



## Residence Reception Office

Our central customer care office in Merville is open 24 hours a day, 7 days a week. Local offices are open from 18:00 to 00:00 and are manned by the RAs. There are also ResLife Centres throughout the residences where you can socialise with other residents and meet your RAs.

The staff in the residence consist of a Centralised Care Team in Merville, a team of RAs and various other staff for example security, maintenance and cleaning staff. Therefore the residence has 24 hr cover and there is always someone at the end of the phone. Should you require any help or information, please do not hesitate to contact the Residence Office – in person, by phone or by email (contact details below). Please note that the email [residences@ucd.ie](mailto:residences@ucd.ie) is only checked during office hours so all urgent matters should be brought to our attention in person or by phone.

## Contact Details

**Central Customer Care Office at Merville:** (01) 716 1008      Email: [residences@ucd.ie](mailto:residences@ucd.ie)

**Blackrock:** (01) 716 8807 or 087 969 4666

## Office Hours

Central Customer Care Office at Merville (7 days a week):	24/7
Blackrock- Proby reception (Mon-Fri):	9.00-18.00
RAs on duty in all locations from 18.00- Office Hours and/or On Call	
After Hours, Weekends and Bank Holidays:	RA on Duty

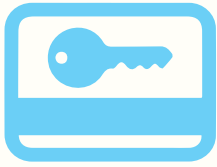


## Residential Assistants (RAs)

Each Residence has a dedicated team of Residential Assistants who work together with the Residential Service Team to provide a high quality service for the residents.

The RAs are current UCD students who live on campus and are on duty outside of office hours and at the weekend. These students are responsible for the complex outside of office hours, dealing with lockouts, general queries and any incidents which may arise or require their assistance. The RAs also ensure that the Rules & Regulations contained in the **Licence to Reside** are upheld.

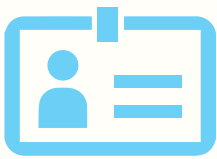
Feel free to approach them with any problems or questions throughout the year, after all they're students too.



## Keys/Door Card

When you check in you will be provided with a full set of keys or your student UCARD will be programmed for access control depending on the residence you are staying in. A full set of keys must be returned at the end of your stay. Please be careful with your keys and your student UCARD as replacement keys will cost you €30.00 and a new Ucard costs €20.00.

If you find yourself locked out of your apartment you can go to the Central Customer Care Office in Merville or Proby (or to the reception office in your location if the RAs are on duty) to regain access. Staff must verify your identity either on SIS web or you will be required to produce some form of photographic I.D. to verify your access rights. This service will incur a fee of €3.00 before midnight and €5.00 after midnight which, when charged, will appear in your SIS web account.



## UCARD

Your UCD student card is your official identification card for the duration of your programme in UCD.

Please note that as the Ucard is your personal identification and provides access to the residences it is not permitted to give your card to another person.

**As well as being the single most important piece of ID you possess during your time here, your student card also gives you access to a range of university facilities including:**

- Access to UCD Residences, the Library and the Student Health and Fitness Centre
- Electronic Payment for food in the Main Restaurant, Coffee Shops, Centra and other retail outlets across the campus
- Launderettes on campus
- Pay per swim in the USF
- Print, Copy, and Scanning with CopiPrint
- Identification
- Time and attendance

You can also earn loyalty UPoints in all outlets that convert into value for every Euro you spend. You will have access to a wide range of discounts not available to other payment methods.

The UCARD is also an all in one card which saves you the hassle of carrying around several different cards to fulfil different purposes.

## Where to Top up your UCard

Online using your debit or credit card.

In cash at the top-up machines in: - Merville Student Residences, Ashfield Laundrette, James Joyce Library (turnstiles), Main Restaurant (inside front door), Blackrock (CopiPrint), Sport & Fitness Complex, Richview, Roebuck Laundry.

Check "My UCard" tab on SIS Web for new locations



## Your First day Essentials

Residents must provide their own set of bed linen (i.e. single size under-sheet, duvet cover and pillow cover and towels). Duvets and pillows are provided.

Cooking utensils / tableware are not provided. If you need advice on how best to equip your residence our team at Central Customer Care Office at Merville will be able to provide the information and assistance you need. ResLife run buses during orientation to and from IKEA where you can purchase items.

## Settling in (On-Campus Accommodation life)

Please remember that by considering living in campus University Accommodation, you are opting for a shared living environment where a level of tolerance and compromise is required. You will be part of a community of young people from varying backgrounds and many different countries and cultures.

There is a standard of behaviour which must be respected and abided by, which is enforced by the UCD Residences Team and Residential Assistants (who live in the same accommodation). They will also help you settle in and provide as much help as possible and guidance on all matters relating to University life.

Please find enclosed important information regarding life on the residence which we advise you to read through carefully. We would particularly like to draw your attention to the following:-

### Smoking

UCD is a smoke free campus. In accordance with Irish Legislation, the RESIDENCE is a NO SMOKING BUILDING including public areas such as hallways and stairwells. (This policy is strictly enforced)

### Noise

All students should be considerate regarding noise at all times. Residents are asked to be particularly respectful of other students during exam times. It is a serious offence for those who have finished examinations to hold celebrations in residence while other students are still taking examinations. Consideration is requested when playing musical instruments, stereo, hi-fi systems and televisions. As a reference if you can be heard outside your apartment then it is too loud. You also need to be mindful of general noise as you pass through the complex. Residents should also be conscious of how loud they can be during Skype calls late at night- Please use headphones and perhaps take the call in the living room if you may be disturbing those trying to sleep in the room beside you.

### Parties

Permission to hold parties in student's apartments is strictly prohibited. There are social facilities which can be booked through ResLife if you have a particular appropriate event in mind.

### Discipline

UCD Residences have discipline procedures in place in support of students living on campus. Residents may be called to a disciplinary meeting should they be found to have breached the terms of their licence to reside. See appendix IX for guide to Management of Breaches of Residential Rules and Appendix VII for the Licence to Reside.

### Security

All Residences on the Belfield campus have Security who are on hand during the night patrolling. If you require access or have any problems you can find them at the security hut at the entrance to your residence. Residents and registered guests may be asked for ID as they enter the residence or if any issues arise while they are there. UCD students are obliged to show their Ucards when requested to do so by a member of staff.



## Guests

The University respects residents' right to daytime visiting guests once they are over 18. Guests must be accompanied by the resident at all times and must abide by the rules of the residence. In order to comply with safety regulations and ensure the welfare of other community members UCD Residence has an Overnight Guest Policy which must be complied with exactly.

Unauthorised overnight or extended visitation violations may result in a resident being asked to move off campus and further action under the Breaches of Residential Rules Process. Full details on our overnight guest procedures can be found on our website at [www.ucd.ie/residences](http://www.ucd.ie/residences). In order to register a guest you will need the guest's full name as per their identification, their date of birth, contact number and address.

- Residents can register a guest for up to two nights in a row subject to availability. Guests should be signed in via the SIS Web at the latest before midnight on the day they arrive. Please see the Overnight Guest Policy on our website for full details on the policy and how to register a guest.
- The Occupier is responsible for the actions of their guests at all times.
- The guest must be aged 18 or over.
- The guest must produce photo identification (UCD Student Card, drivers licence, passport, Garda ID card) when requested to do so by any of the UCD Residences Team.
- The Occupier must accompany the guest at all times.
- Guests are not allowed to reside in any apartment other than their hosts from midnight onwards
- Guests must sleep in their host's bedroom.
- Where the apartment / hall are single gender and the proposed guest is of the other gender the resident will need to get permission of all of the other residents in the apartment / hall giving consent.
- In order to ensure that the service is available to all residents there is a maximum of 2 consecutive nights at any one time for any guest and guests cannot be booked in over a prolonged period of weeks in advance.
- Residents are advised to check if a guest can be registered before booking flights or inviting someone to stay.
- Residents in breach of these terms and conditions may be levied with an automatic fine of €100 per guest and will be subject to the Breaches of Residential Rules process.
- The overnight guest policy will be suspended during study and exam periods and for operational requirements as required (e.g. emergencies, nights of big events, health and safety reasons).
- In order to comply with health, safety and fire requirements, and to ensure the welfare of the whole community there is a maximum number of guests who can register to stay overnight at any one time. Please see the policy in full on our website for details.



## Tips for Safe Living

UCD Residences strive to keep our community safe and secure. Your assistance is vital towards achieving this goal. Residents should be security conscious at all times. Please report suspicious persons in or near the Residences immediately to the Central Customer Care Office at Merville or the RA on Duty.

Never leave your door unlocked or your bedroom window open while your room is unoccupied (for any amount of time) and please ensure that main exit doors are closed at all times. Leaving your bedroom or apartment door open gives access to your personal belongings to others and could result in theft or security breaches.

### For your Added Safety:

- Keep doors and windows locked when room / apartment is unoccupied or if you are sleeping
- Do not leave valuables or cash in visible location
- Do not prop open doors
- Do not leave messages saying no one is at home
- Do not open front door to strangers or non residence personnel
- Anyone acting suspiciously should be reported to the Central Customer Care Office at Merville immediately
- Bicycles should be secured with a good locking device in designated areas

### Fire Safety- Minimise the Risk!

Please also see the Fire Prevention Booklet.

- Candles and incense are a fire hazard and are not permitted in the residence halls or apartments.
- It is not permitted that you smoke inside the building.
- Do not overload sockets- Use only one plug per socket.
- Do not use chip pans.
- Never leave cooking unattended.
- Report electrical problems to the Residence Office.
- Keep all exit routes and doors clear from obstruction.
- Report any faulty fire equipment to the Central Customer Care Office at Merville.

### Fire Safety- Emergency/Evacuation Plan

- If you discover a fire RAISE THE ALARM IMMEDIATELY by pressing the nearest Break Glass Unit.
- Fight the fire only if safe to do so.

### On hearing the Fire Alarm Sound

- Exit the building via nearest escape route.
- Go to the Assembly Point.
- Authorised UCD personnel will instruct the evacuees when to re-enter the buildings.

### In case of Medical Emergency

Should you require urgent medical assistance, call the Residence Office 01 716 1008 or Campus Services 01 716 7999 immediately who will call 999 on your behalf. This is important to ensure emergency services are met and escorted to the right location, and can get through any locked barriers or gates.

**N.B. TAMPERING WITH FIRE EQUIPMENT IS A CRIMINAL OFFENCE AND CHARGES MAY FOLLOW. DISCIPLINARY CONSEQUENCES MAY INCLUDE TERMINATION OF LICENCE TO RESIDE.**

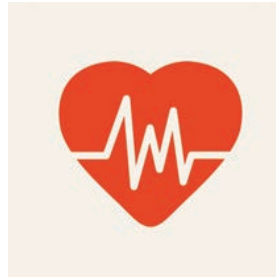
# unicare

**UNICARE EMERGENCY LINE**

**01 716 7999**



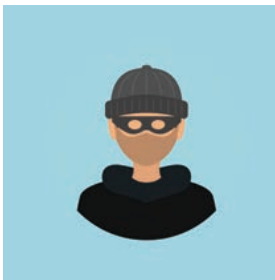
**Walk Safe**



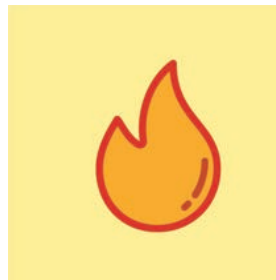
**Medical Assistance**



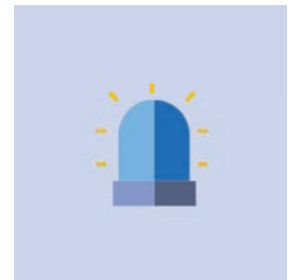
**Personal Property**



**Threatening or Suspicious Behaviour**



**Fire**



**Emergency**



@ucdestates



@UCDEstates



[www.ucd.ie/estates](http://www.ucd.ie/estates)

# UNICARE EMERGENCY LINE

## Remember this Number

# 01 716 7999

You can report an emergency on campus 24/7, 365 days a year.

*Both UCD Belfield and Blackrock are large, open campuses with a population of over 30,000 students and staff, and many visitors who attend the numerous events that take place on campus throughout the year. The University continuously works toward providing a safe environment for our community, but all campus users must take personal responsibility for their own safety and belongings.*



### Medical:

For medical assistance or an ambulance call **01 716 7999**. We can escort the emergency services to you so that they can get there in the quickest time possible, as well as having fully trained occupationally first aid and AED personnel to assist.



### Personal Property:

Report all theft and crime on campus to **01 716 7999** so that Estate Services personnel can pass on any relevant information to the Gardaí.



### Fire:

Report any fire or fire hazard by calling **01 716 7999**. Due to the scale of the campus, Estate Services personnel will communicate with the emergency services. The Duty Managers will co-ordinate resources, internally and externally on behalf of the University.



### Threatening or suspicious behaviour:

If you feel threatened or notice any suspicious behaviour on campus, contact the UNICARE Emergency line **01 716 7999**.



### Emergency:

For any emergency on campus contact **01 716 7999** so you can get the help you need much more quickly, which can often make a critical difference. Estate Services have qualified first responders who will attend the scene and co-ordinate the arrival of emergency services to campus.



