's limited parking provision. If you must bring a car to Durham, please be considerate to your neighbours when parking and not leave your vehicle unattended for weeks on end.

Students can travel for £1 a day using a valid campus ID card on Arriva bus services within Durham City and the Arriva Durham District Zone, giving good access to the University. There is also a bus service from the Bus Station and the Railway Station direct to the Mountjoy Site. There are also many cycle stands and shelters are available across University sites, including at colleges. Full details for bus travel, cycling and other travel information is available on the Greenspace [Travel website](#).

Fairtrade

The University is working towards the NUS Fairtrade University Award. We are also working with the Carbon Trust, to understand the impacts of our supply chain and Scope 3 carbon emissions. The Fairtrade Steering Group has evolved into the new Sustainable Procurement Group, and our updated [policy](#) reflects the University's commitment to the Fairtrade Award and to reducing supply chain emissions. Richard Adams, a fair-trade pioneer and founder of Traidcraft, was a student at St John's College in the 1960s. This tradition of supporting Fairtrade is continued within the University today. The University also hosts a schedule of

Fairtrade events which take place throughout the year, including a range of activities in support of Fairtrade Fortnight.

Further Information

For more information on Environmental Sustainability in College and at Durham University, contact the SRC Environment Officer [Tomas Main](#) or the Staff Environment Champion [Kelly Johnson](#), read the SRC's [Sustainability Policy](#), sign-up to the [University's Environment Bulletin](#) and visit the [Greenspace student webpages](#).

Thank you for supporting environmental sustainability at Durham University.

Equality, Diversity and Inclusion (EDI)

Durham University, and the College of St Hild & St Bede, seek to provide a respectful and inclusive environment where all staff and students can thrive.

Hild Bede is a family and our people are truly important to us. The University, and within that the College, believes that our success is tied to being able to attract, retain and develop outstanding students and staff from all backgrounds and identities. We are committed to creating a welcoming and inclusive environment where our people feel supported and valued, enabling them to not only succeed, but thrive.

We strongly believe that people are happier, enjoy their studies and work more and perform better in a place where:

- everyone respects and understands the value of different people working together
- everyone is treated fairly
- negative behaviours and attitudes such as prejudice, discrimination and harassment are unacceptable, and people feel supported to challenge these.

Making Durham, and Hild Bede, a truly inclusive place requires ongoing commitment from all members of our community but we acknowledge that challenging any negative behaviours and attitudes can be very daunting and possibly unsafe. If you find yourself in this situation we are here to help. Please contact any of the following people for support and advice;

Laura Todd – [Vice Principal](#)

Elaine Franklin – [Assistant Principal](#)

Laura Collin & Zoe Papagiannouli – [Student Support Officers](#)

Tim Ferguson – [Chaplain](#)

Simon Forrest – [Principal](#)

[Students' Union Advice Service](#)

If you don't want to talk with someone but want the university to be aware of the situation please use the university's online [Report and Support](#) tool. Alternatively, any of the staff above will be happy to support you to make a report using the Report and Support tool.

The College's Equality, Diversity and Inclusion contact is the [Vice Principal](#), please contact her if you want to discuss EDI related initiatives or if you have any other EDI related concerns. We are keen to support EDI initiatives and action which promotes inclusion and we welcome your proposals, your engagement and your contribution to various projects and events associated with fostering that inclusion.

Financial Matters

Questions concerning fees and other financial matters may be referred to the Finance Office. If you are in financial difficulties, you are strongly advised to inform the [Finance Assistant](#) and arrange to see one of our Student Support Team.

Payment of Residence Charge and Tuition Fees: Licence Agreement and Student Undertaking. You are **required** to sign a licence agreement to confirm your acceptance of College regulations and conditions for payment of your residence charges (see also Licence Agreement).

Procedure for Payment of Residence Charge by Students

The annual residence charge is payable in advance by termly instalments. Settlement is within 30 days of the invoice date in Michaelmas term and within 14 days of the invoice date in Epiphany and Easter terms.

If you fail to pay by the deadline you will automatically incur a late fee of £70. The Finance Assistant will need to be informed **in advance** of any delay if the late fee is not to be imposed. The late fee may be waived, at the discretion of the Principal, for those students who have genuine and acceptable reasons for late payment and where consultation between the student and the College has taken place. It will not be possible to waive the late fee once it has been applied to you.

DEBTS MAY NOT BE CARRIED FORWARD FROM ONE TERM TO THE NEXT WITHIN AN ACADEMIC YEAR WITHOUT THE WRITTEN PERMISSION OF THE PRINCIPAL. ANY STUDENTS WHO ARE IN DEBT TO THE UNIVERSITY MAY BE EXCLUDED FROM THEIR COLLEGE AND MAY NOT BE PERMITTED TO REGISTER UNTIL THEIR DEBT HAS BEEN CLEARED.

The Residence charge is a full contract charge and rebates are not given for days or meals missed during the period of occupancy which your licence agreement covers. Furthermore, if you terminate your agreement prior to its expiry date, an early termination charge will be payable on early termination, as set out in the licence agreement. If you are likely to experience difficulties over payment of fees and other College or University charges, you are urged to inform the College [Finance Assistant](#) immediately.

