UCD Residences

A Guide to Living on Campus

TABLE OF CONTENTS

UCD Students Residence – Residents Information   *Ver 010812*

We would like to welcome you to UCD and to the UCD Residences. We hope that your stay here will be enjoyable.

Sharing apartments within houses are great places to start off university life. It is the perfect environment to make friends. With so many students in one place you cannot avoid meeting somebody you will get on with!

Residence Reception Office

Our central customer care office in Merville is open from 08.00-02.00 and outside of these hours the residence is manned by a team of RA's. Each residence has a ResLife Centre where you will can socialise with other residents, meet your RA's and meet our team during clinic hours.

The staff in the residence consist of a Centralised Care Team in Merville, a team of RA's 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 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

OFFICE HOURS

Monday – Friday
Central Customer Care Office at Merville: **08:00 – 02:00**
Clinic Hours are held by a member of staff for approx. an hour a day in each location at the ResLife Centre.
Clinic times per location are posted on the website and in each location.

After Hours and Weekends: **RA on Duty**

Weekend/Bank Holiday Hours

Central Customer Care Office at Merville: **08:00 – 02:00**

Residential Assistants (RAs)

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

The RA's are current UCD students who live on campus and are on duty outside of office hours and at the weekend. RA's are generally final year or postgraduate students. 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 **License 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 must be returned at the end of your stay. **Please be careful with your keys and your student UCARD as a replacement will cost you €30.00.**

If you find yourself locked out of your apartment you can go to the Central Customer Care Office in Merville to regain access. 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 after midnight which when charged will appear in your SIS Web account, this must be paid within 5 days.

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

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:

Electronic Payment for food in the Main Restaurant, laundry in Belgrove and Blackrock, pay per swim in the USF, Coffee Shops, and soon to be rolled out in Centra and other retail outlets across the campus.
Print, Copy, and Scanning with CopiPrint
Access to UCD Residences, the Library and new Student Health and Fitness Centre
Identification
Time and attendance
You can also earn loyalty UPoints in all outlets that convert into value for every Euro you spend, but 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.

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.

Settling in (On-Campus Accommodation life)
Do 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 abide by, which is enforced by the UCD Residences Team and Residential Assistant's (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
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. Resident's 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's too loud. You also need to be mindful of general noise as you pass through the complex.

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.

Security and Access

All Residences on the Belfield campus have gates for your security. These gates are closed from 22:00 until 07:00 and occasionally during events on campus i.e. during the UCD Ball. Security are on hand during the night patrolling and to help and if you require access or have any problems you should contact them via the intercom's on the gates. Residents and registered guests will have to show ID in order to gain access.

Guests

The University respects residents' right to daytime visiting guests. 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

- Requests must be made in each location's Customer Services Centre by 16.00 on the day of arrival or 16.00 on Friday for guests staying on Saturday or Sunday night.
- The occupier is responsible for their actions at all times.
- The guest must be aged 17 or over.
- The guest must produce photo identification (UCD Student Card, drivers license, 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 22:00 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 written 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 in breach of these terms and conditions will 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.

Security and 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.**

For your Added Safety:
•   Keep doors and windows locked when room/apartment is occupied
•   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

Fire Safety- Minimise the Risk!

Please also see the Fire Prevention Booklet.

•   Care should be taken with all naked flames.
•   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 or Campus Services 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 REVOCATION OF LICENCE TO RESIDE.

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 deducted from the students deposit at the end of the residential period.
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.

Responsibility
From the moment you receive your access card until you surrender it, 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 back of the "Licence to Reside".

Damage
Each occupant must keep all furniture, fixtures and fittings in the premises in good and proper repair and replace such items of the same which may be broken or destroyed during occupancy of the License beyond normal tear and wear with items of equal value to the satisfaction of U.C.D.
Occupant's must not drive nails or drawing pins etc. into the walls or woodwork, to affix any form of 'blue tac' or sticky tape to walls, or otherwise to deface the premises.
Damage resulting from disregard of the above prohibitions 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 Appendix VI for details on how to submit a maintenance request and Appendix V for maintenance information and troubleshooting.