### Walk Safe:

If you are uncomfortable walking through the campus at night, from one campus location to another, contact the UCD UNICARE Emergency Line **01 716 7999** and a member of the Campus Services team will be happy to accompany you. The information you need to provide is your name, your location, your destination and a contact number.



## Insurance

Each resident is covered by “Insurance for Occupants of Residential Units, University College Dublin”. UCD Residences will issue each student with an Insurance Certificate at the beginning of the academic year. This certificate will give details of the cover with which you are provided under this special Insurance Scheme. The fee for insurance cover is paid along with the first installment before the resident takes up occupation of the room.

### In event of a claim:

- Please inform the accommodation office immediately.
- In the event of a theft claim inform the Gardai immediately.
- Immediately send any writ, summons or other legal process issued or commenced against you to the insurance company.
- Obtain a claim form from the accommodation office or on the residences website.

## Responsibility

From the moment you receive your access card until you check out, you are responsible for the condition of your apartment/room and for what happens in it.

## Conditions of Occupancy

The terms and conditions under which rooms are allocated to you are detailed on the “Licence to Reside” which you can find in the Appendices or on the residences website [www.ucd.ie/residences](http://www.ucd.ie/residences).

## Inventory

When you move in we expect that all inventory items are present and in working order. We ask residents to go online on their SIS web and confirm the inventory contents of their accommodation. This record will form the basis for any deposit deductions due to missing or damaged items at the end of your licence to reside. You will receive an email to your UCD connect email address after check in explaining what you should do.

## Damage

Each occupant must keep all furniture, fixtures and fittings in the premises in good and proper repair. Occupants must not drive nails or drawing pins etc. into the walls/woodwork or otherwise deface the premises. Residents cannot use any form of ‘Blu Tack’ or sticky tape to affix any posters to walls.

Damage resulting from disregard of the above prohibitions whether deliberate or accidental will be charged for.





## Maintenance

If your room or the equipment and furnishings provided in your room require any repair or maintenance do not repair it yourself. Please report all maintenance issues in your room on the maintenance section of your SIS web account. Please see the how to guides on the residences website [www.ucd.ie/residences](http://www.ucd.ie/residences) for details on how to submit a maintenance request and Appendix V for maintenance information and troubleshooting.



## Deposits

A deposit of €400.00 is paid as part of the booking process. It is a deposit against the actual booking being cancelled, and also against any potential damages that may arise. The deposit is returned after the students vacate, provided that their access key has been surrendered, the apartment is in the same condition as it was on arrival, and all outstanding charges are paid. Please note any damage or missing inventory items from your apartment will be deducted from your deposit.

Deposits are refunded by electronic transfer and residents are asked to enter their bank details on SIS web so this refund can be processed.

When refunds have been calculated, usually within 3 weeks of departures, Residents will receive an email advising them that the payment (if applicable) is to be made to their bank account. See our website for UCD's deposit deduction and refund policies.



## Check Out

Residents are expected to vacate their accommodation by 12 noon on the last day of their licence to reside. Rooms and common areas should be left in a clean and hygienic condition upon departure. Residents are jointly responsible for communal areas of the apartment and are advised to work together to ensure they are left in the same good condition they were in on check in. Residents will be charged for any belongings or rubbish left behind, any damage and any contract cleaning charges should the accommodation not be left in a clean and hygienic condition. Please see appendix III for a list of sample charges.



## Internet

Wireless Internet service is available to all residents. Please see appendix I for details.



## Residential Cleaning

All residents are responsible for maintaining their rooms in good condition.

UCD Residences undertakes cleaning in the circulation area of residences such as staircases and landings. In communal residences (e.g. Blackrock Halls of Residence) the cleaning staff will clean all communal areas. UCD must ensure that good housekeeping and hygiene standards are maintained throughout residences. For the wellbeing of all residents it is important that the rooms and kitchens are maintained in a good condition.

Residents are responsible for cleaning within their rooms and shared space within apartments. Residents are advised to agree a roster for cleaning shared areas. The residence staff carry out hygiene audits usually once per semester. Residents are also asked to be mindful that rooms are booked through the year and that new residents on check in expect to move into clean hygienic accommodation.

## Refuse and Recycling Information

There are refuse and recycling points located in all locations. Please segregate waste and ensure it is placed in the correct bins. Recycling and compost bins are available and residents are requested to be responsible when disposing of waste. Appendix VI has information on Waste Mgt.

## Animals

No animals are allowed into the residence.

## Postal Deliveries

Your letters will be delivered to your room or apartment, Monday to Friday from 18.30 pm – 19.30 pm. Please ensure that you include your room number in your postal address. Please also ensure your name is on the envelope/package as it appears on your SIS Web. Post with shortened names or nicknames may not be accepted by the Residential staff.

**Packages: Should a package arrive for you by post, we will advise you via email that it is available for collection from the Merville Reception. The email will be sent to your UCDconnect email address. Please add noreply@neopost.com to your contacts list to ensure you do not miss a notification. For Blackrock & Proby residents a notification slip will be delivered to your apartment/room.**

**N.B. There are no deliveries of post at weekends or bank holidays.**

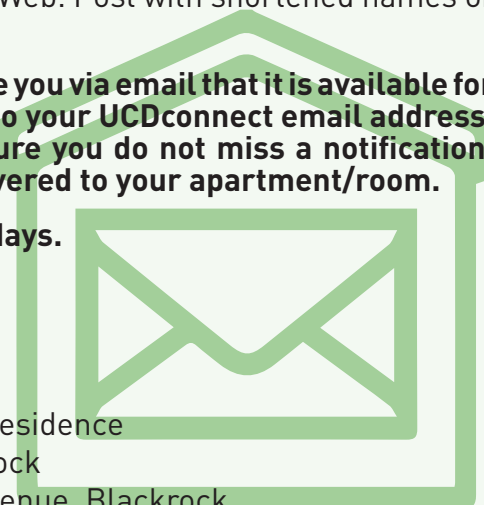
### Sample Address

#### Belfield

Name  
c/o G1-3-4  
Glenomena Student Residence  
UCD  
Belfield  
Co. Dublin

#### Blackrock

Name  
C/O Rm 163  
Blackrock Residence  
UCD Blackrock  
Carysfort Avenue, Blackrock  
Co. Dublin





## Laundry

There are laundry facilities on campus; located in Ashfield, Glenomena, Roebuck & Blackrock for residents only. Please read guidelines carefully before using machines. Machine faults should be reported directly to Central Customer Care Office at Merville. The current cost for a wash cycle is €3.00 and for a dry is €1.50.

Please note that to dry a full load of wet clothes will take at least two drying cycles. If you require a refund please email [ucard@ucd.ie](mailto:ucard@ucd.ie) giving a concise description of the issue, your name, student number, the launderette location and the laundry machine with which you had an issue.

Do not dry clothes in bedrooms as it can cause condensation, dampness, and become a fire hazard.



## Motor Vehicles and Bicycles

There is no reserved parking in UCD, including Residences. Parking is on a first come first served basis and is either permit parking or pay and display. Parking of motor vehicles is permitted in designated car parks only. Vehicles left in unauthorized places will be clamped. Residents who have motor vehicles must conform to the University car parking regulations. Residents will not be entitled to apply for permit parking on the Campus unless they are entitled to an exemption from this policy.

NCPS manages parking on campus on behalf of UCD. See <http://ucdestates.ie/> for further information. Please note there is clamping in operation in University College Dublin.

Bicycles must not be brought into residence buildings at any time i.e. hallways of houses/apartments. Bicycles must be left and locked in designated bicycle shelters. Bicycles left in unauthorized places may, at the discretion of the University, be removed.



## Residential Charges

There are three account periods which residential fees are due to be paid- August, November and February. Payments must be made in advance for all periods and late payments are subject to a late payment fee of €60.00. For those residents who have chosen a third semester occupancy there is a fourth account period in May. Single semester students do not pay in installments.

Please see the fees page of the residence website or your SIS account for amounts due and exact dates [www.ucd.ie/residences](http://www.ucd.ie/residences). Please see appendix II for information on payments. All residential accounts are transacted in Euro only.



## GARDAI (POLICE)

<b>Emergency Services:</b>	On Campus Emergency	Dial: 01 716 7999
	Off Campus	Dial: Gardai 999 / 112

Donnybrook Garda Station is responsible for a large part of the Dublin 4 area including the Belfield Campus. Office open 7am – 9pm Monday – Sunday

Telephone: 01-666 9200.

Blackrock Gardai Station is responsible for the Blackrock Campus: Office open 24hr Monday – Sunday

Telephone: 01 666 5200

## Emergency Numbers

UNICARE is the on campus security and there is a close working relationship between the UNICARE staff and Residence staff. They provide support in case of security problems and the first response room coordinates access etc. for emergency services.

UCD Services (UNICARE) 00353 1 716 7999

All emergencies in the residences should be reported to the reception office who will liaise with the first response room to ensure access and escort the emergency services to the location swiftly.

## Student Supports

There are a wide variety of supports in place throughout the University for students

Student Desk- <http://www.ucd.ie/students/studentdesk/>

Student Advisors- <http://www.ucd.ie/studentadvisers/>

Chaplains- <http://www.ucd.ie/chaplaincy/>

Students Union- <http://www.ucdsu.ie/>

Student Health Service- <http://www.ucd.ie/stuhealth/>

## Student Health Service

The Student Health Centre is a service concerned with all aspects of the health of students. The service provides primary care to students. Priority

is given to students in residence and students living away from home. The Student Health Service is completely confidential. To make an appointment, please call to or phone (01 716 3133) the Student Health Service. The Student Health Centre is located in the Student Centre.

Out of hours service is provided by “EastDoc” (2094021), 6pm-10pm weekdays & 10am-6pm weekends/Bank holidays and Doctor on Call (8300244) available outside above hours. There is a fee for this service.

Accident and Emergency at St. Vincent’s University Hospital can be used to assess any acute medical or psychiatric emergency 24 hours a day.

The Emergency Number in Ireland is 999

**Please note in the event of a student needing an Emergency Service you must inform the reception office who will call them on your behalf and liaise with the first response room to ensure access and escort the emergency services to the location swiftly.**

## Pharmacy

The college Pharmacy is located in the Student Centre in Belfield. It serves the health needs of all staff and students. Prescriptions can be phoned or faxed and will be ready for collection upon presentation of original prescription.

**Opening Hours Monday – Friday 09.30 – 17.30**



## Bank

There is a branch of Allied Irish Bank on the Belfield campus, which offers special student facilities. There are 6 ATM machines located on the campus and there is also an ATM machine on the Blackrock Campus.

### Opening Hours:

<b>Mon, Tues &amp; Fri</b>	10.00-16.00
<b>Weds</b>	10.30-16.00
<b>Thurs</b>	10.00-17.00

## Post Office

The Post Office can be found in the Gerard Manley Hopkins Centre behind the main staircase.

### Opening hours:

Monday - Friday: 9.30am-1.00pm  
and 2.15pm-5.30pm.

T: 01 716 825

Mail collection times

11.30 am with the latest posting time being 4.00pm  
Registered Mail and Swift Post mail must be in at  
least 15 minutes prior to collection.

## Telephones

To dial Ireland from abroad, please use the prefix  
+353 for Ireland and 1 for Dublin

Please ensure that you update your contact  
information on your SIS web account if you change  
your number/address etc. It is very important that  
we have this information in case of emergency.

Many students who have arrived to Ireland from  
abroad may purchase a new mobile phone SIM card  
with an Irish number on arrival so please remember  
to update your information.

## Dining on Campus

There are a wide range of food outlets throughout  
the campus including a restaurant in the Roebuck  
Castle complex which is open to the public  
throughout the day.

## Shops

There is a well-stocked shop, run by Centra, in  
the Merville Residence. This shop sells general  
groceries, frozen foods, confectionery, newspapers,  
etc.

### Opening Hours:

07.00-22.00 7 days a week

Students will also find vending machines in the  
ResLife social spaces and also in some of the  
residence buildings and laundries.

There are two large supermarkets in Blackrock  
village which is a short walk from the residence.

## COMPLAINTS / FEEDBACK

Please contact the Central Customer Care Office at  
Merville or email [residences@ucd.ie](mailto:residences@ucd.ie).

Any complaints or queries will be investigated  
internally and the resident will be responded to  
and advised of options should they wish to progress  
the issue formally. There are a number of appeal  
routes as well as a formal complaint process that  
a resident may avail of if they are not satisfied with  
the response received following their informal  
complaint/query.

[www.ucd.ie/residences](http://www.ucd.ie/residences)



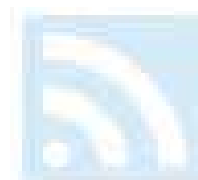
# Wireless Internet Access @ UCD

Wireless access to the UCD network is available campus wide in all of the main buildings and in the student residences.