Information regarding sources of financial support is available from [Student Immigration and Funding](#).

Fire

The College Safety Co-ordinator (the College Operations Manager) is responsible for the publication of fire notices, procedures in the event of a fire, fire practices and general advice on fire matters. She is assisted by the SRC Communities Officer and nominated corridor reps resident in each part of the College residential accommodation. The College Safety Officer is responsible for ensuring the provision and appropriate maintenance of fire-fighting appliances, fire alarm systems, fire escapes, etc. Please do not remove or cover Fire Notices or equipment in bedrooms, kitchens or other college spaces.

Fire Fighting Equipment

All alarms, detectors, escape doors (including individual room door closers) and extinguishers are inspected regularly and frequently. Interference with, misuse of, or obstruction of, such

equipment is strictly forbidden and **WILL INCUR A FINE**. Malicious damage to fire safety systems and equipment is considered as **A CRIMINAL OFFENCE** and a *major offence* for which the penalty may be expulsion from the University.

Door wedges are not permitted.

All bedrooms and common areas have smoke or heat detectors installed. You should be aware that these are particularly sensitive to cigarette smoke, steam, aerosols and hair dryers. Smoking in bedrooms is in any case prohibited.

WHAT TO DO IN CASE OF FIRE

1. **GIVE THE ALARM IMMEDIATELY** (by operating the nearest fire alarm).
2. Whenever a fire is detected, the Fire Brigade **must** be summoned by dialling 9-999 on any of the College telephones. Alternatively, you can contact Reception (48300 or University Emergency 43333 for assistance).

PLEASE NOTE ALARMS DO NOT AUTOMATICALLY LINK TO THE FIRE SERVICE SO IF YOU KNOW THERE IS A FIRE PLEASE PHONE 999 IMMEDIATELY.

3. Do not tackle a fire unless it is safe to do so and a means of escape can be maintained. Do not use a fire extinguisher unless you have been trained to do so. Fire blankets can be used in a pantry for very small fires which can be easily smothered. (Please report the use of any fire blankets or fire extinguisher so that they can be replaced.)
4. The premises must be evacuated immediately on the sounding of the fire alarm

ACT QUIETLY AND QUICKLY

USE THE NEAREST AVAILABLE EXIT

CLOSE THE DOORS AFTER YOU

GO TO YOUR ASSEMBLY POINT (*Ensure you know where this is – details are on the Fire Action Notice displayed in each room of the College. If this goes missing you must notify the Operations Manager.*)

CHECK THAT SOMEONE HAS PHONED THE COLLEGE/SECURITY RECEPTION (AND THE FIRE BRIGADE IN THE EVENT OF A FIRE)

5. No one should re-enter the premises until told by the porter or a Fire Brigade Officer that it is safe to do so. In the case of a fire practice, no one should re-enter until told to do so by a College Officer or the duty porter.
6. A frequent cause of false alarms (which must be treated as genuine) is the abuse of pantry facilities, particularly (1) failing to close the pantry door while using toasters or microwaves allows smoke to activate corridor smoke detector and (2) leaving cooking appliances unattended while in use. Please exercise care. Misuse, negligence and/or carelessness which lead to a false alarm will incur a fine.
7. **If you believe you may have been responsible for a false activation please inform the porter immediately as this will reduce the investigation period and enable us to stand down the Fire Brigade.**

Firearms

Firearms, ammunition, replicas and offensive weapons are not permitted in College or College managed premises.

First Aid

First aid boxes are situated in Reception, the Bar Office, the Chapel and the gym. Should you

find fault with or short supply of any item within any first aid box please report it immediately to Reception. There are several qualified first-aiders, one of whom can normally be contacted by phoning College Reception.

Formal Dinners

There are normally seven or eight formal dinners held each year: three in Michaelmas Term, three or four in Epiphany Term and one in Easter Term. They are highly popular in College and renowned throughout the University as events at which our College community comes together to celebrate significant dates, events and activities through dining together. Formals will be held in a variety of College, University and other venues. Students book through the SRC. Wine or soft drinks may be ordered at the time of booking, through the SRC, up to the agreed maximum limit per table. Some venues will also operate a bar. A set of College rules for formals is issued to each table host at the time of booking; they are responsible for ensuring that all those on that table are fully aware of the rules, which relate mostly to health and safety matters. Adherence to any rules associated with the venue must also be adhered to. Dress is formal: black tie/cocktail dress (or similar), and a high standard of social behaviour is demanded. Students may bring guests for whose dress and behaviour they are responsible. Though exuberance and good-natured noise are a natural part of such social occasions, discourtesy, unnecessary walking around, throwing food (or other things), excessive noise or lack of consideration for College and staff working for the venue, drinking games or drunkenness are unacceptable and may lead to you being asked to leave the formal and other more serious sanctions may be applied. For licensing reasons, members are not permitted to bring alcoholic drinks of their own on to licensed areas of the premises.