Deposits
A deposit of €350.00 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.
When refunds have been calculated, usually within 3 weeks of departures, Residents will receive an electronic request by email to input their bank details. Once completed the refund will be made by electronic transfer to the nominated bank.

Check Out
Residents are expected to vacate their accommodation by 12 noon on the last day of their license to reside. Rooms and common areas should be left in a clean and hygienic condition upon departure. 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 V for a list of sample charges.

Internet
Wireless Internet service is available to all residents. Please see appendix VII 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 cleans all communal areas. UCD must ensure that good housekeeping and hygiene standards are maintained throughout residences. For the well being of all resident's 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 random spot checks usually once per semester.

There is communal responsibility to ensure that communal areas are respected and kept in good condition. Where there is an ongoing or specific impact on the hygiene of a common area that is over and above normal traffic UCD Residences will try to find out which Resident was responsible. Where this is not possible communal responsibility will apply under the rules and regulations.

Refuse and Recycling Information
There are refuse and recycling points located in all locations. Please segregate waste. Appendix III has information on Waste Mgt.

Animals
No animals are allowed into the residence.
Special Consideration is given for Guide Dogs by arrangement with Residential Services.

Utilities and Electricity
Utility charges cover essential services including electricity, recycling, hot water and heating. They are a fixed charge for the year and are payable along with the residential fees in three instalments.

Postal Deliveries
Your post will be delivered to your room or apartment, Monday to Friday from 5.00 pm – 6.30 pm. Please ensure that you include your **room number** in your postal address. Packages: Should a package arrive at for you, you will receive a note indicating a collection time from the Reception Office/Desk
N.B. There are no deliveries of post at weekends or bank holidays.

Sample Address

Belfield	**Blackrock**
Name	*Name*
c/o G1-3-4	*C/O Rm 163*
Glenomena Student Residence	*Blackrock Residence*
UCD	*UCD Blackrock*
Belfield	*Carysfort Avenue, Blackrock*
Dublin 4	*Co. Dublin*

Laundry
There are laundry facilities on campus (located in Belgrove, Glenomena Roebuck, Blackrock, and Muckross) for residents only. Please read guidelines carefully before using machines. Machine faults should be reported directly to Messrs. Circuit Launderette (Exception of Belgrove, contact: Central Customer Care Office at Merville) via the free phone in the laundry. The Belgrove Laundry is paid for using your UCARD. All of the other laundries are coin operated so you need change to pay for your wash and dry. The current cost for a wash cycle is €3 and for a dry is €1.50
Do not dry clothes in bedrooms as it can cause condensation,dampness, and become a fire hazard.

Motor Vehicles and Bicycles
Some free parking is available on campus on a first come first serve basis. Parking of motor vehicles is permitted in designated car parks only. Vehicles left in unauthorized places will be clamped. There are also a number of pay and display car parks on campus. Residents who have motor vehicles must conform to the University car parking regulations.

Bicycles must not be brought into residences 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.

Please note there is clamping in operation in University College Dublin.

Residential Charges

There are three account periods which the residential fees are due to be paid. September, January and March. Payments must be paid in advance for all periods and late payments are subject to a late payment fee. For those residents who have chosen a third semester occupancy there is a fourth account period in May. Please see the fees page of the residence website or your SIS account for amounts due and exact dates
http://www.ucd.ie/residences/studentpages/fees/
Please see appendix II for information on payments.

All residential accounts are transacted in Euro only.

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

As many of you will purchase a new mobile phone SIM card with an Irish number once you arrive please email us with your new number so we can amend your contact details accordingly. It is important that you also inform registry so that they can update your student account.

Restaurant
The restaurant on campus offers an extensive range of varied cuisine from light breakfast to morning coffee, and carvery lunch to evening snacks.

The restaurant also sells newspapers at student rates.