## MAKING A CONNECTION

- Make sure Wi-Fi is enabled on your laptop
- Select the UCD Wireless network from the list of available networks
- Open a web browser to test the connection

For more information please check: [www.ucd.ie/it](http://www.ucd.ie/it)



## CONFIRMING CONNECTION

### Windows

Once you see the green wireless icon at the bottom of your laptop screen, you have a connection. If you do not get a connection to the network, right click on the wireless icon and select 'View Available Networks'. Select 'UCD Wireless' and click 'Yes' to connect. (Note: These options may vary depending on your laptop.)

### Mac

Once you see the black wireless icon at the top of your laptop screen you have a connection. If you do not get a connection to the network, click on the wireless icon and select 'UCD Wireless'.

## MOBILE DEVICES

### For iOS Devices

- On the Home Screen, select Settings / Wi-Fi
- If Wi-Fi is not turned on, do so
- A list of available wireless networks should appear
- Select UCD Wireless. A tick will appear beside it when connected
- Return to the Home Screen and launch Safari to test the wireless connection. It will take your device a few moments to connect.

### For Windows 7 Phone Devices

- On the Home Screen, swipe from right to left
- Select Settings / Wi-Fi
- If Wi-Fi is not turned on, do so
- A list of available wireless networks should appear
- Select UCD Wireless to connect to it
- Return to the Home Screen and launch Internet Explorer to test the wireless connection



### For Android Devices

- On the Home Screen select Settings
- Under Settings select Wireless & Networks
- If Wi-Fi is not turned on, do so
- Select Wi-Fi settings
- A list of available wireless networks should appear
- Select UCD Wireless. The word 'Connected' will appear under the wireless network name when it is connected
- Return to the Home Screen and launch a browser to test the wireless connection. It will take your device a few moments to connect



eduroam is a secure, world-wide roaming wireless network available in UCD and other Universities. It is an authenticated access network. The service provides extended access to logged-in UCD staff, students and visitors from other institutions.

Please see <http://eduroam.ucd.ie> for instructions to configure your device.

#### IT SUPPORT

TELEPHONE: +353 1 716 2700

EMAIL: [ithelpdesk@ucd.ie](mailto:ithelpdesk@ucd.ie)

WEBSITE: [www.ucd.ie/it](http://www.ucd.ie/it)





### Appendix II - PAYMENT METHODS



**Please Note: All students must bring proof of payment in order to access their accommodation.**

To find out the amount owing you can view your personal account on the SIS Portal (**SIS Login- Student number and default pin (date of birth -format ddmmyy)**) or check the relevant [webpage](#)

There are 3 payment periods for the traditional license period:

One before the license period commences (55%)

One in November (20%)

One in February (25%)

Students staying for the 3rd Semester fees will be due in May

### Laser and Credit Cards

Available to students with an active UCD SIS account

Log in to your SIS portal

In the Campus Facilities section you will find the UCD Residences, proceed to pay residential fees.

You will see the details of your booking and outstanding fees, under payment you can enter the amount you want to pay and at the bottom of the screen click online payment.

Please be aware that there are often limits on cards and if you are having a problem making a payment you should try to make a payment of less than €1,000. This particularly applies to cards from non - Irish banks.

Once you have entered the card details and make the payment you will get a confirmation email which is your proof of payment, the email will be sent to the email you have entered on your SIS student information system.

### Bank Transfer (IBAN)

Bank: Allied Irish Bank, Belfield, Dublin 4, Ireland.

Bank Account Name UCD Residences Account

IBAN number IE 55AIBK 9301 5617 2032 33

Swift Code BIC : AIBKIE2D

Bank Sort Code 93 01 56

Bank Account Number 17 20 32 33

Ensure that the student number is used as a narrative (18 letter limit)

Proof of Payment – Bank documents detailing transfer.

### Irish Postal Order, Bank Draft or Cheque drawn on an Irish Bank

Cheque or Draft should be made payable to UCD accommodation.

Please ensure you include the student number on the back of the cheque so the resident can be identified.

### International Bank Draft drawn on an Irish Bank

Bank drafts should be made payable to UCD accommodation.

Please ensure you include the student number on the back of the cheque so the resident can be identified.





Appendix III - CHARGES LIST



KITCHEN	PRICE EACH	Personal Area (BEDROOM)	PRICE EACH
REPLACE DOOR LOCK	€ 100.00	FIXTURE MAIN CEILING LIGHT	€ 50.00
APPLIANCE FREEZER	€ 220.00	FIXTURE MAIN CEILING LIGHT BULB	€ 1.31
APPLIANCE FRIDGE	€ 180.00	FIXTURE NOTICE BOARD	€ 80.00
APPLIANCE HOB	€ 120.00	FIXTURE STUDY LAMP	€ 15.00
APPLIANCE HOOVER	€ 140.00	FIXTURE STUDY LAMP BULB	€ 1.31
APPLIANCE KETTLE	€ 25.00	FIXTURE WALL HEATER	€ 122.00
APPLIANCE MICROWAVE	€ 70.00	FIXTURE WALL MIRROR	€ 100.00
APPLIANCE TOASTER	€ 27.00	FIXTURE WINDOW CURTAINS	€ 100.00
FIRE BLANKET	€ 12.50	FURNITURE BED MATTRESS	€ 100.00
FIRE EXTINGUISHER	€ 62.50	FURNITURE BED BASE	€ 85.00
FIXTURE KITCHEN CURTAINS	€ 125.00	FURNITURE BEDSIDE LOCKER	€ 45.00
FIXTURE LAMP FITTING	€ 50.00	FURNITURE STUDY DESK	€ 250.00
FIXTURE LAMP SHADES	€ 3.50	FURNITURE STUDY CHAIR	€ 100.00
FIXTURE LIGHT BULBS	€ 1.30	REPLACE/REPAIR WARDROPE	€ 180.00
FIXTURE SMOKE ALARM	€ 9.44	REPLACE BOOK SHELVES	€ 65.00
FURNITURE DINING CHAIRS	€ 50.00	INVENTORY LAMP	€ 20.00
FURNITURE LOUNGE CHAIRS	€ 290.00	INVENTORY DUVET	€ 9.75
FURNITURE KITCHEN STOOLS	€ 85.00	INVENTORY MATTRESS PROTECTOR	€ 5.00
FURNITURE DINING TABLE(Rectangular)	€ 250.00	INVENTORY PILLOW	€ 3.75
FURNITURE DINING TABLE(Round)	€ 200.00	INVENTORY WASTE PAPER BIN	€ 5.00
INVENTORY BIN RECYCLE UNIT (Per Bin)	€ 65.00		
INVENTORY BIN COMPOST	€ 7.50		
INVENTORY BIN RECYCLE (Crate)	€ 5.13	TOILET	PRICE EACH
INVENTORY BIN GREY MIXED WASTE	€ 12.88	FIXTURE EXTRACTOR FAN	€ 14.50
INVENTORY CUTLERY TRAY	€ 3.29	FIXTURE MAIN CEILING LIGHT BULB	€ 1.31
INVENTORY DRAINING TRAY	€ 3.50	FIXTURE OVER MIRROR LIGHT	€ 29.70
INVENTORY DUST PAN	€ 1.50	FIXTURE OVER MIRROR LIGHT BULB	€ 1.31
INVENTORY DUSTPAN BRUSH	€ 2.50	FIXTURE TOILET ROLL HOLDER	€ 1.88
INVENTORY FLOOR BRUSH	€ 2.75	FIXTURE TOWEL RAIL	€ 15.00
INVENTORY MOP	€ 6.25	FIXTURE WALL HEATER	€ 43.11
INVENTORY MOP BUCKET	€ 8.75	FIXTURE WALL MIRROR	€ 100.00
		FIXTURE WINDOW BLIND	€ 100.00
		INVENTORY TOILET BRUSH	€ 1.38
HALLWAY	PRICE EACH	INVENTORY TOILET BRUSH HOLDERS	€ 0.88
FIXTURE INTERCOM HANDSET	€ 100.00	INVENTORY WASTE PAPER BIN	€ 5.00
FIXTURE MAIN CEILING LIGHT	€ 50.00		
FIXTURE MAIN CEILING LIGHT BULB	€ 1.31	END OF TENANCY	
FIXTURE WALL HEATER	€ 258.00	Rubbish Left Behind (BEDROOMS)	€ 20.00
		Rubbish Left Behind (COMMON AREA)	€ 20.00
LOUNGE	PRICE EACH	Removal of extra Furniture (BEDROOMS)	€ 50.00
FIXTURE LAMP FITTING	€ 50.00	Removal of extra Furniture (COMMON AREA)	€ 50.00
FIXTURE CEILING LIGHT BULB	€ 1.31	FABRIC (walls, floors, ceiling, doors, windows):	
FIXTURE CEILING LIGHT SHADES	€ 3.50	CLEANING	€ 25.00
FIXTURE ELECTRIC HEATER	€ 468.00	REPAIR	€ 50.00
FIXTURE LOUNGE CURTAINS	€ 125.00	REDECORATE BEDROOM	€ 225.00
FURNITURE COFFEE TABLE	€ 15000	REDECORATE KITCHEN	€ 250.00
FURNITURE SOFA	€ 600.00	REDECORATE CORRIDOR	€ 200.00
		REPLACEMENT OR REPAIR	As quote
		CLEAN BEDROOM AT END OF TENANCY IF NOT UP TO STANDARD	€ 80.00
		CLEAN ENSUITE AT END OF TENANCY IF NOT UP TO STANDARD	€ 80.00
		CLEAN KITCHEN AT END OF TENANCY IF NOT UP TO STANDARD	€ 120.00



### Appendix IV - FIRE PREVENTION



#### **FIRE EXTINGUISHERS AND FIRE SAFETY EQUIPMENT:**

UCD Residences are equipped with a selection of fire safety systems that includes fire alarms, smoke detection systems, fire extinguishers and fire blankets. If any fire safety equipment, extinguishers, blankets or smoke detectors look as if they may have been tampered with report this **immediately** to the accommodation office. Servicing of fire extinguishers/fire blankets in residences takes place on a rolling programme throughout the year. To prevent fire alarms being accidentally activated residents are asked to ensure that extractor fans in bathrooms, should be turned on when bathrooms are in use and all bathroom doors kept closed to ensure that fire alarm equipment is not activated due to excess steam build-up. Needless to say, it is a serious offence to tamper with any fire safety equipment and as a resident it is important to remember it is in the interest of everyone living on-campus to ensure that these items are not tampered with.

All alarm activations should be considered as real and residents should proceed to exit the building immediately. Residents must not return to their buildings until informed that it is safe to do so by a person in authority. Failure to evacuate in the event of a fire alarm is an offence and under the terms of your license to reside residents may be subject to disciplinary procedures should they fail to evacuate.

**Please note ALL of UCD Residences are Non-Smoking. This includes all areas within the buildings including living space and common areas such as stairwells and house lobbies.**

#### **FIRE PREVENTION CHECK LIST FOR RESIDENTS**

##### **1. Last thing at night procedures:**

- Do not leave newspapers, clothes or material too close to any heaters (Fixed/Portable).
- Switch off all electrical equipment and unplug all non-essential appliances before going to bed
- Close the doors of all rooms in the apartment. Ensure the Living/Kitchen room door is closed at all times. This is a fire door and prevents fire spreading and smoke escaping.
- Make sure all escape routes such as corridors, stairs and hallways are clear of obstacles.

##### **2. Checks to be carried out before leaving your apartment:**

If you are the last person to leave the apartment, ensure that all internal doors are closed and that you carry out the checks detailed in paragraph 1. above.

When leaving the house ensure that all fire doors are properly closed.

##### **3. General Precautions**

(a)

- Check all leads and plugs for fraying or burning and replace if necessary. Do not overload sockets.
- Do not use multiple adaptors or extension leads
- Do not interfere with electrical service or fuse boards.
- Do not use chip pans.
- Do not light candles or use incense burners.
- Do not dry clothing on heaters or leave combustible materials nearby.

- Do not leave electric ovens or hobs switched on when unattended.
- Never leave furniture in front of or touching electric heaters.
- Take special precautions at holiday periods, Halloween and Christmas, Easter, weekends and bank holidays etc

**(b)**

Do familiarize yourself with escape routes, the location and type of fire fighting appliances and fire drills. (The Manager of Residential Services will be overseeing the arrangements for Fire Drill)

- Do report to the reception office any defective or missing fire fighting appliances.
- Take special precautions at holiday periods, Halloween and Christmas, Easter, weekends and bank holidays etc

### **ACTION IN THE EVENT OF A FIRE**

#### **4. ON DISCOVERING A FIRE:**

**RAISE** the alarm by breaking the glass in the nearest alarm switch (red box on wall)

**LEAVE** the building and go to the Assembly Point which has been designated for your house.

**INFORM** the reception office or Residential Assistants (after 5pm) as fully as you can about the fire.

**DO NOT** fight the fire unless you are trained or your only escape is blocked by the fire.

#### **5. ON HEARING THE ALARM:**

**CLOSE** but **DO NOT** lock all doors and windows

**WALK** to the nearest exit. **DO NOT RUN.**

**REPORT** to your **ASSEMBLY POINT.**

**DO NOT ENTER A BUILDING WHILE THE FIRE ALARM IS SOUNDING.**

#### **6. FIRE ESCAPE, WARNING AND SAFETY EQUIPMENT:**

Please report any interference with, or damage, or deficiency in the fire and safety equipment located in your house. You owe it to yourself and to your fellow residents to avoid the possibility of starting a fire or compromising safety by playacting (or condoning such action) with means of fire fighting, fire warning or fire escape.