For any formals held in Hild Bede Dining Hall, Riverside Resident students not attending formal dinners are provided with an earlier meal which must be signed for in advance. (This does not apply on the nights of College balls or on College Day.)

Grounds

The College grounds and gardens are renowned for their beauty and are rightly regarded as a special and much appreciated feature of the College. Considerable effort and resources are devoted to their upkeep and all who live in College are expected to do all they can to preserve them and to avoid spoiling them with litter etc. Games played in the grounds and the use of barbecues must be controlled to avoid any damage.

The [SRC Environment Officer](#), co-ordinates student-led development projects in the grounds, and is always pleased to receive offers of assistance!

The grounds are particularly vulnerable to litter. The Environmental Protection Act 1990 stipulates legal responsibility for the avoidance of and removal of litter and since the display of promotional material is frequently a source of litter, the University's Code of Practice must be observed – any contravention will result in removal. Unofficial fly posting and/or the displaying of posters or promotional material in common areas is prohibited. Any official club or society notices must be stamped by the SRC President and posted only on designated notice boards.

You are also asked to respect the areas of rewilding and wildflower growth. Enjoy them but also use the paths through and round them rather than walk through these patches.

Gym

This is situated in the Lawrence Wing of Hild and is for use by all members of College – the cost of membership is discounted for SRC members. Anyone wishing to use the gym **must** have attended a recognised induction course and have been issued with a gym access on their campus card by the SRC. Please note for health and safety reasons, a minimum of two people must be in the gym at any one time and the door will only open when 2 campus cards are swiped. You can join the Gym Society at the SRC Freshers Fair during Freshers Week.

Induction courses will run in College in the first term.

Users of the Gym must respect other people in adjacent rooms and keep all noise to a minimum – loud music must not be played.

Health and Safety

Matters of health and safety are taken very seriously by the College and it is in your interest and that of other members of College that you observe appropriate rules and regulations and act responsibly. A copy of the University's Health and Safety Policy document is posted in Hild Entrance by reception.

FOR YOUR INFORMATION

NHS 111 is a service that has been introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it is not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. The 111 service is in use in Durham.

Accidents and Emergencies

- Call an ambulance via 999 if necessary. (The College internal telephone may be used for emergencies – but remember to add an extra 9.) Please state the postcode for the building nearest to the casualty. (This is printed on the emergency contact notice displayed alongside internal phones.)
- Call a doctor.
- Go directly to the A & E Department at the University Hospital of North Durham (approximately one mile north of the Milburngate roundabout: A167 Newcastle and then B6532 Framwellgate Moor, using private transport or taxi).
- All accidents and incidents on the College premises must be reported to Reception and details recorded in the Accident/Incident Report Book.
- The most common accidental injuries are caused by slips and falls so please take extreme care and wear suitable footwear, especially in conditions of ice and snow. (A copy of the College's Ice and Snow Clearance Policy is posted at Hild Entrance near Reception.)

Hild Bede Alumni Association

Every student who has been a member of the College has the opportunity to become a life member of the Hild Bede Alumni Association. This is a body of past and present students which aims to foster a sense of continuity and create a community extending over the years and miles. We have over 17,000 former students and are in regular contact with 9,000 of them: we send out regular emails keeping them up to date with the college; publish newsletters and bulletins; and, hold online and in person events which bring alumni and

current students together in support, for instance of career development. College also connects with Alumni through social media. Year groups hold reunions which may take place in college, in and around Durham, or elsewhere in the country. Our alumni donate towards many trusts and funds, scholarships and bursaries as well as facilities enjoyed by present students and they also donate time as Career Mentors. Information about the Association is available from the [Principal](#); ideas for new activities or initiatives are always welcome. You will be offered the chance to join the Association when you complete your time with us.

Intellectual Property

Students may not carry out any business, trade or other commercial activity from the College or University nor use a College address for any such purpose. Nor may any student be involved in any business whose activities are inconsistent with the values and principles of the College and University or inconsistent with the legitimate activities of the Common Room.

No student shall use the College or Common Room name, crest or motto without having sought, and obtained, explicit permission. No student shall enter into any contractual obligation using the College, Common Room or University name or give the impression that they are acting in the name of the College or the Common Room unless they have sought, and obtained, explicit and written permission. Students wishing to use the name of Common Room must have the approval of the SRC President; those wishing to use the name of the College or the University must seek and obtain the written approval of the Principal or Vice Principal.

Insurance

Your residence fee includes contents insurance cover, during the licence agreement period. For details, please refer to the College website.

Keys & Key Cards

On arrival at Riverside, resident students will be issued with two keys, one for your room and an entrance key which gives access to other buildings. If you misplace your key you can sign out a replacement key from Reception for a period of 48 hours. After this time if your original key has not been found you will receive a standard charge of £60 per set to enable us to order a replacement. On no account should keys be given to unauthorised persons. **You must not attempt to have duplicate keys cut yourself.**

On arrival at Ernest Place the hospitality team will issue residents with a key card and details of what to do if you misplace your key card.