GARDAI (POLICE)
Emergency Services: On Campus EmergencyDi716 7999
                          Off Campus Dial: Gardai 999 / 112
Donnybrook Garda Station is responsible for a large part of the Dublin 4 area including the campus and the surrounding streets. **Telephone: 01-6669200.**
Blackrock Gardai Station is responsible for the Blackrock Campus: **Telephone: 01 666 52 00**

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 co ordinates 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 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 Contactors (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 – 17.00

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

Mon, Tues & Fri	**10.00-16.00**
Weds	**10.30-16.00**
Thurs	**10.00-17.00**

POST OFFICE
A post office is located to the rear of the ground floor of the Main restaurant building. All normal facilities are available and a post box is situated outside the post office.

Opening times
In term
9.30 am to 1.30 pm and 2.15 pm and 5.30pm
Out of term
9.30 am to 1.00pm and 2.15 pm and 5.30pm

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.

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   08.00-22.00   7 days a week

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

COMPLAINTS / FEEDBACK
Please contact the Central Customer Care Office at Merville.

Appendix I

UCD STUDENT RESIDENCES

FIRE PREVENTION BOOKLET

FIRE EXTINGUSHERS 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 offense 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.

10. SECURITY ADVICE:

Donnybrook Garda Station is responsible for a large part of the Dublin 4 area including the campus and the surrounding streets. 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

Blackrock/Proby:
Office 00 353 1 716 8807 or Mobile 00 353 87 969 4666

Muckross:
Office 00 353 86 043 7822

Appendix II

Payment Methods

All students must bring proof of payment in order to access their accommodation.

To find out the amount owing you can check the relevant residence fees on http://www.ucd.ie/residences/studentpages/fees/ or view your personal account on the SIS web http://www.ucd.ie/sisadmin/stuweb/
SIS Login- Student number and default pin (date of birth -format ddmmyy)

There are 3 payment periods:
One before the license period commences
One in January
One in March

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

Laser and Credit Cards

Available to students with an active UCD SIS account
Log in to   http://www.ucd.ie/sisadmin/stuweb/
In the Information for Students section you will find the Accommodation Menu, proceed to payments, 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/Banner student information system.

An administration charge of €27 is charged on payments made using a credit card there is no charge for using a laser card.

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 students name and student number is used as a narrative (18 letter limit)

Proof of Payment – Bank documents detailing transfer.

International Bank Draft drawn on an Irish Bank

Bank drafts should be made payable to UCD accommodation.

Appendix III

• Waste Management

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.
PLEASE NOTE:

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

Appendix IV
Charges list
These charges cover damage to items/cleaning of items (including VAT and labour). They are approximate and may vary dependent on the situation.

Item Cost

Redecorate bedroom €225 minimum
Redecorate kitchen €250 minimum
Redecorate corridor €200 minimum
Replace mattress single €80 minimum
Replace/repair bed single €160 minimum
Replace/repair wardrobe €180 minimum
Replace curtains €100 minimum
Replace bedroom carpet €450 minimum
Replace door lock €100 minimum
Replace bedside cabinet €45 minimum
Replace intercom phone €120 minimum
Replace corridor carpet €450 minimum
Replace leather sofa €325 minimum
Replace kitchen vinyl €500 minimum
Replace kitchen blind €95 minimum
Replace microwave €85 minimum
Replace fan €300 minimum
Replace kitchen bin €20 minimum
Replace vacuum cleaner €120 minimum
Replace cooker €380 minimum
Replace kitchen table €150 minimum
Replace chair €60 minimum
Replace worktop €250 minimum
Replace fridge freezer €300 minimum
Replace fire blanket €25 minimum
Replace fire extinguisher €65 minimum
Replacement keys €30 minimum
Replace pin board €45 minimum
Replace book shelves €65 minimum
Replace desk top €120 minimum
Replace cubicle/side panel €170/€110 minimum
Replace bathroom mirror €125 minimum
Replace toiletry shelf €125 minimum
Replace shower tray €280 minimum
Replace shower hose €20 minimum
Replace toilet seat €35 minimum
Replace bedroom door €360 minimum
Clean bedroom carpet €45 minimum
Clean corridor carpet €40 minimum
Clean bedroom at end of tenancy if not up to standard €80 minimum
Clean ensuite at end of tenancy if not up to standard €80 minimum
Clean kitchen at end of tenancy if not up to standard €120 minimum
Removal (per sack) of rubbish from flat/room €20 minimum

Appendix V

MAINTENANCE PROCEDURES

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 Appendix VI for information on how to log a maintenance request.