#### **7. FIRE SERVICES ACT 1981:**

It shall be the duty of every person, being on the premises to which this section applies, to conduct himself in such a way as to ensure that as far as is reasonably practicable any person on the premises is not exposed to danger from fire as a consequence of any act or omission of his.

### **8. SMOKING**

In accordance with Irish Legislation, smoking is prohibited in apartments including public areas such as hallways and stairwells.

### **9. PENALTIES:**

A person guilty of an offence under this act shall be liable on summary conviction to a fine or at the discretion of the court, to imprisonment for a term not exceeding 6 months or to both the fine and the imprisonment.

**THE ACCOMMODATION OFFICE AND COLLEGE AUTHORTIES HAS RESOLVED THAT TAMPERING WITH OR MISUSE OF FIRE EQUIPMENT OR MEANS OF ESCAPE, IS A MOST SERIOUS OFFENCE AGAINST THE COLLEGE COMMUNITY RESULTING IN TERMINATION OF THE LICENCE TO RESIDE .**

### **10. SECURITY ADVICE:**

Donnybrook Garda Station is responsible for a large part of the Dublin 4 area including the Belfield Campus. Telephone: 01-6669200.

Blackrock Gardai Station is responsible for the Blackrock Campus: Telephone: 01 666 52 00

### **Emergency Numbers:**

Emergency Services Dial	999/112
UCD Services (UNICARE)	00 353 1 716 7999

Central Customer Care Office at Merville:  
(01) 716 1008

**TAMPERING WITH FIRE  
EQUIPMENT IS A CRIMINAL  
OFFENCE AND CHARGES MAY  
FOLLOW  
DISCIPLINARY CONSEQUENCES  
MAY INCLUDE TERMINATION OF  
LICENCE TO RESIDE**

**In the event of a fire:**

**1:GET OUT**

**2:RAISE THE ALARM BY PRESSING THE NEAREST BREAK GLASS UNIT**

**3: STAY OUT**

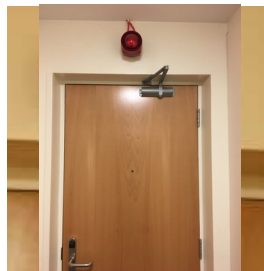
**DO NOT** tamper break glass units:



**DO NOT** tamper with smoke detectors:



**DO NOT** tamper with door closers:



**DO NOT** tamper with fire extinguishers:



-If you find any of this equipment has been damaged in any way please inform the accommodation team.

# **UCD Residences**

## **A Guide to Managing Breaches of Residential Rules**



### INTRODUCTION

The UCD Student Charter summarises our aspirations and expectations for all members of our University community. It sets out the roles and responsibilities of the various groups within our University and outlines what students can expect from their University and what the University can expect from its student members. In order to build and maintain a positive and encouraging academic environment, UCD has regulations, codes and policies. Students and staff should be familiar with and abide by these regulations and procedures. These are available online: [www.ucd.ie/students/studentssupport.html](http://www.ucd.ie/students/studentssupport.html).

In particular, students must be familiar with the UCD Student Code, which sets out the procedures for managing breaches of good behaviour. As a UCD student the University expects that you take responsibility for your own behaviour and act professionally in dealings with staff and fellow students and observe and uphold your University's regulations, policies and codes. The rules and regulations as they apply to the Residences can be found in this document, the licence to reside and are aligned with the UCD Student Code.

### THE MANAGEMENT PROCESS

The process for managing breaches of the rules and regulations for the Student Residences is structured in accordance with the seriousness of the breach. The three Categories identified and the respective processes are outlined below and include the procedures for escalation to the next level.

- **CATEGORY 1:**

- **On the spot verbal warning (Residences Management)**

This may arise during the course of the residency period where an infringement is identified and a decision is made by the UCD Residences' Team that the infringement is of a nature that a verbal warning will suffice. The warning and details of the incident will be documented and recorded on the Residents' file, and may be reconsidered should further infringements occur. Failure to heed the warning may result in an escalation of the status of the incident.

- **CATEGORY 2:**

- **A formal meeting (Estate Services)**

All documented incidents are reviewed by the Management of UCD Residences on a daily basis. If an incident is deemed to be in breach of the Rules and Regulations, and it is felt warrants a formal meeting, details outlining the breach and relevant reports will be forwarded to Estate Services. Estate Services will review the documentation to confirm that a meeting with them should proceed and the Estate Services will send a communication to the residents of an apartment or to individual residents if clearly identified, informing them of the requirement for a formal meeting. Such a meeting may result in Sanction Action being taken. The recommended Sanction Action will be reviewed and approved by Estate Services and will be notified in writing to the Resident. A list of Sanction Actions is provided within this document.

Examples of breaches (non exhaustive):

- Unauthorised Party that had minimal disruption and was early in the evening
- Unauthorised Hanging or Displaying of Articles within the premises or complex
- Causing litter or dumping of rubbish
- Unauthorised Overnight Guest
- Causing a Disturbance
- Not maintaining the interior of the Premises in a clean and hygienic manner
- Minor damage



## Appendix IX - GUIDE TO MANAGING BREACHES OF RESIDENTIAL RULES

Incidents that are dealt with under this heading are normally single breaches of the rules and/or regulations. Where an incident results in the breach of a number of rules individual minimum disciplinary actions may attach to each breach. Where an incident results in the breach of a significant number of rules and/or regulations, which are deemed to be of a significant or major nature, or where it is a second or subsequent breach, the incident may be escalated to Category 3.

The procedure Estate Services follows is aligned with those in the student code and that group will ensure that:

- A formal communication is made to the resident outlining the alleged breach in advance of the meeting with Estate Services
- The resident may opt to have the alleged breach heard by a disciplinary committee independent of Estate Services
- Where the alleged breach appears to involve more than one student, such students may be jointly managed and heard together
- Where an alleged breach may, in the reasonable opinion of the University, constitute a criminal offence, the University will act in accordance with the law and may notify the Gardai
- The proceedings and details of the cases are private and confidential (where appropriate)
- The student may have a representative at the meeting e.g. a member of the students union or a student adviser present at the formal meeting
- Where possible the decision will be made by Estate Services at the meeting, but they may defer the communication of the outcome to the student where a submission made by the student requires further investigation
- The outcome of the meeting shall be confirmed to the student in writing. The student shall be informed of his or her right to appeal the decision to a disciplinary committee, the procedure for lodging an appeal and the time limit for lodging an appeal
- Where the matter has been resolved and a decision made, Estate Services will write to the Management of UCD Residences informing them of the decision

- **CATEGORY 3:  
Formal Referral to the Registrar**

Where a breach of the Rules and Regulations is deemed to be of a major and significant nature, a formal referral will be made by Estate Services to the Registrar. Incidents that are escalated to this category are deemed to be extremely serious breaches. Where a breach of residential rules is referred to the Registrar the procedures and guidelines as laid out in the UCD Student Code will be followed.

Examples of breaches (non exhaustive):

- A Party resulting in major disruption
- Transgression of the UCD Dignity and Respect Policy
- Interference with Fire and Safety Equipment
- Repeated Unauthorised Overnight Guests
- Damage to property
- Alleged criminal Breaches including Assault, Drugs, Trespass, Theft etc
- Interference with Security Devices including CCTV, holding open of doors, disconnection of alarms etc

### *Appeals Procedures*

#### **CATEGORY 1 APPEALS**

- a. Any Sanction made by the Management of UCD Residences (Category 1) may be appealed in writing to UCD Estates Services within 7 days of the Sanction. The decision of UCD Estates Services shall be final.

#### **CATEGORY 2 and CATEGORY 3 APPEALS**

You may appeal as follows if You are unhappy with a Sanction imposed upon You:

- a. Any Sanction made in the first instance by UCD Estates Services (Category 2) may be appealed in writing to the Registrar within 7 days of the Sanction. The decision of the Registrar shall be final. In the event an appeal to a fine is upheld the imposed fine will be refunded.
- b. Any Sanction arising under the UCD Student Code (Category 3) may be appealed in accordance with the Student Code.
- c. When making an appeal You shall be required to pay a fee of €20 which will be refunded in the event the appeal is successful.
- d. If you are unhappy with the process you can use the UCD Student Complaints Policy

### DEFINITIONS

Unauthorised Gathering	An unauthorised gathering is reviewed on a case by case basis depending on the number of occupants in an apartment and circumstances of the gathering.
Breach of Smoke Free campus policy	This refers to all internal area including common areas, doorways, halls, living/kitchen space, bathrooms etc and within 10 meters of a building
Allowing a Breach of the Smoke Free campus policy	This refers to allowing a fellow resident or guest to smoke within an apartment or other part of a building or within 10 meters of a building without reporting it to the Residential Services Team
Tampering with Wireless Routers	This includes the defacing, removing, or disconnection of the routers and or relevant power or data leads both within the apartments and in common areas
Interference with Safety & Fire equipment	Interfering with fire and safety equipment (sensors, break glass units, extinguishers, sounders, alarm panels etc), notices, and purposely blocking a means of escape or disabled refuge area
Drugs	Any form of illegal drug or unlawful substance as identified in Irish Law
Trespass	Includes entry, unauthorised by the Residences Management, into any of the Residence Complex buildings or apartments
Theft	The removal of a person's property without prior authorisation or any other definition under Irish Law
Assault	Any form of assault as defined by Irish law
Antisocial Behaviour / Disturbance	Any behaviour deemed to be anti social and which interferes with the general enjoyment of the residences, and the harmonious and safe management of the Residence Complex
Criminal Activity	Any form of Criminal Activity as defined by Irish law
Vandalism / Damage to Property	Defacing of, or damage to University or another person's property, whether deliberate or accidental
Drinking alcohol in a Public Area / Alcohol Policy	Drinking Alcohol anywhere outside of the Residents own apartment including common areas within the buildings
Poor Housekeeping / Hygiene	Basic levels of housekeeping and hygiene are expected of all Residents. Breaches include cleanliness of apartment, poor waste / bin management etc
Abusive Behaviour	Any form of behaviour that may be deemed as unlawful in Irish Law, or not compliant with the Universities Policy on Dignity and Respect

## Appendix IX - GUIDE TO MANAGING BREACHES OF RESIDENTIAL RULES

Unauthorised Entry	This refers to any person found to be entering residences by means other than through access gates e.g. Jumping or climbing over or under gates/fences, using or passing a student card for unauthorised entry purposes.
Unauthorised Overnight Guest	All non residents must leave the Residence Complex prior to 23.30. Any non resident within the complex after midnight will be deemed to be an overnight guest. Hosts are responsible for the behaviour and actions of their guests. This is an express violation of the Licence to Reside.
Harassment	<b>Harassment</b> refers to a wide spectrum of offensive behaviour. The term commonly refers to behaviour intended to disturb or upset, and, when the term is used in a legal sense, it refers to behaviours which <i>are</i> found threatening or disturbing. <a href="#">Sexual harassment</a> refers to persistent and unwanted sexual advances. Any form of behaviour that may be deemed as unlawful in Irish Law.
Dangerous Materials	Any dangerous, combustible or unlawful substance or material or weapons or imitation weapons or part of same (or plans to construct or avail of same) or other material likely to harm, alarm, or likely to give rise to fear in others and to report immediately the presence of such substance, materials, weapons, plans etc to UCD
Cost of Restitution of Damage	This is not a fine and may be imposed as well as or instead of a fine or alternative sanction to pay for the reinstatement cost of damage caused.
Written Warning	This is a warning / sanction in writing issued by Estate Services.
Referral to Gardai	Where deemed appropriate an alleged breach may be referred to the Gardai without a formal Category breach process

### GUIDE TO STANDARD SANCTION ACTION PER RESIDENT

The information below is intended as a guide to standard sanctions available to the Management of Estate Services when incidents occur. Sanctions may be imposed individually or as a combination of sanctions

A single incident may result in more than one breach of the rules and regulations. Each breach of the rules and regulations may attract its own sanction. Where there is a cumulative fine related to a single incident the maximum fine will be capped at €250. However, the decision may be referred to Category 3 as appropriate

Where the combination of the breaches is deemed serious the matter may be referred to Category 3 of the Management Process

Where a sanction is stated it refers to a sanction per individual rather than to a group of individuals unless otherwise noted