Launderettes

Washing machines and tumble driers are provided at each of our accommodation sites. In Riverside they can be found in the basement of Hild Building. In Ernest Place they are on the ground floor near the Residents Lounge, please refer to your Welcome Brochure for further details. At Riverside there is a fixed price to the user of £4.00 for a wash cycle and the dry cycle is free. An auto-dosing system provides the required levels of detergent in most machines. This not only provides environmental benefits by measuring the detergent levels being used, but also provides a cleaner and tidier facility, making the laundry environment more appealing. The laundry has at least one washing machine able to accept washing powder for people who may have any concerns about allergies to detergent in the auto-

dosing system – if you wish to use fabric softener in these machines, it can only be used in the form of a 2 in 1 capsule. The laundry machines are operated by a credit-card-like laundry card which you will receive on arrival. You must visit www.circuit.co.uk and follow the instructions to add credit to the card. Take your card and top-up number to the top-up machine situated in the post room and activate your credit using the machine. Replacement or lost cards will be charged at £5 per card. Do not puncture the cards in any way, for example to attach them to a key ring, as they will not work and you will be charged for a replacement card and lose your credit on it.

Since all launderettes have auto-dosing systems, it is unnecessary for students to bring washing powder with them.

Learn Ultra

[Learn Ultra](#) is the University's online learning environment used for all online teaching content. Additional essential courses such as Consent Matters can also be found on Learn Ultra.

Licence Agreement

Resident students are required to sign a licence agreement as confirmation of their agreement to comply with College regulations and the conditions relating to payment of residence fees. The conditions of the licence agreement apply to the occupancy periods stated plus all extended periods of stay. Prior to taking up residence in College managed accommodation, new resident students receive an email regarding the Particulars of Offer and must complete all processes detailed within those Particulars of Offer. The College gives notice that it wishes to secure possession of your room on the date your agreement ends. This will come as an end of term notice by email.

Living Out

If you live out, you are still a member of College and are entitled and welcome to use all its facilities. It is important that you retain contact with College over matters of academic progress, health, hardship etc., so that appropriate help can be given to you at the earliest opportunity. **College is still here to help you even though you may not be resident.**

If you live out you **must** update your term-time address online whenever you move to a new Durham residence. If any mail for you is delivered to the Riverside site you will only be able to collect it while Reception is open (see Reception for further details).

Students of this (and all other colleges) who live out are required to abide by the [Code of Conduct](#) for students living out of College drawn up by the University and as set out in [Volume 1](#) of the University Calendar. Please read this carefully and be aware of what it demands of you. Serious or persistent breach of this code may be treated as a major offence (that is, an offence for which the penalty could be rustication or expulsion). You are expected to be good neighbours and to that end the University encourages participation in Neighbourhood Watch Schemes, which are in your interest, especially when you are away during vacation. You will be asked to complete forms giving information for Neighbourhood Watch and about your landlord and you should do so for everyone's benefit.

Lost Property

The lost and found property policy is displayed at Hild Entrance near Reception. Lost property

should initially be handed in to Reception. When depositing items of lost property you will be asked for some basic information, such as your name, where the item was found etc. Items will then be retained in the Operations Department for collection. Items of value not reclaimed within seven days will be handed over to the Police. Other items will be retained for a minimum of 14 days but if the owner cannot be traced then such items may be disposed of without further notice.

NB: Items left behind in rooms and/or not stored away properly at the end of periods of occupancy will be treated as abandoned property. The College and our college managed accommodation properties cannot accept liability for such items.

Mail

Mail for Ernest Place residents will be delivered to your post box in the main reception area on the ground floor; large parcels and signed for letters need to be collected from Reception. The Ernest Place Hospitality Team email you if a parcel arrives for you; please bring photo ID to collect it. Remember to correctly address your deliveries with your name, room number, and full address (**Ernest Place, Renny's Lane, Gilesgate, Durham, DH1 2GY**, otherwise the parcel may be rejected).

All post for Riverside residents should be addressed to **The College of St Hild and St Bede, St Hild's Lane, Durham, DH1 1SZ**; please do not include your room number or block name in the address. Students' mail is received and sorted into alphabetical order by College staff, then left in the Post Room next to Reception in Hild Building. Thereafter, the collection and safekeeping of mail is entirely the responsibility of students.

The Post Room is accessible by use of an Ents key. Students should, where possible, call each day to collect their mail. Registered or recorded delivery items and parcels will be kept behind the Reception Desk for collection **in person only** on production of your campus card during the advertised parcel collection times (see Reception). You will receive an email to let you know that you have parcels/registered mail to collect. An Ents key will be available from Reception for livers-out who will be required to produce proof of identity before it can be issued to them.

Every Sunday evening, the mail will be moved such that it will be in the Week 1 box for the first week, in the Week 2 box for the second week and then in the week 3 box.

It is a major offence to tamper with other people's mail and may be reported to the Police as a criminal offence.

Outgoing internal mail may be given to Reception for forwarding on.

Vacation Mail

Vacation mail will only be forwarded during vacations in special cases and only to those students who make prior arrangements with Reception, which includes the provision of re-direction address labels. **Please note that during the summer vacation** mail will be forwarded for the first two weeks beyond the standard term end date only (to allow students time to change their correspondence address). Junk mail/circulars etc. will not be forwarded during vacation periods.