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.

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 &/or a fine.

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. Details on how to log a request are contained in Appendix VI
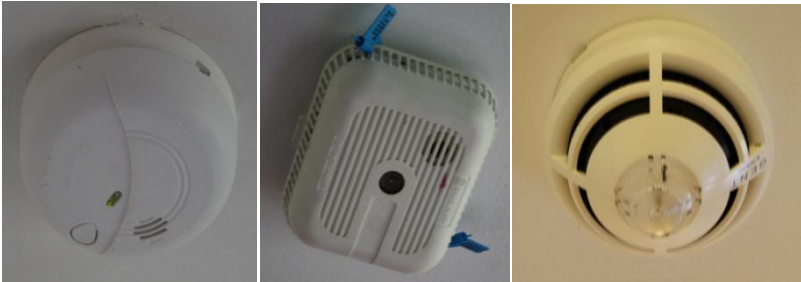
In the event of a fire:

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:

UCD Students Residence – Residents Information

DO NOT tamper with fire extinguishers:

<div style="color:white; background-color:red;">

TAMPERING WITH FIRE EQUIPMENT IS A CRIMINAL OFFENCE AND CHARGES MAY FOLLOW

DISCIPLINARY CONSEQUENCES MAY INCLUDE REVOCATION OF LICENCE TO RESIDE

</div>

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

# HOW TO SUBMIT A MAINTENANCE REQUEST USING SIS WEB

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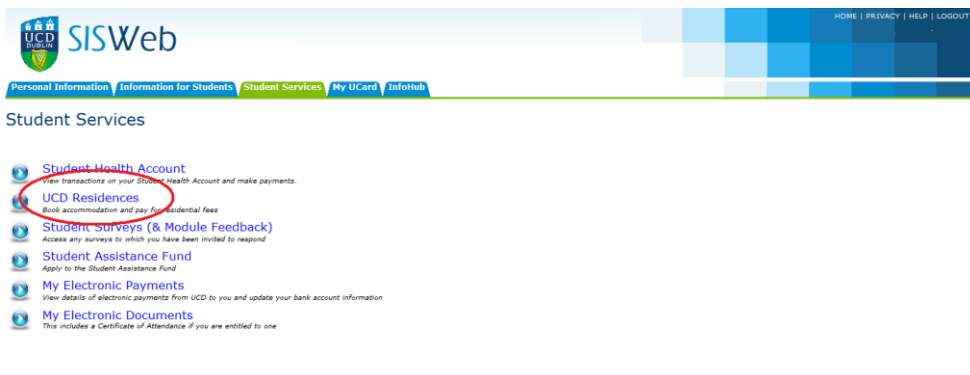

Go to: www.ucd.ie and click on the *SIS Student Web* icon as above.
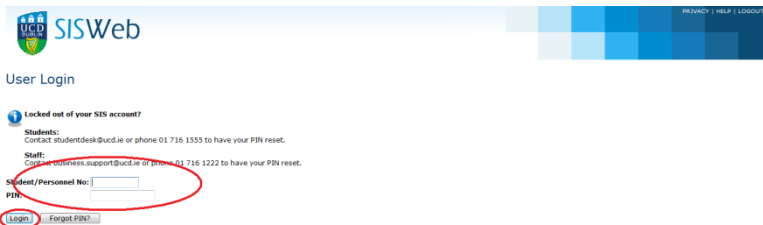
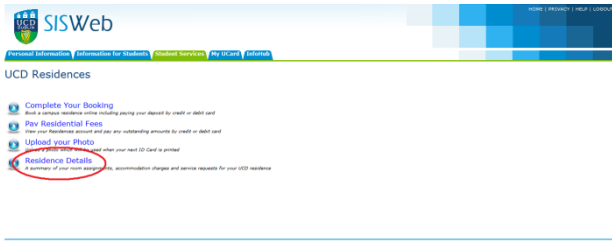Enter your student number & password and click on *Login*