The list provides a sample of breaches and sanctions and is not exhaustive

## Appendix IX - GUIDE TO MANAGING BREACHES OF RESIDENTIAL RULES

### GUIDE TO STANDARD SANCTION ACTION PER RESIDENT (Category 2 and 3 only)

BREACH TYPE	1 <sup>st</sup> Breach	2 <sup>nd</sup> Breach	3 <sup>rd</sup> Breach
UNAUTHORISED GATHERING	Fine €100 Written warning	Termination of Licence	
INTERFERENCE WITH FIRE SAFETY EQUIPMENT	Termination of Licence		
DRUGS IN/ON COMPLEX/PREMISES	Termination of Licence		
ASSAULT	Terminate Licence Refer to Gardai		
THEFT	Terminate Licence Refer to Gardai		
TRESSPASS	Terminate Licence Refer to Gardai		
UNAUTHORISED OVERNIGHT GUEST	Fine €100 Option to Terminate Licence	Termination of Licence	
INTERNAL VANDALISM / PROPERTY DAMAGE	Fine €100 Cost of Damage Option to Terminate Licence	Termination of Licence Refer to Gardai	
INTERNAL VANDALISM / PROPERTY DAMAGE – PERSON UNKNOWN	Cost of repair apportioned to each Resident in the Halls or apartment	Cost of repair apportioned to each Resident in the Hall or apartment	
ANTI SOCIAL BEHAVIOUR / DISTURBANCE	Fine €100 Written warning Option to terminate Licence	Fine €200 Option to terminate Licence terminate Licence	Termination of Licence
SMOKING IN BUILDINGS	Fine €150 Written warning	Maximum fine under legislation or Termination of Licence	Termination of Licence
ALLOWING A PERSON SMOKE IN A BUILDING	Fine €150 Written warning	Maximum fine under legislation or Termination of Licence	Termination of Licence

## Appendix IX - GUIDE TO MANAGING BREACHES OF RESIDENTIAL RULES

<b>ABUSIVE BEHAVIOUR</b>	Fine €100 Written warning Referral under Dignity and Respect Policy Option to Terminate Licence	Termination of Licence	
<b>HARRASSMENT</b>	Fine €250 Written warning Referral under Dignity and Respect Policy Option to Terminate Licence	Termination of Licence	
<b>DRINKING IN PUBLIC AREAS</b>	Fine €100 Written warning	Fine €200 Written warning	Termination of Licence
<b>TAMPERING WITH WIRELESS ROUTERS</b>	Fine €150 Cost of Repair / Replacement Written warning	Termination of Licence	
<b>POOR HYGEINE / HOUSEKEEPING</b>	Cost of contract cleaner €50 fine per person involved	€75 fine per person Written warning Cost of a contract clean	Termination of Licence
<b>FAILURE TO EVACUATE ON SOUNDING OF FIRE ALARM</b>	€50 Fine Written warning	€100 Fine Written warning	Termination of Licence
<b>LEAVING BUILDING SECURITY DOORS OPEN – PERSON KNOWN – PERSON NOT KNOWN</b>	€100 Fine Written warning €25 Per resident of the house	€200 Fine Option to Terminate Licence	Termination of Licence
<b>UNAUTHORISED ENTRY</b>	€100 Fine Written warning	€200 Fine Option to Terminate Licence	Termination of Licence
<b>UNAUTHORISED OBJECTS IN BUILDING (E.G. BICYCLES, BOLLARDS, TROLLEYS)</b>	€100 fine	€150 fine	Termination of Licence



## Appendix IX - GUIDE TO MANAGING BREACHES OF RESIDENTIAL RULES

### Note:

**Termination of a license to reside will only be managed as a Category 3 and in accordance with the student code.**

**Where there is a Termination of a Licence this will automatically include a bar from reapplying for Residences in the future.**

The above is a guide to standard sanctions. It is benchmarked against leading Irish and International Universities. Where deemed appropriate Estate Services may escalate this to Category 3, and / or refer it under the UCD Student Code

### Range of Sanctions Available

The following is a range of sanctions available to the Estate Services Team. These sanctions may be applied individually, or as a range where more than one breach has occurred.

GUIDE SANCTIONS AVAILABLE BY LEVEL OF MANAGEMENT PROCESS									
	Verbal Warning & Advice	Written warning	Ban Guests	Standard Fine	Damage Repair Cost	Written Warning	Refer to Gardaí	Bar from Complexes	Terminate Licence
Category 1	✓								
Category 2	✓	✓	✓	✓	✓	✓	✓		
Category 3	✓	✓	✓	✓	✓	✓	✓	✓	✓



### Appendix V - MAINTENANCE - TROUBLE SHOOTING



If your room or the equipment and furnishings provided in your room require any repair or maintenance do not repair it yourself. Please report all maintenance issues in your room by logging a maintenance request online using the maintenance reporting facility through the accommodation tab on your SIS Web account. Please see the how to guides on the residences website for videos and information on how to log a maintenance requests

General maintenance and routine repairs (such as a blocked toilet, leaking taps, blown fuses, water leaks, or furniture/appliance maintenance, etc.) are performed without charge to students. We encourage you to report damage immediately upon discovery. Neglecting to report a problem (leaking taps, water damage, etc.), could lead to further, more complicated problems later.

Please note that where residents continually clog their sink/drains with food, grease or hair a charge may apply if maintenance are called repeatedly.

Emergency repairs include major leaks and flooding, inoperative door locks and any problem that endangers property or safety. In case of an emergency; contact the Central Customer Care Office at Merville immediately.

All students share equal responsibility over the communal areas, however, you have sole responsibility for the upkeep of your room. If you are found responsible for any damage to your room or the communal living areas, you may be charged the cost of repair. Intentional damage to UCD Residences property may also result in a disciplinary hearing and/or a fine. Damage caused whether accidentally or deliberately will be charged to the resident or residents if in a communal area. Where damage is found in a communal area residential services will endeavour to ascertain who is responsible, if this is not possible the charge is applied equally to each resident.

Students are not permitted to paint or make any alterations to their rooms. If you damage anything, you will have to repay the cost of repairs (or replacements) for the building. UCD Residential Services cannot service or repair any furnishings or equipment provided by students.

Do not put any nails, screws, hooks or any sticky substances in/on the wall. You will be responsible for any damage caused to the room. For safety reasons, do not try to clean the outside surface of your windows. Do not remove or tamper with your window curtains; blinds; window restrictors. Do not interfere with the window ventilators; these should remain unobstructed to allow free flow of fresh air. Do not sit on ledges or lean out windows, this is for your own safety! Do not put anything on top of radiators or on window sills a small potted plant that falls out a window could potentially injure a pedestrian. Never attempt to exit or enter through windows.

**If you have a problem in your accommodation please see below our trouble shooting guide for common issues. If the guide does not help you resolve the issue you should log a maintenance request via your SIS Web.**

### Troubleshooting Guide

#### Repairs and maintenance

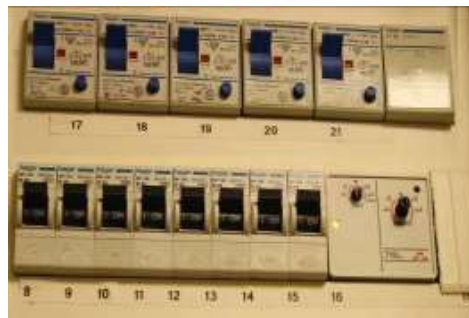
Before reporting a repair, check through the troubleshooting list(s) below – you may find that you can fix a problem yourself.

- **If an electrical appliance isn't working**

- Check that it's plugged in and switched on:



- Check that the corresponding switch in the fuse-box is up and on. You can find the fuse box behind the apartment front door (In Roebuck Halls it is situated in the kitchen behind the door):



**NOTE: If you live in Roebuck Castle or Blackrock halls you will need to contact the accommodation team because you cannot access the fuse box.**

- If it still isn't working, report it to the accommodation team by logging a maintenance request on SIS web.

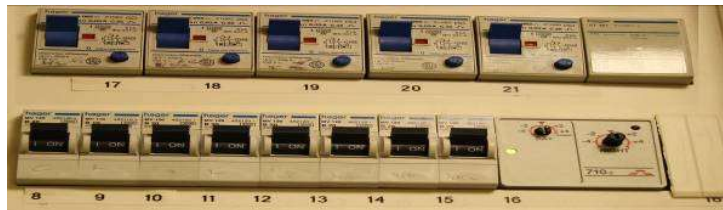
## Appendix V - MAINTENANCE - TROUBLE SHOOTING

- **If a single light goes off/doesn't come on**

Try a new light bulb:



- Check that the corresponding switch in the fuse-box is up and on (it's behind the apartment door):



- If it still fails to work, report it to the accommodation team by logging a maintenance request on SIS web.

**NOTE:** If the light is in a stairwell/common area or the bulb is not a standard bulb as shown above, That is:



or



or



report it to the accommodation team.

- **If a lamp doesn't work**

Try a new light bulb:



the next check is that all relevant switches are up on the main fuse box



- If still fails to work, report it to the accommodation team by logging a maintenance request on SIS web.

• **If all the lights go off/don't come on**

- Check that the corresponding switch in the fuse-box (above the door) is up and on



- If the lights still fail to work, report it to the accommodation team by logging a maintenance request on SIS web.

## Appendix V - MAINTENANCE - TROUBLE SHOOTING

- If the heating in your bedroom isn't working (Glenomena houses 1 – 8; Merville & Belgrove only)

- Your electric heater may not be working for a number of reasons:



- Check that the power is turned on at the wall switch (NOTE some rooms have a timed wall switch which will turn off automatically after the pre-set time:



- Check that the power is turned on at the heater switch:



- Check that the thermostat dial at the side of the heater is turned up to the desired temperature:

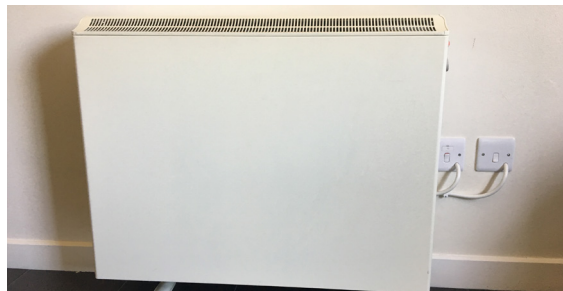


- If the heating still does not work, report it to the accommodation team by logging a maintenance request on SIS web.

**-CAUTION: PLEASE DO NOT COVER THE HEATER. Anything placed on or against the panel heater and/or obstructing the convection channel between the panel heater and the wall will cause it to overheat. This will damage the panel heater as well as increasing the risk of fire.**

• If the heating in your apartment isn't working

- Your electric heater may not be working for a number of reasons:

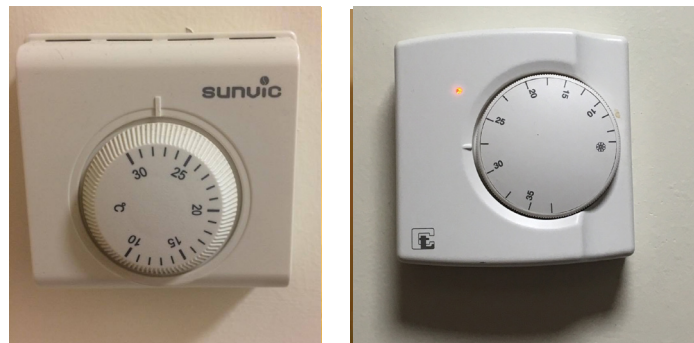


- Check that the thermostat dial on the top of the heater is turned up to the desired temperature. (Please note: This type of heater is a storage heater which will only charge up the heat during the night and will slowly discharge the heat during the day):



- Check that the thermostat dial on the wall of the entrance hall (behind the front door) and the thermostat on the wall of the lounge is turned up to the desired temperature:

## Appendix V - MAINTENANCE - TROUBLE SHOOTING



- Check that the corresponding switch in the fuse-box is up and on (it's behind the apartment door):



- If the heating still does not work, report it to the accommodation team by logging a maintenance request on SIS web.

**NOTE:** If you live in **Ashfield, Roebuck Halls; Roebuck Castle; Glenomena Houses 9 & 10** or any of our Blackrock residences, please check the temperature control at the bottom of your radiator:



If the heating still does not work you will need to contact a member of the accommodation team by logging a maintenance request on SIS web.

**-CAUTION: PLEASE DO NOT COVER THE HEATER.** Anything placed on or against the panel heater and/or obstructing the convection channel between the panel heater and the wall will cause it to overheat. This will damage the panel heater as well as increasing the risk of fire.



- **If there is no hot water (Glenomena Houses 1 to 8; Merville & Roebuck Halls)**

- The hot water system in your apartment is powered by electricity. The controls for the system are located outside the hot press (Merville) inside the apartment front door (Belgrove) or in the lounge (Glenomena):

### 1. General Information

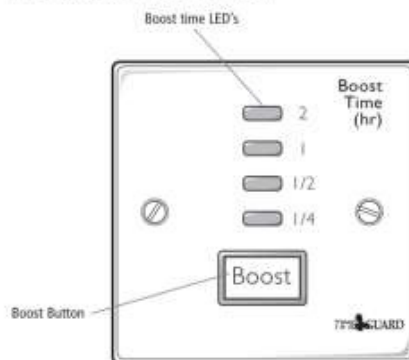


Fig. 1  
TGBT4 Front Panel

- The required boost time is selected by pressing the button marked Boost repeatedly.
- The LEDs adjacent to the time markers (above the Boost button) will light up in the sequence:
  - First push gives 15 minutes (LED opposite  $\frac{1}{4}$  will light up)
  - Second push gives 30 minutes (LEDs opposite  $\frac{1}{4}$  &  $\frac{1}{2}$  will light up)
  - Third push gives 1hr (LEDs opposite  $\frac{1}{4}$ ,  $\frac{1}{2}$  and 1 will light up)
  - Fourth push gives 2hr (All LEDs will light up)
  - Fifth push returns boost to zero (All LEDs are out)

Once the boost selected is underway the LEDs will go out sequentially indicating the approximate boost time remaining.