The College cannot accept responsibility for loss, damage or theft to mail, parcels and/or

any other deliveries to students either whilst on College premises or whilst being forwarded during vacations.

Matriculation

On signing *the matricula* on entry to the College and the University you will make the following declaration:

'I promise to conform to the discipline of the University and to all its statutes, regulations and rules in force for the time being insofar as they concern me.'

Those [regulations](#) are set out in full in the Durham University Calendar, [Volume 1](#).

Medical Matters

Registration

Once in Durham you will be required to [register with a healthcare practice](#) (GP) of your choice. If you become unwell in Durham and are not registered with a local healthcare practice, you may only be able to access care and treatment from one of Durham hospitals' Accident and Emergency (A&E) departments, which can involve a very lengthy wait.

Non-Urgent Medical Problems

You should make your own arrangements to attend the doctor's surgery. The University operates a "self-certification" scheme for illnesses lasting no longer than seven consecutive calendar days (see Academic Matters). It is very important that you report any illness to your Department and the [Student Support Office](#) so that details can be recorded if you are likely to miss classes. **This applies to both resident and non-resident students.**

Accident and Emergencies

See Health and Safety.

Illness

If you are ill it is important that you inform the [Student Support Office](#) as soon as possible. If you feel that you need to be seen by a doctor you should also call your healthcare practice (GP) or call NHS 111 for further advice.

Long Term Conditions

Any student with a long-term medical condition, or requiring special treatment, including personal fire alarm or fire evacuation provisions, should notify the Student Support Team. It is especially important that the College is aware of any student suffering from *diabetes, epilepsy, or any specific allergy*, or who has a *heart pacemaker*. (All such information is treated in the strictest confidence.) For medical conditions that are recognised as disabilities, you should register with [Disability Support](#) who offer specialist advice/support.

Motor Vehicles

Staff and Student Car Parking

[Application Forms & Parking Policy](#)

Space for the parking of motor vehicles within the University and its car parks, including college car parks, is limited and unfortunately it is not possible for the University to meet all the parking needs of staff and students. Access to University car parks is restricted to motor vehicles carrying an official University car parking permit.

In the interests of pedestrian safety and to allow free movement of vehicles within the car parks and access to buildings in emergencies, it is important that car owners park only in authorised areas. Maintenance of safe access routes for the visually impaired is a priority and parking on pavements is, therefore, strictly prohibited.

Failure to abide by the University's Parking Policy for car parking may result in the issuing of a legally enforceable Parking Charge Notice which requires the owner of the vehicle to pay a fee of £70 reduced to £35 if paid within 14 days. The withdrawal of the car parking permit is a further option.

Staff must be aware the **Red Visitor Parking Bays** on the Mountjoy Site are for **visitor use only**. Parking in these bays will lead to staff receiving a Parking Charge Notice.

Frequent inspections are made of parking areas and **vehicles not displaying a valid University car parking permit will be subject to the conditions above**. The co-operation of car park users is sought in making the system a success and of benefit to all concerned.

Car parking facilities are the responsibility of the Estates and Facilities Directorate. Telephone (0191) 334 6002 or email car.parking@durham.ac.uk.

Music Practice Rooms

Those wishing to practise music other than acoustic guitar, individually or in groups, **must** do so in a practice room **not** in a study bedroom. In term-time, the JCR may be used for music practice only once booked through the [SRC Sports & Societies Officer](#), subject to availability and compliance with conditions of use.

There is a piano in the Music Practice Room (MR3) at our Riverside site. This room can also be used for students playing other instruments who need to be accompanied on a good piano, or by teachers of music, whose pupils are members of the College. Access can be obtained at Reception following booking-in with the [SRC Sports & Societies Officer](#). There is also a very fine Bechstein piano in the Chapel, which may only be used by permission of the Principal, which is obtained through the [Chaplain](#), when the chapel is not otherwise in use. This should be booked through Reception and the key to the piano must be signed out. There is also a piano located in the Vern which can be used by all students. There is a mini grand piano in the Senior Common Room, which may only be used by students who have achieved Grade 8 with permission from the Principal subject to availability.

Additionally, the Principal's House is home to 'baby' grand piano and may be used for recitals or small-scale performances. This will be strictly in consultation with the [Principal](#).

To play the College organ, you must obtain the permission of the Principal, through the [Chaplain](#).

Food or drink **must not** be taken into any music practice room.

Noise

Good neighbourliness demands understanding of, and consideration for, the needs of others as regards sleep and work by not making excessive noise. Disturbance between 11.00 pm and 8.30 am is entirely unacceptable and noise from any equipment should be audible only in the room where it is in use. (If you like loud music, you should bring appropriate equipment with

earphones.) Excessive noise, whether arising from music equipment or caused by drunken behaviour or general rowdiness, is unacceptable and may be punished by a fine or exclusion from the College (see below).