UCD Students Residence – Residents Information   *Ver 010812*
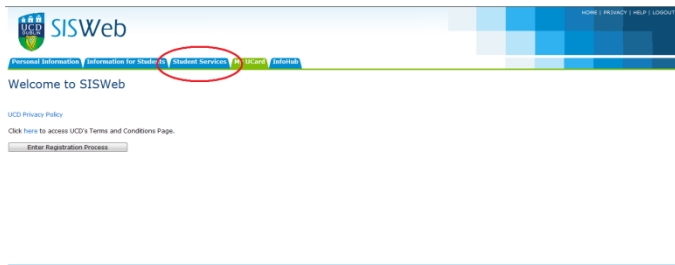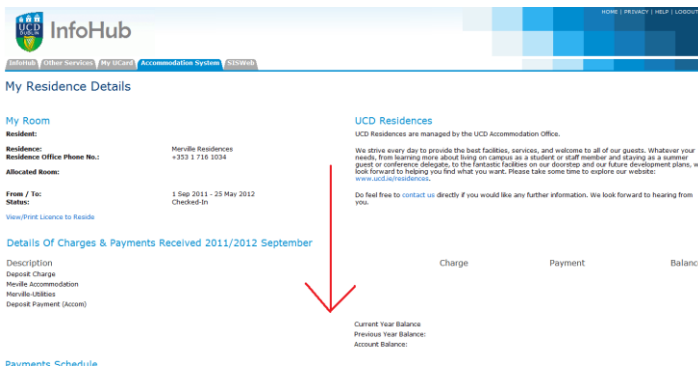
Click on the *Student Services* tab as indicated above.

Click on the *UCD Residences* tab as shown above.

Click on the *Residence Details* tab as indicated above.

Scroll down to the bottom of the page until….

For Payment By:	9th January 2012	2nd March 2012
Amount Due:	0.00	0.00

Pay Residential Charges

Service Requests

The table below lists open or recent requests for maintenance made by you or by others for the areas you share with them. Service Requests are assessed, prioritised and assigned to appropriate the UCD staff or contractor by the UCD Accommodation Office.
Please note that this online service request system is a new service currently being piloted for Belgrove Residences only. Residents in other buildings seeking assistance should submit their requests on the official form at the main Central Customer Care desk in the Merville Residences.

Req #	Req By	Location	Problem	Req Date	Status	Last Update	Expected Completion	
No other relevant open or recently closed requests.								

New Service Request

Accommodation History

This table displays all your past, present and imminent room assignments.

Dates (from/to)	Accommodation				Status
5 Sep 2011 - 25 May 2012	Apartment	Room	Merville House	Merville Residences	Cancellation Complete
1 Sep 2011 - 25 May 2012	Apartment	Room	Merville House	Merville Residences	Checked-In
6 Sep 2010 - 27 May 2011					Room Allocated
31 Aug 2009 - 21 May 2010					Room Allocated

Only use the button below-right make an application for accommodation in a semester/year that commences after your current assignment's end date. If you wish to change your current room assignment, please contact UCD Accommodation Office directly.

New Room Application

You see the Service Requests section: Select **New Service Request**.
Follow the step by step on screen instructions.

UCD Students Residence – Residents Information   *Ver 010812*

Wireless Internet Access @ UCD

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

MAKING A CONNECTION
- Make sure Wi-Fi is enabled on your laptop
- Select the UCD WaveLAN Network from the list of available networks
- Open a web browser to test the connection

For more information please check: 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 'WaveLAN Network' 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 'WaveLAN Network'.

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 WaveLAN Network. 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 WaveLAN Network 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 WaveLAN Network. 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
WEBSITE: www.ucd.ie/it

Connecting to the
wireless network in UCD