### 3. Operation

The required boost time is selected by pressing the button marked Boost repeatedly. The LED's adjacent to the time markers (above the Boost button) will light up in the sequence:-

- First push gives 1/4hr boost (LED opposite 1/4 is on)
- Second push gives 1/2hr boost (LED's opposite 1/4 and 1/2 are on)
- Third push gives 1hr boost (LED's opposite 1/4, 1/2 and 1 are on)
- Fourth push gives 2hr boost (LED's opposite 1/4, 1/2, 1 and 2 are on)
- Fifth push returns to zero boost (all LED's out)

Once the boost selected is underway the LED's will go out sequentially indicating the approximate boost time remaining.

Example:- 2hr boost has been set.

After 1hr the 2hr LED will go out indicating 1hr remaining.

After a further 1/2hr the 1hr LED will go out indicating 1/2hr remaining.

After a further 1/4hr the 1/2hr LED will go out indicating 1/4hr remaining.

The 1/4hr LED begins to flash when there is less than 1 minute remaining.

In this way the user has an approximate guide to the remaining duration of the boost.

#### Stopping or Increasing Boost

The boost may be stopped at any time by pressing the Boost button repeatedly until all the LED's are extinguished.

The boost period may be increased at any time by pressing the Boost button until the required time LED is lit. In which case the indicated boost time will start from when the Boost button was pressed.

If the button is pressed and then held the LED's will cycle upwards with 1 second between each change. It will go in the sequence 1/4, 1/2, 1, 2, OFF, 1/4, 1/2 etc.

- The hot water system in your apartment is timed automatically to heat the water during an off peak period. This will provide 1 full tank of hot water. Should additional hot water be required you can turn on the boost facility by turning the bottom dial as indicated above. This will provide enough water for a shower.

#### • If there is no hot water: (Belgrove only)

Use the controls situated in the hallway (at the front door).

#### • If there is no hot water (Ashfield)

Hot water is timed overnight and should you require additional hot water throughout the day both immersion switches on the wall in the kitchen should be switched on. Both must be switched on in order to boost the hot water. We would advise you wait 30 minutes before using the water and be sure to turn off both switches once the water has reached temperature.



- If there is no power at the timer (indicated by an illuminated orange/red light on the panel) please ensure that the power switch is in the on position (Timed).

- If there is still no power indicated on the control panel check that the corresponding switch in the fuse-box is up and on (it's behind the apartment door):



- If the heating still does not work, report it to the accommodation team by logging a maintenance request on SIS web.

### • If your electric cooker isn't working:

- Your electric cooker may not be working because it is not turned on:

-Check that the main switch (located on the wall) is at the on position (the red indicator light will light up)



-Check that the control dials on the front of the cooker are turned to the correct position:



## Appendix V - MAINTENANCE - TROUBLE SHOOTING

- Check that the corresponding switch in the fuse-box is up and on (it's behind the apartment door):



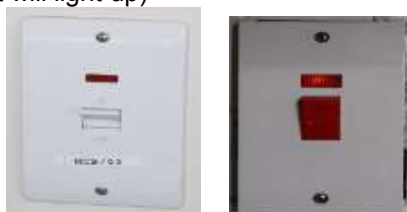
- If the electric cooker still does not work, report it to the accommodation team by logging a maintenance request on SIS web.

- **If your fridge/freezer isn't working:**

- Your fridge/freezer may not be working because it is not turned on:
- Check that it's plugged in and switched on:



- Check that the main switch (located on the wall usually above the appliance ) is at the on position (the red indicator light will light up)



- Check that the thermostat dial (inside the fridge) is turned to the correct position:



- Check that the corresponding switch in the fuse-box is up and on (it's behind the apartment door):



- If it still isn't working, report it to the accommodation team by logging a maintenance request on SIS web.

### PLEASE NOTE:

To ensure best performance of your fridge/freezer please defrost any built up ice within the compartment at least every three months or sooner if required. Excess build-up of ice will reduce the performance of the fridge; it will also cause the internal door of the compartment to break. If this occurs you may be liable for the cost of a replacement.



### • If your shower isn't working properly:

- Check that control knobs are in the correct position, i.e. the knob on the left hand side controls the flow of the water; the knob on the right hand side controls the temperature of the water (Please be careful when adjusting the temperature of the water, the hot water, when set to the highest temperature, WILL burn you)



- Your shower may not be working properly because it is not enough hot water in the hot water storage tank (Refer to “• If there is no hot water”):

- If the shower still does not work properly, report it to the accommodation team by logging a maintenance request on SIS web.

- **If water won't drain from the shower trap:**



- Please ensure that it has not been obstructed by anything.
- If the water is still slow to drain and the outlet drain has not been obstructed, use the sink plunger to try and remove the blockage.
- If there's still a blockage, report it to the accommodation team.

- **If water won't drain from a sink or basin**

**-PLEASE NOTE: Please do not put solids/food stuff into the sink hole.**

- If there is a blockage, report it to the accommodation team by logging a maintenance request on SIS web.

- **If your vacuum cleaner isn't working**



- The vacuum cleaner may be full of dust and needs to be emptied.
- The power supply may be disrupted. Check to see that the electric socket is working:



- Check that the corresponding switch in the fuse-box is up and on (it's behind the apartment door):



- The vacuum cleaner suction hose may be blocked: Try to unblock the hose by disconnecting the hose and placing the opposite end of the hose over the suction hole on the side of the body of the vacuum cleaner.
- If it still isn't working, report it to the accommodation team by logging a maintenance request on SIS web.

**PLEASE EMPTY VACUUM CLEANER REGULARLY.**

### **Pest Control**

Estate Services are responsible for external pest control and can be contacted on [campus.services@ucd.ie](mailto:campus.services@ucd.ie)

- **If you're having trouble with pests in your accommodation: ants, mice, wasps, flies etc...**
- Clear away all rubbish and clean the affected areas thoroughly (any food, unwashed dishes etc., can easily attract pests).
- Inform the accommodation team by logging a maintenance request on SIS web.

### **DOOR LOCKS**

- Please do not leave your door on the latch by engaging the dead lock while the door is in the open position. This WILL damage the lock which WILL result in a charge being made to you to cover the cost of repairs.
- Please DO NOT hang any items of baggage/clothing on the inside lever of your door lock. This will cause the door lock to fail resulting in a lockout. Charges may apply here also.



### Appendix VI - WASTE MANAGEMENT



**DRY MIXED RECYCLABLES ONLY** 

Rinsed out Plastic Bottles, Cans, Tetrapak  
Plastic, Paper,



NO GLASS  
NO FOOD / GREEN WASTE  
NO CONTAMINATED FOOD PACKAGING  
NO POLYSTYRENE PACKAGING  
NO SANITARY WASTE  
NO ELECTRICAL GOODS / LIGHT BULBS

**COMPOST ONLY** 

Fruit, Vegetables, Used Paper Napkins, Teabags, Coffee  
Grinds, Eggshells, Cut Flowers, Bread, & Cooked Meat ONLY



NO RECYCLABLES • NO GLASS • NO RAW MEAT  
NO CONTAMINATED FOOD PACKAGING  
NO POLYSTYRENE PACKING  
NO SANITARY WASTE  
NO CLOTHES / SHOES  
NO ELECTRICAL GOODS / LIGHT BULBS

**GENERAL WASTE ONLY**

All Contaminated Food Wrappings,  
Sanitary Waste, Polystyrene Packaging



NO RECYCLABLES  
NO GLASS  
NO FOOD  
NO ELECTRICAL GOODS  
NO LIGHT BULBS

**GLASS ONLY** 

Mixed Glass Bottles & Jars ONLY



CLEAR, BROWN AND GREEN GLASS ONLY  
NO LAB GLASS PERMITTED

All refuse should be brought to the bin areas where general waste, compost and recycling facilities are located. Crates and compost bins are provided to assist with the segregation of waste in the apartment/residence. Residents should take turns to bring the bins out regularly

#### PLEASE NOTE:

Please put all segregated waste into the corresponding bins provided. These are all colour coded and signs have been placed to assist you with this task.

Bin areas have access control on the gates so you will need to swipe your card for access.





## Appendix VII - LICENCE TO RESIDE



BETWEEN

- I. University College Dublin, National University of Ireland, Dublin having its principal office at Belfield, Dublin 4, Ireland ("UCD") and
- II. The Student Occupier, of the second part ("You").

IT IS AGREED AS FOLLOWS:

### 1. DEFINITIONS

"Campus"	means all or any part of UCD's campus located in Ireland;
"Communal Areas"	means all stairs, corridors, landings, gardens, balconies, grounds, social spaces entrance halls, laundrettes and reception areas and other communal areas within the Residence;
Deposit"	means the Deposit referred to in this Agreement and the UCD Residences Booking Form section of SISWeb;
"Law"	means every Act of the Oireachtas, law of the European Union and every instrument, directive, regulation, requirement, action and bye law made by any government department, competent authority, officer or court which now or may hereafter have force of law in Ireland;
"Licence Fee"	the charges for your occupation of the Room and where relevant for meals and as referred to in the UCD Residences Booking Form section of SISWeb;
Period of Residence"	Shall be the period selected by You on the online booking form of SISWeb;
"Residence"	means the Hall of Residence within which the Room is located;
"Residence Management"	means the management in charge of UCD Student Residences;
"Residence Regulations"	means the regulations governing the Residences which are posted at <a href="http://www.ucd.ie/residences">www.ucd.ie/residences</a> and available in the reception area of a Residence;
Room"	The room allocated to You and where applicable the ensuite bathroom serving the Room;
"SISWeb"	means Student Information System Web;
"Student Code"	means the UCD Student Code; <a href="http://www.ucd.ie/registry/academicsecretariat/docs/student_code.pdf">http://www.ucd.ie/registry/academicsecretariat/docs/student_code.pdf</a>

### 2. ACCEPTING THIS AGREEMENT

This Agreement is a licence and not a tenancy. This means You have a right to occupy the Room during the Period of Residence but do not have exclusive possession of the Room. This means that UCD has the right to:

- a. Enter the Room at any time for any reason as referred to in this Agreement;
- b. Require You to move to a different room as referred to in this Agreement;
- c. Where your Room is of a shared type UCD requires You to share it with another person.

By Accepting this Agreement You are entering into a legally binding contract with UCD, which for the Period of Residence and subject to the terms of this Agreement, gives You the right to live in the Room and to use the Communal Areas. However, if You breach any of the terms of this Agreement UCD shall be entitled to take action against You.

If You are under the age of 18 years by accepting this Agreement you and your parents or guardians acknowledge and accept that You will most likely be sharing accommodation with students over the age of 18 years.

If any term or provision in this Agreement is held to be illegal or unenforceable in whole or in part such term shall be deemed not to form part of this Licence Agreement but the enforceability of the remainder of this Licence Agreement is not affected.

### 3. ENQUIRIES

If there is anything You do not understand about this Agreement or your accommodation or if You have any other queries please contact Residence Management.

### 4. DEPOSIT

In order to secure booking of the Room You have paid UCD the Deposit in the sum of €400.00.

Once the Period of Residence starts the Deposit is held by UCD as a security deposit to act as credit against any Licence Fee arrears, bills owing or damage beyond normal wear and tear at the end of the Period of Residence or its earlier termination and UCD is entitled to apply the deposit against these items.

### 5. UCD'S RESPONSIBILITIES

UCD will use its reasonable endeavours to:

Maintain the structure of the Residence and keep the Residence and the Communal Areas clean, tidy, in reasonable repair and fit for use;

To ensure that an adequate supply of utilities including water, heating, hot water and wireless internet are provided in the Residence; and should supply be lost to reinstate as soon as possible;

To ensure that the laundrette facilities are available and in good working repair;

UCD will not be liable for any failure to provide services where such failure is beyond its reasonable control (such as mechanical breakdown, third party actions and labour disputes);

During the Period of Residence UCD shall insure the Residence where the Room is located against fire and other risks which UCD considers necessary.

### 6. YOUR RESPONSIBILITIES

#### I. Licence Fee

You must pay the Licence Fee and associated charges in full on the due dates in accordance with the terms and conditions of this Agreement and as specified in the Pay Residential Fees section of SISWeb.

Your obligation to pay the Licence Fee applies whether or not You move into the Room and irrespective of your course dates.

UCD reserves the right to charge You a reasonable fee to cover its administrative expenses should it have to pursue You for payment.

#### II. Use of the Room

You may only use the Room as a temporary residence for your personal use and unless specifically authorised by UCD not to share possession of the Room or any part thereof with any person or to permit the Room to be occupied by any person other than those authorised during the Period of Residence.

You must not carry on any business in the Room nor do or allow to be done any act or thing which is likely to be or become a nuisance danger or annoyance to UCD or adjoining occupiers.