If you are disturbed by noise, you should

- a) In the first instance, approach the person(s) responsible;
- b) If that is not effective, or if you feel unable to make this approach, the porter (Riverside) or the Resident Warden/night security (Ernest Place) should be asked to intervene;
- c) Any further complaint should be brought, by the porter, to the Duty Officer.

Please remember that much of the College and college managed accommodation is adjacent to private residences so be considerate and seek to establish and promote good relationships with neighbours. Please also remember that noise carries much further if you are outside, or inside with the windows open.

Persistent inappropriate noisemaking may be considered as conduct calculated to interfere with the right of members of the University to engage in the pursuit of knowledge or to be examined, and as such could constitute a *major offence* under the University Discipline Regulations. It should be clearly understood that anti-social behaviour of any kind will not be tolerated and those who offend may be asked to leave the College and could even be expelled from the University.

Discos and similar events in the Caedmon Hall and Bar area must observe the appropriate regulations relating to noise pollution. Normally, there must be no amplified music audible outside after 10.30 pm. The exceptions will be the nights of the summer and winter balls.

Non-Academic Misconduct and Discipline

Students are expected to adhere to the University's regulations on conduct; failure to do so can result in disciplinary action. The [Discipline section](#) within the Student Conduct Offices web pages contains details on the University's [discipline regulations](#) and the [Non-Academic Misconduct Disciplinary Procedure](#).

Please ensure you read, and are familiar with, the University discipline regulations.

Notice Boards

1. Notices from the College Officers will be displayed on the Reception Screen and Notice Board.
2. Flyposting and/or displaying of unofficial (i.e., non-College/SRC posters or promotional material) is strictly prohibited.
3. Table Notices, of an official College or SRC nature only, may be left on the tables in the Dining Hall with permission of the SRC President.

Reception (Riverside)

Reception is open for general enquiries during the working week at the times below. You can collect any parcels or important post (see Mail) from Reception only at the post collection times also below.

General enquiries	Monday to Friday	08:00 – 17:00
Post collection	Monday to Sunday	10:30 – 11:30, 13:00 – 15:00 and 18:00 – 19:00

At all other times the Porters can be reached, for urgent matters, on the Reception 'phone number, 0191 3348300.

References

The College is happy to provide **character references** for its students, particularly for first posts. To ensure that references are fully informative and effective, all students requesting references are asked to provide an up-to-date *Curriculum Vitae*, which will be treated in strict confidence. College is very happy to continue to write references for students once they have left. If you require an **academic reference** please contact your academic department(s).

Residence

Room Allocation (for continuing students)

Room allocation takes place in the Epiphany Term. It is the responsibility of the Principal but is conducted by the Assistant Principal.

Once a student has agreed to take a room, a contract for the basic occupancy period of the academic year, binding on both College and student, is deemed to exist. A student who has formally signed to accept a room in College for the next session and then decides that they no longer require this accommodation will be liable for the early termination charge. If you wish to change your room and believe you have good reasons for doing so, you should first consult the [Student Support Office](#).

Period of Residence

The contractual period of your residence will be outlined in your licence agreement. Anyone wishing to take up residence earlier than their contracted dates **MUST** request this in advance by emailing the [Student Support Office](#) giving at least seven days' notice. **It may not always be possible for College to approve an early arrival date.**

If you leave your Riverside accommodation for an extended period, such as the end of term, we request that you sign out of college and hand in your key to enable us to have a better understanding of who is in residence in the case of an emergency. Before you leave, all rubbish should be recycled if possible by putting your recyclables into the clear bags provided and taking them to one of the collection points in college. Any non-recyclable rubbish **must** be removed to the general waste skips/bins – refuse sacks may be obtained from the Housekeeping staff.

At the end of the contracted period you are required to remove all belongings and your room should be left in an "as found" condition. Room keys/keycards must be returned to the relevant Reception when you vacate your room.

Summer Vacation

In the summer vacation, students are **NOT** permitted to leave any property in College. If you are unable to take all your belongings home, then alternative arrangements should be made with a storage provider or courier. The only exception to this rule (subject to availability) is students whose parental home is overseas and who will be returning as **resident** students the following academic year. Further information is available from the [College Operations Manager](#). Please note this is at your own risk and will not be covered under the insurance policy included during your period of occupation.

Residents Forum

All resident students can apply to represent their block/corridor/flat within College managed accommodation in our Residents Forum. At the Forum meetings, which will normally take place twice per term, you will meet with members of staff (including the Assistant Principal and the College Operations Manager) and of the SRC Executive Committee (including the President, the Communities Officer and the Postgraduate President) to discuss any issues relevant to living together within our College community. It is our hope that many issues raised will be dealt with at the meetings while others will be taken forward to decision making bodies within College, such as, Management, SRC Meetings and our House and Catering Committee.