You must maintain the status of a registered student with UCD for the whole of the Period of Residence.

You are responsible for the behaviour of any visitor (including any family member) and You must ensure they comply with the terms of this Agreement and UCD Residences Guest Policy (which is posted on [www.ucd.ie/residences](http://www.ucd.ie/residences)). If they do not You will be held liable. You are not permitted to have guests staying overnight unless You have received approval under UCD Residences Guest Policy and You must ensure that your Guest complies with the terms and conditions of the Policy.

UCD may remove or exclude any visitors (including family members) from the Room.

You must check out of the Room at the end of the Period of Residence or earlier termination of this Agreement (where relevant) and return the keys (where applicable) to Residence Management. If You fail to do so you will be liable to pay a fee to UCD.

### III. **Respect For Others**

You agree to show respect, at all times, for all persons living or working in the Residence and not to cause or do anything that is likely to cause a nuisance or annoyance to them.

You must not use violence or threaten to use violence, verbally assault or harass or threaten to harass (including harassment on grounds of age, gender, sexual orientation, religion, belief, race, culture, disability or lifestyle) any person.

You must not bring into the Room or any part of the Campus or Residence any weapons, illegal items or items which UCD considers offensive or dangerous (which may include replica, ceremonial or toy weapons, knives, martial arts weapons or air weapons) or allow the Room to be used for any criminal, immoral or illegal purpose including (but not limited to) selling, supplying or using illegal substances, storing or handling stolen goods or prostitution.

You must not engage in any form of anti-social or reckless behaviour in the Room or any part of the Communal Areas and shall indemnify UCD against any claims made by any agent or employee of UCD or visitor arising out of any breach of the permitted use of the Room.

You must not to hold parties in the Room or in or on any part of the Residence save with the express permission of UCD Residence Management.

You must keep noise at a level that does not interfere with the study, sleep or comfort of persons living or working in the Residence and not to play musical instruments or radios, televisions or other sound-producing apparatus in such a manner as to cause distraction or nuisance to other occupiers of the Residence and in particular between the hours of 11.30 p.m. and 7.30 am or such other times as UCD notifies.

You must not keep a dog, cat, reptile, insect, pet, fish or other animal at the Room or the Residence save for a registered Assistance dog as provided for in the next paragraph.

Students with a disability or a certified condition and who are registered with UCD's Access & Lifelong Learning for disability support may keep a registered Assistance dog or a registered emotional support dog with them at the Room and the Residence where the need for the dog has been certified by a registered recognised medical professional. The student will be responsible for the care of the dog and must ensure that the dog is controlled at all times and does not cause a nuisance to other occupiers of the Residence and other persons in the Residence at any time.

### IV. **Repairs, Maintenance and Alterations**

You must keep the Room in a clean and tidy condition at all times.

You must not build up rubbish in the Room

You shall only put rubbish in the bins provided by UCD. You must segregate rubbish and place recycled rubbish in designated recycling bin areas.

You must leave the Room in the same condition at the end of your Period of Residence as when You found it at the beginning (fair wear and tear excluded).

You must not make any alterations to the Room (including fitting any aerial or satellite dish) or make any alterations whatsoever in the internal arrangements or external appearance of the Room.

You must not remove, alter or damage any furniture, equipment, windows, locks or curtains in the Room.

You must not drill any holes or to affix any nails, tacks, screws, drawing-pins in the windows, doors, woodwork walls, floors or ceiling of the Room. Items may be attached to the notice board in the Room with pins, blu tack and sellotape;

You must not hang any flags, banners, clothes or other items from the windows or the outside of the Room.

You must report all maintenance and repair issues to Residence Management through SISWeb as soon as You become aware of them.

### V. **Safety and Security**

It is your responsibility to help ensure that the Room and the Residence are safe and secure to live in.

You must not smoke or vape in the Room or any part of the Residence.

You must not bring any cooking equipment into the Room or the Residence that will be used in such a way as to cause a hazard.

You must not overload electrical sockets or use unsafe electrical equipment.

You agree to respond to all fire alarms and comply with all fire regulations and evacuation procedures.

You must not obstruct the Communal Areas or any parts of the Residence including fire escapes routes. For the avoidance of doubt no items may be left outside the Room and bicycles are not permitted within Residences.

You must not tamper with any fire equipment or fire doors which are designed to reduce the spread of fire and to help prevent injury or death.

You must not part with the possession of any keys or security cards provided by UCD for the Room and You must report any loss immediately to Residence Management.

You must leave your Room and the Residence secure at all times and you must not prop open or block locks on the door to your Room or the Residence. You must not do anything which may increase UCD insurance premium for the Room or the Residence.

You must not store or keep or permit to be kept in the Room or in any part of the Residence any dangerous, combustible or unlawful substances or materials whatsoever and to report immediately the presence of such substances or materials. You agree to comply with the Residence Regulations.

You acknowledge and agree to comply with all UCD policies and guidelines including, but not limited to, health and safety, UCD Residence Child Protection Operational Guidelines, Use of Monitoring Equipment in UCD Residences and CCTV.

While UCD shall be responsible for the provision of security on the Campus as a whole neither UCD nor Residence Management shall be responsible for the security of the Room or apartment where the Room is located in an apartment. Responsibility for security of the Room rests with You and You shall report all security incidents to Residence Management.

VI. You must abide by the provisions of the Student Code.

## 7. **UCD'S RIGHTS**

### I. **Relocation**

UCD reserves the right to move You to similar accommodation in any circumstances on giving You at least 7 days notice and You acknowledge that You do not have a right of exclusive possession of the Room.

### II. **Alterations and Building Works**

UCD has the right to carry out any building works, decoration, refurbishment, repairs, alterations or any other works as required to the Room and in any part of the Residence.

### III. **Removal and Disposal of Items**

UCD may remove from the Room or the Residence any items which it considers offensive, dangerous and/or which may cause a fire hazard. You will not be entitled to take any such items back into the Room or the Residence and UCD may dispose of any such items.

UCD may dispose of any items left in the Room or the Residence at the end of your Period of Residence.

### IV. **Access**

Upon giving You at least 24 hours notice UCD or its agents or work personnel may enter the Room and examine the state of repair and condition of it and may carry out repairs or renovations to the Room or any adjoining premises.

UCD may enter the Room without notice in an emergency situation or where a breach of discipline is suspected under the provisions of this Licence Agreement or under the provisions of the Student Code.

UCD Residences Management on behalf of UCD is a joint key holder of the Room with You.

## 8. **YOUR RIGHTS**

### I. **Occupation**

UCD grants You:

- (i) The right to occupy the Room;
- (ii) The non- exclusive use of the shared kitchen and bathroom areas serving the Room;
- (iii) Non – exclusive use of the Communal Areas;
- (iv) Where applicable the use of a communal gym within a Residence.

## 9. **BREACH OF AGREEMENT**

### I. **Payment for Loss or Damage**

You must pay for all loss and damage suffered by UCD as a result of any breach of this Agreement by You or any of your visitors (including family members). This includes but is not limited to additional cleaning costs, replacement keys, repairing or replacing fixtures, fittings or equipment, collecting arrears, paying professional advisors, pursuing court proceedings, administration expenses and income lost by UCD by your failure to vacate the Room when You should have.

## 10. **SANCTIONS**

If you or any of your visitors (including a family member) breach any of the terms of this Agreement then action may be taken against You as follows:

### I. **Residence Management**

Residence Management will investigate the alleged breach and may invite You to discuss the

circumstances of the alleged breach with them. Arising out of this Residence Management may:

- a. Take no action
- b. Reprimand You and may also give You a written warning or
- c. Refer the matter to the Director of UCD Estates Services for disciplinary action.

### II. UCD Estate Services

The Director of UCD Estates Services or his/her nominee will investigate the alleged breach and may invite You to discuss the circumstances of the alleged breach with them. You may be accompanied by a member of the Student's Union or a Student Advisor in any meeting which takes place. Arising out of the investigation UCD Buildings and Services may:

- a. Take no action
- b. Reprimand You
- c. Give You a written warning
- d. Impose a fine upon You which must be paid within 7 days of its imposition
- e. Refer the matter to the Registrar where the alleged breach will be dealt with under the Student Code.

### III. Appeals

You may appeal as follows if You are unhappy with a Sanction imposed upon You:

- a. Any Sanction made by Residence Management may be appealed in writing to UCD Estates Services within 7 days of the Sanction. The decision of UCD Estates Services shall be final.
- b. Any Sanction made in the first instance by UCD Estates Services may be appealed in writing to the Registrar within 7 days of the Sanction. The decision of the Registrar shall be final. In the event an appeal to a fine is upheld the imposed fine will be refunded.
- c. Any Sanction arising under the Student Code may be appealed in accordance with the Student Code.
- d. When making an appeal You shall be required to pay a fee of €20 which will be refunded in the event the appeal is successful.

## 11. TERMINATION RIGHTS

### I. Your Rights

- a. Should You cancel your booking within 24 hours You will be refunded your Deposit in full.
- b. Should You cancel your booking after 24 hours but prior to the commencement of your Period of Residence You will be refunded your Deposit less an administrative charge of €50.
- c. Should You terminate this Agreement within 7 days of the commencement of your Period of Residence You will be refunded 50% of your Deposit This refund is subject to your Room not being damaged, being left in a clean and tidy condition and there being no fines levied in connection with this Agreement.
- d. Should you terminate this Agreement 7 days or more after the commencement of your Period of Residence and before the end of your Period of Residence You will be refunded 25% of your Deposit. This refund is subject to your Room not being damaged,

being left in a clean and tidy condition and there being no fines levied in connection with this Agreement.

- e. If this agreement terminates at the end of your selected Period of Residence you will be refunded 100% of your Deposit. This refund is subject to your Room not being damaged, being left in a clean and tidy condition and there being no fines levied in connection with this Agreement.
- f. Refund of your Deposit is subject to payment of the Licence Fee and associated charges being up to date. UCD shall be entitled to use your Deposit as credit against any costs it incurs for cleaning, repair and replacement of damaged items and against settlement of any monies owed by You to UCD.
- g. You must submit a Cancellation Form to Residence Management if You wish to terminate the Licence Agreement prior to the end of the Period of Residence.
- h. Should this Agreement be terminated by You during your period of Residence You will still be liable to pay the Licence Fee in full for the whole of the Period of Residence. UCD will use its reasonable endeavours to re-licence the Room and in the event that UCD is able to re- licence the Room You will be entitled to receive credit for the balance of the Licence Fee (less your Deposit as referred to in this clause) paid by You in advance which corresponds to the Period in which the Room is re-licensed.

### II. UCD's Rights

UCD may terminate this Agreement in any of the following circumstances:

- a. You have failed to take up occupation of the Room.
- b. You have failed to pay the Licence Fee and associated charges on the due dates.
- c. You have committed a serious breach of this Agreement or have persistently breached the terms and condition of this Agreement and UCD has followed the procedures followed in the Student Code. You have been convicted of a criminal offence which UCD regards as serious.
- d. You have supplied information to UCD in connection with your application for a Room which is false or misleading or have failed to supply information to UCD which it considers relevant.
- e. You are no longer undertaking a course of study at UCD and are not registered as a student.
- f. Your Room is not habitable due to events beyond UCD's control (such as fire or damage) and UCD does not have alternative accommodation for you to occupy.
- g. UCD considers it necessary to move You from the Room for your protection or the protection of others.

In the event that UCD terminates this Agreement (a to g above) You will not be entitled to apply for student accommodation in the future without the consent of UCD which it may withhold at its sole discretion.

### 12. CAR PARKING

You will not be entitled to apply for permit parking on the Campus unless you are entitled to an exemption from this policy.

### 13. WITHHOLDING OF AWARD

UCD reserves the right to withhold the conferring of any degree or award until full payment is made to UCD of the Licence Fee, fines and any other monies owing to UCD under this Agreement.

### 14. COMPLAINTS

If you are unhappy with any decision UCD had made or You feel that it has failed to fulfil its obligations to You in connection with this Agreement You should in the first instance raise your concerns with Residence Management. If you feel You have not resolved the matter then You should bring a Complaint under the UCD's Student Complaints Policy [http://www.ucd.ie/complaints/docs/complaints\\_po.pdf](http://www.ucd.ie/complaints/docs/complaints_po.pdf).

### 15. GENERAL

#### I. Entire Agreement

This Agreement shall constitute the whole of the terms agreed between the Parties in respect of the subject matter of this Agreement provided that nothing in this clause shall limit a party's liability for fraudulent misrepresentation.

#### II. Severability

If any provision of this Agreement is held to be illegal or unenforceable then the remainder of the Agreement shall be unaffected.

#### III. Waiver

Unless otherwise agreed in writing, no failure by either party to exercise any right or remedy available to it nor any delay so to exercise any such right to remedy shall operate as a waiver of it nor shall any single or partial exercise of any right or remedy preclude any other or further exercise thereof or the exercise of any other right or remedy.

#### IV. Force Majeure

Neither party shall be liable for any delay or failure to carry out its obligations under this agreement caused by force majeure provided that it promptly gives written notice of the occurrence of the force majeure relied on to the other party and it uses all reasonable endeavours to remove or avoid the effect of such force majeure as promptly as practicable. If any force majeure is relied on for longer than 60 days by either party under this clause the other shall be entitled to terminate this Agreement forthwith on written notice.

#### V. Communications and Notices

All communications and notices relating to this Licence Agreement will be sent to your UCD email address.

#### VI. Governing Law and Jurisdiction

This Agreement shall be governed and construed in accordance with the laws of Ireland. The Parties hereby irrevocably submit to the exclusive jurisdiction of the Courts of Ireland.





## Appendix VIII - HOUSE RULES



### UCD Residences House Rules

All Residents and their Guests must uphold the rules and regulations of UCD Residences and abide by their License to Reside.

Student Residences is a dynamic living experience. Residents should work to build a positive community within their house and foster an ethos of respect for their neighbours.

Noise can have a big impact on a resident's ability to enjoy their right to live in a peaceful environment. Residents should be conscious of the noise they are making at all times both whilst entering and leaving the building, and within their own apartment. If noise can be heard from outside an apartment it is too loud.

The common areas within the house are the responsibility of all occupants. Residents have a responsibility to ensure that the common areas are not dirtied or damaged by themselves or any of their guests as they enter and leave the premises. Residents are responsible for the people they invite or simply let into the building.

The security of the building and each apartment is of utmost importance to your safety and that of your neighbours. Residents must not interfere or hold open security doors at the entrance to the building or the apartment and must not lend anyone their key or access card.

All UCD Residences are non smoking. It is a breach of rules and regulations to smoke in the building or allow a person smoke in a building. If someone is smoking in your building residents are obliged to ask them to stop or leave and if necessary report it to the Central Support Office.

Fire fighting, detection, and Safety equipment is there for the safety of the occupants of the building. There is a zero tolerance for the interference with any such equipment and will automatically result in the revocation of the license to reside if a resident or their guest interferes with equipment in any way.

Guests are the responsibility of the residents who invites them into the complex and building. This applies to guests during normal hours, and guests who must be registered for out of hours and overnight stays. Residents must accompany guests at all times whilst in the residences complex and are equally responsible for any actions their guests take that constitute a breach of the rules and regulations

Unauthorised gatherings are any gatherings within the complex, a building or an apartment that breach rules and regulations or negatively impact on others living within the building. If you wish to hold an event with your friends please contact residences in our central office to book one of the social spaces in each location.

For the safety and security of all occupants of this building CCTV and Monitoring devices are in use within the building and around the Residences Complex. Anyone entering the building should be aware of this and if you invite someone into the building you should make them aware of it.

*Knowledge is beneficial. Be aware of the rules and regulations so that you do not mistakenly breach one and if you are not sure come and ask! For further information on rules and regulations visit [www.ucd.ie/residences](http://www.ucd.ie/residences) and view your License on your sisweb portal*



## Notes

Lined area for taking notes, enclosed in a dashed green border.



## Notes







## Notes

## Reslife Semester I 2017-18 Sports/Fitness Timetable

4 Sep	Monday	Pilates	17:30 to 18:15
5 Sep	Tuesday	5-a-Side	17:00 to 18:00
6 Sep	Wednesday	Les Mills: Body Balance	17:30 to 18:15
7 Sep	Thursday	Les Mills: Cx Worx	18:00 to 18:30
8 Sep	Friday	Friday Free For All	18:30 to 19:30

11 Sep	Monday	Pilates	17:30 to 18:15
12 Sep	Tuesday	5-a-Side	17:00 to 18:00
13 Sep	Wednesday	Les Mills: Body Balance	17:30 to 18:15
14 Sep	Thursday	Les Mills: Cx Worx	18:00 to 18:30
15 Sep	Friday	Friday Free For All	18:30 to 19:30

18 Sep	Monday	Pilates	17:30 to 18:15
19 Sep	Tuesday	5-a-Side	17:00 to 18:00
20 Sep	Wednesday	Les Mills: Body Balance	17:30 to 18:15
21 Sep	Thursday	Les Mills: Cx Worx	18:00 to 18:30
22 Sep	Friday	Friday Free For All	18:30 to 19:30

25 Sep	Monday	Pilates	17:30 to 18:15
26 Sep	Tuesday	5-a-Side	17:00 to 18:00
27 Sep	Wednesday	Les Mills: Body Balance	17:30 to 18:15
28 Sep	Thursday	Les Mills: Cx Worx	18:00 to 18:30
29 Sep	Friday	Friday Free For All	18:30 to 19:30

2 Oct	Monday	Pilates	17:30 to 18:15
3 Oct	Tuesday	5-a-Side	17:00 to 18:00
4 Oct	Wednesday	Les Mills: Body Balance	17:30 to 18:15
5 Oct	Thursday	Les Mills: Cx Worx	18:00 to 18:30
6 Oct	Friday	Friday Free For All	18:30 to 19:30

9 Oct	Monday	Pilates	17:30 to 18:15
10 Oct	Tuesday	5-a-Side	17:00 to 18:00
11 Oct	Wednesday	Les Mills: Body Balance	17:30 to 18:15
12 Oct	Thursday	Les Mills: Cx Worx	18:00 to 18:30
13 Oct	Friday	Friday Free For All	18:30 to 19:30

16 Oct	Monday	Pilates	17:30 to 18:15
17 Oct	Tuesday	5-a-Side	17:00 to 18:00
18 Oct	Wednesday	Les Mills: Body Balance	17:30 to 18:15
19 Oct	Thursday	Les Mills: Cx Worx	18:00 to 18:30
20 Oct	Friday	Friday Free For All	18:30 to 19:30

23 Oct	Monday	Pilates	17:30 to 18:15
24 Oct	Tuesday	5-a-Side	17:00 to 18:00
25 Oct	Wednesday	Les Mills: Body Balance	17:30 to 18:15
26 Oct	Thursday	Les Mills: Cx Worx	18:00 to 18:30
27 Oct	Friday	Friday Free For All	18:30 to 19:30

30 Oct	Monday	Bank Holiday	No Class
31 Oct	Tuesday	5-a-Side	17:00 to 18:00
1 Nov	Wednesday	Les Mills: Body Balance	17:30 to 18:15
2 Nov	Thursday	Les Mills: Cx Worx	18:00 to 18:30
3 Nov	Friday	Friday Free For All	18:30 to 19:30

6 Nov	Monday	Pilates	17:30 to 18:15
7 Nov	Tuesday	5-a-Side	17:00 to 18:00
8 Nov	Wednesday	Les Mills: Body Balance	17:30 to 18:15
9 Nov	Thursday	Les Mills: Cx Worx	18:00 to 18:30
10 Nov	Friday	Friday Free For All	18:30 to 19:30

13 Nov	Monday	Pilates	17:30 to 18:15
14 Nov	Tuesday	5-a-Side	17:00 to 18:00
15 Nov	Wednesday	Les Mills: Body Balance	17:30 to 18:15
16 Nov	Thursday	Les Mills: Cx Worx	18:00 to 18:30
17 Nov	Friday	Friday Free For All	18:30 to 19:30

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21 Nov	Tuesday	5-a-Side	17:00 to 18:00
22 Nov	Wednesday	Les Mills: Body Balance	17:30 to 18:15
23 Nov	Thursday	Les Mills: Cx Worx	18:00 to 18:30
24 Nov	Friday	Friday Free For All	18:30 to 19:30

27 Nov	Monday	Pilates	17:30 to 18:15
28 Nov	Tuesday	5-a-Side	17:00 to 18:00
29 Nov	Wednesday	Les Mills: Body Balance	17:30 to 18:15
30 Nov	Thursday	Les Mills: Cx Worx	18:00 to 18:30
1 Dec	Friday	Friday Free For All	18:30 to 19:30

4 Dec	Monday	Pilates	17:30 to 18:15
5 Dec	Tuesday	5-a-Side	17:00 to 18:00
6 Dec	Wednesday	Les Mills: Body Balance	17:30 to 18:15
7 Dec	Thursday	Les Mills: Cx Worx	18:00 to 18:30
8 Dec	Friday	Friday Free For All	18:30 to 19:30

### Locations

5-a-Side: Astro turf pitches at the Sports Center

All Fitnesses Classes unless otherwise stated in the Ashfield Social Space

Friday Free For All will be hosted by your RAs. Check out the @ucdreslife Facebook page for details of each weekly event

# UCD ResLife *Sports and Fitness Classes*

## Reslife Semester 2 2017 - 18 Sports/Fitness Timetable

15 Jan	Monday	Pilates	17:30 to 18:15
16 Jan	Tuesday	5-a-Side	17:00 to 18:00
17 Jan	Wednesday	Les Mills: Body Balance	17:30 to 18:15
18 Jan	Thursday	Les Mills: Cx Worx	18:00 to 18:30
19 Jan	Friday	Friday Free For All	18:30 to 19:30

19 Feb	Monday	Pilates	17:30 to 18:15
20 Feb	Tuesday	5-a-Side	17:00 to 18:00
21 Feb	Wednesday	Les Mills: Body Balance	17:30 to 18:15
22 Feb	Thursday	Les Mills: Cx Worx	18:00 to 18:30
23 Feb	Friday	Friday Free For All	18:30 to 19:30

29 Jan	Monday	Pilates	17:30 to 18:15
30 Jan	Tuesday	5-a-Side	17:00 to 18:00
31 Jan	Wednesday	Les Mills: Body Balance	17:30 to 18:15
1 Feb	Thursday	Les Mills: Cx Worx	18:00 to 18:30
2 Feb	Friday	Friday Free For All	18:30 to 19:30

5 Feb	Monday	Pilates	17:30 to 18:15
6 Feb	Tuesday	5-a-Side	17:00 to 18:00
7 Feb	Wednesday	Les Mills: Body Balance	17:30 to 18:15
8 Feb	Thursday	Les Mills: Cx Worx	18:00 to 18:30
9 Feb	Friday	Friday Free For All	18:30 to 19:30

12 Feb	Monday	Pilates	17:30 to 18:15
13 Feb	Tuesday	5-a-Side	17:00 to 18:00
14 Feb	Wednesday	Les Mills: Body Balance	17:30 to 18:15
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20 Feb	Tuesday	5-a-Side	17:00 to 18:00
21 Feb	Wednesday	Les Mills: Body Balance	17:30 to 18:15
22 Feb	Thursday	Les Mills: Cx Worx	18:00 to 18:30
23 Feb	Friday	Friday Free For All	18:30 to 19:30

26 Feb	Monday	Pilates	17:30 to 18:15
27 Feb	Tuesday	5-a-Side	17:00 to 18:00
28 Feb	Wednesday	Les Mills: Body Balance	17:30 to 18:15
1 Mar	Thursday	Les Mills: Cx Worx	18:00 to 18:30
2 Mar	Friday	Friday Free For All	18:30 to 19:30

5 Mar	Monday	Pilates	17:30 to 18:15
6 Mar	Tuesday	5-a-Side	17:00 to 18:00
7 Mar	Wednesday	Les Mills: Body Balance	17:30 to 18:15
8 Mar	Thursday	Les Mills: Cx Worx	18:00 to 18:30
9 Mar	Friday	Friday Free For All	18:30 to 19:30

12 Mar	Monday	Pilates	17:30 to 18:15
13 Mar	Tuesday	5-a-Side	17:00 to 18:00
14 Mar	Wednesday	Les Mills: Body Balance	17:30 to 18:15
15 Mar	Thursday	Les Mills: Cx Worx	18:00 to 18:30
16 Mar	Friday	Friday Free For All	18:30 to 19:30

19 Mar	Monday	Bank Holiday	No Classes
20 Mar	Tuesday	5-a-Side	17:00 to 18:00
21 Mar	Wednesday	Les Mills: Body Balance	17:30 to 18:15
22 Mar	Thursday	Les Mills: Cx Worx	18:00 to 18:30
23 Mar	Friday	Friday Free For All	18:30 to 19:30

26 Mar	Monday	Pilates	17:30 to 18:15
27 Mar	Tuesday	5-a-Side	17:00 to 18:00
28 Mar	Wednesday	Les Mills: Body Balance	17:30 to 18:15
29 Mar	Thursday	Les Mills: Cx Worx	18:00 to 18:30
30 Mar	Friday	Friday Free For All	18:30 to 19:30

2 Apr	Monday	Bank Holiday	No Classes
3 Apr	Tuesday	5-a-Side	17:00 to 18:00
4 Apr	Wednesday	Les Mills: Body Balance	17:30 to 18:15
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25 Apr	Wednesday	Les Mills: Body Balance	17:30 to 18:15
26 Apr	Thursday	Les Mills: Cx Worx	18:00 to 18:30
27 Apr	Friday	Friday Free For All	18:30 to 19:30

30 Apr	Monday	Pilates	17:30 to 18:15
1 May	Tuesday	5-a-Side	17:00 to 18:00
2 May	Wednesday	Les Mills: Body Balance	17:30 to 18:15
3 May	Thursday	Les Mills: Cx Worx	18:00 to 18:30
4 May	Friday	Friday Free For All	18:30 to 19:30

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