Security

In the interests of security you are most strongly urged to adhere to the following guidelines:

1. Always lock the door on leaving your room, even for a short time.
2. Keep ground floor and first floor windows locked and ensure that any valuables (laptops, cameras, phones, jewellery etc.) are kept out of sight and well away from your window.
3. Keep access doors to the residential buildings locked at all times.
4. Do not give anyone access to any building unless you know them.
5. Take care of your keys/key card. Loss of keys/key card should be reported at once to the relevant Reception.
6. If you see or hear, or believe you see or hear, a crime being committed on or near the College premises, or if you are suspicious or afraid, use an internal telephone to ring the College Reception Tel. 0191 334 8300 or the University Security Reception 0191 334 2222 or the Police (9) 999
7. When outside University premises, avoid walking alone after dark, especially in quiet and unlit areas such as the paths along the riverbanks. Particular caution should be exercised at weekends.
8. Report any incident of a criminal nature to the Police and to the College authorities or the SRC President. Even if you think there is little the Police can do, a report may help them to construct a profile of such incidents.

Security access codes are in operation inside the main Hild Building. Please do not interfere with the normal operation of these doors.

Sexual Misconduct & Violence: Prevention and Response

At Durham University, we recognise that [sexual misconduct and violence](#) such as rape, sexual harassment and stalking are matters of international concern. Through our Sexual Misconduct & Violence Operations Group, we are focused on making Durham a safer place to live, work and study.

Please see our [Policy and Procedure](#) page to access our Sexual Misconduct and Violence Policy and related procedures, [Get Support](#) page to learn more about internal and external support resources, and [Reporting an Incident](#) page to learn more about reporting options.

The [Student Support Team](#) and the [Vice Principal](#) are happy to help you with any matters related to Sexual Misconduct and Violence, from receiving an initial disclosure of an incident,

to supporting you through obtaining specialist support, or reporting the incident and through any subsequent investigations.

Smoking

The University has an overall [no smoking policy](#) including non-tobacco products, which means that smoking is not permitted in, or within 10m of, any College or college managed buildings **(including your room)**. This includes the use of all forms of Electronic Cigarettes, and Shisha Pipes (which are prohibited).

Sports Facilities

The College Boat House and its contents are under the immediate care of the College Boat Club. The JCR may be used only for dance or similar activities and is booked through the [SRC Sports & Societies Officer](#). The squash and tennis courts are open to all Hild Bede students. The SRC also provides a gym for University members which may only be used by those who have attended an induction course. This is available to Hild Bede SRC members at a discounted cost.

All College sports clubs are required to abide by our Code of Conduct as set out below. Breaches of the code, by individuals or clubs, will be dealt with using normal College discipline procedures.

Sports and Societies Code of Conduct

The following behaviour will not be accepted by the University:

1. Club initiations¹.
2. Excessive alcohol consumption by clubs or individuals within a club during a club social or event resulting in inappropriate behaviour.
3. Any form of illegal or dangerous behaviour by clubs or individuals within a club during a club social or event.

Student Complaints

A complaint is an expression of dissatisfaction requiring a response. The [complaints procedure](#) should be used by all students for complaints about academic departments, Colleges, Societies, University services and by postgraduate students for complaints about their supervision, teaching or assessment prior to the final examination.

If you require further information or wish to submit a complaint form, please arrange to see one of our [Student Support Team](#).

Student Loans

Information concerning student loans can be obtained from [Student Immigration and Funding](#) or directly from the [Student Loans Company](#).

Student loans will be paid directly into your bank account or, in the case of tuition fee loans, to the University by the Student Loans Company. This payment cannot be made until you

¹ The definition of an initiation is an event in which members (often new members) of the club are expected to perform any activity as a means of gaining credibility, status or entry within a club. This pressure is often (although not explicitly) exerted upon first year students and may involve the consumption of alcohol, eating concoctions of various food stuffs and performing dangerous, illegal or humiliating acts.

have completed your course registration process.

Students who have received a loan, and who did not take out the full amount of loan available to them, may apply once more to top-up their loan. The top-up application form is available from the [Student Loans Company](#).

Student Support Hub

University is often an exciting chapter of our lives and at Durham, we want every student to reach their full potential. So, whether you want to develop your academic skills or need help because you're feeling overwhelmed, there is support available for you.

Our services are:

- available to all students at Durham, no matter what you study, how you study or whether you live in or out
- easy to access via the Student Support Portal (coming soon) or in-person in your Department or College. All our staff are trained to help you get the support you need
- wide ranging - from a cup of tea and a chat to specialist mental health and disability support, advice is available on a wide range of topics. It is never too early or too late to talk to someone
- joined up, so no matter how you first contact us, we can help you find advice from the people or teams who can best support you.

Trusts and Funds

Student Support Fund

The University's Student Support Fund is used to help students in financial hardship. It is a very limited fund, and there are strict eligibility and entitlement criteria. As such, this fund **cannot** be used simply to deal with a large overdraft or debts, but rather is to aid in cases of hardship arising from personal circumstances such as illness, bereavement, family problems or responsibilities that could not have been anticipated, or other circumstances of a similar kind. Full information about the fund can be obtained from the [Student Immigration and Funding](#) office.

College Financial Support for Hardship and Extra-Curricular Activities

The College also benefits from donations given to provide for students in financial hardship and for assistance with a range of extra-curricular activities. Enquiries about funding from this source should be placed with our [Student Support Team](#) and the [Principal](#).

The Caedmon/Ceolfrid Trust

This charity exists solely to benefit the College and its members by supporting its academic life and by improving experience and general facilities for students. Its prime function is to support student ventures of academic and cultural merit. Under exceptional circumstances the Trust also provides funds for hardship. Applications are invited three times a year. For further information, see link below.

The Principal's Fund

This fund has been established with the support of the College Senior Common Room to enable the Principal, upon application, to support students in activities relevant to their development or academic studies. For further information, see link below.

The John Simpson Greenwell Memorial Trust

This very generous trust exists to assist all students with the financial cost of work relating to academic fieldwork, projects and dissertations. For further information, see link below.

The Ian Cramb Scholarship

These scholarships are available thanks to a generous gift from, Ian Cramb, an alumnus of the College of St Hild and St Bede. This gift enables us to award grants worth £500 each per year to support travel bursaries for students who are members of the College of St Hild and St Bede and who are taking modules in the School of Modern Languages and Cultures (MLAC) (excluding modules taken in the Centre for Foreign Language Study). The scholarships are to support travel, living and all associated costs to pursue study abroad opportunities. You can read about previous award winners' experiences on our college webpages – see link below.

The Mark Coleman Scholarship

This scholarship is available thanks to a generous gift from, Mark Coleman, an alumnus of the College of St Hild and St Bede. This gift enables the award of annual scholarship to a member of College studying in Computing Science.

The Michael Bruce Essay Prize

This prize, established in memory of Michael Bruce, is awarded annually for essays on the theme of 'What Durham means to me'. Michael Bruce was an alumnus of the College, SRC President between 2000-01, a member of College Advisory Board and the Caedmon Ceolfrid Trust Board. Michael died at a tragically young age in 2016. This prize recognises Michael's strong support for students who come to Hild Bede and to Durham from families and educational settings where there was not a tradition of higher education and our desire is to see our University and College promoted to these young people and their schools and colleges. Each prize will consist of £150 and up to two prizes will be awarded each year. Only students in their first year of study will be eligible to submit an essay. We are particularly keen to recognise those students who come from families, schools and colleges with no tradition of entry to higher education. You can read more about the prize via the link below.

The Esther Dingley Fund

The Esther Dingley Fund has been established in memory of Esther Dingley, an alumna of the College of St Hild and St Bede. This fund will enable the annual award of a bursary to support an undergraduate or postgraduate student from the College of St Hild and St Bede, with travel associated costs such as flights and/or accommodation. The funding available will contribute to the award holder's fulfilment of their academic and personal growth by enabling them to work with communities in a foreign country.

Further information about these and other sources of support, both subject specific and open to all, including how to apply can be found on our [College webpages](#).

University Financial Support for Extra-Curricular Activities

The University also has funds for students needing to travel abroad and for assistance with a range of extra-curricular activities. Information regarding these funds can be obtained.

Utility Rooms/Pantries

These are located throughout the College and are provided with facilities for ironing clothes and reheating food.

You have a duty of care to protect your own health and safety and that of other residents so please follow these guidelines when using the pantry:

1. ENSURE ELECTRICAL APPLIANCES ARE SAFE AND SUITABLE for connection to the electricity supply (the UK supply voltage is 240v at 50Hz – do not use any appliance unless it is rated for this voltage and do not overload the circuit by using more than one appliance at a time).
2. NEVER LEAVE ELECTRICAL APPLIANCES UNATTENDED WHEN OPERATING and ensure they are switched off and cleaned after use.
3. CLOSE THE PANTRY DOOR to avoid activating the smoke detector in the corridor outside (pantries normally have heat detectors which should not be activated by smoke/steam) – if you do accidentally activate the fire alarm, please switch off all appliances, evacuate the building (in accordance with instructions on the Fire Action Notice) and inform the College Reception immediately (0191 33(48300) or 0191 33(42222)).
4. FOLLOW INSTRUCTIONS/SAFETY CHECKS provided by your appliance manufacturer-food-product suppliers – carefully read and follow microwave cooking instructions and ensure the “pop-up” mechanism is working on automatic toasters to prevent toast catching fire (if toast does catch fire unplug the toaster and smother it with the fire blanket – NEVER USE WATER ON AN ELECTRICAL APPLIANCE).
5. SAFELY DISPOSE OF GLASS – please put broken glass into “sharps” containers and take bottles to the glass recycling bins.
6. HYGIENICALLY STORE YOUR FOOD to avoid risk of contamination or attracting vermin – please remove any out-of-date food products from the fridge and mop up any spillages.
7. HYGIENICALLY DISPOSE OF YOUR FOOD WASTE AND PACKAGING by using the general waste bins provided and washing your crockery and cutlery – please do not leave food residue anywhere that might attract vermin or mould.
8. REPORT ANY DAMAGE OR FAULTS to the College Reception.
9. REPORT USE OF THE FIRE BLANKET (OR FIRE EXTINGUISHER) immediately to College Reception so that it can be replaced (or re-charged) to ensure protection of other users.

Theft from refrigerators destroys the College community and will be treated as a serious offence.

Updated September 2024.

Information contained in this document is accurate at the time of publishing.