

# FIE RESIDENCE LIFE

## POLICIES AND PROCEDURES

### CODE OF CONDUCT

#### Facilities

##### Damage

Any damage to the walls, furniture, or other elements of residential rooms will result in fines commensurate with the amount of damage caused. The facilities department has the right to charge the whole flat if no one person is found responsible.

##### Cleanliness

Students are responsible for cleaning their own kitchens, including dishes and utensils. This is not the responsibility of housekeeping. If any of the kitchens become a problem, the facilities department reserves the right to refuse to clean the area and/or to charge the whole floor or flat for damages to the kitchen and extra cleaning costs. Fines start at £30 per person.

##### Food and Drink

No eating or drinking is permitted in the classrooms at Foundation House or the PC Lab at Metrogate. Students are responsible for disposing of their rubbish from the common areas.

##### Balconies

The balconies have been locked and they will stay locked. No resident is permitted access to balconies, outside ledges or roofs. If a balcony lock is broken, removed, or manipulated there will be a £100.00 fine.

##### Windows

Students may not at any time throw items out of the windows. This is dangerous and could potentially lead to a criminal conviction.

##### Fire Prevention

Keep exits and hallways clear and free of potential obstructions, such as boxes, luggage, and mattresses. Do not overload plug outlets (plug one appliance into an outlet at a time).

##### Firearms, Fireworks and Flammables

Firearms, flammable liquids, hazardous materials, weapons, and ammunition are not permitted in any FIE facilities. Possession of firearms, including pepper spray, is illegal in the U.K. Fireworks and firecrackers of any kind are not permitted in or around FIE facilities.

##### Fire Alarms

Evacuation for fire alarms is required of all occupants of FIE buildings whenever an alarm is sound-

ed. Failure to evacuate for an alarm is a violation of city ordinances and will be treated as a serious violation. Initiating a false alarm or tampering with fire-safety equipment is a violation of FIE policy. Violators face criminal prosecution in addition to FIE and university sanctions.

#### General Behaviour

##### Quiet Hours

Students are required to adhere to the quiet hours established by the Borough of Kensington and Chelsea. Quiet hours are observed between 11p.m. and 8 a.m. daily. The Borough's noise pollution laws are strictly enforced by the local council and police. As such, students may not congregate on the front steps of FIE residences or of Foundation House. Kensington residents are entitled to call the police if they are disturbed. The police may fine the building for noise transgressions.

##### Guests

Overnight guests are not permitted in the residences. If visitors are found after 11 p.m., they will be asked to leave immediately. Guests may sign in at Metrogate reception until 11pm but may not use Metrogate facilities at any time. Under certain circumstances, guests may be asked to remain in the Metrogate Reception area.

##### Drugs

The use or possession of illicit drugs is illegal. Students will be subject to instant removal from the residence and/or their respective Study Abroad Programme. In addition, students risk immediate deportation if found using or possessing illicit drugs and/or their associated paraphernalia.

##### Alcohol

Drinking Alcohol is strictly prohibited in Foundation House and in the common areas of all FIE Residences.

##### Smoking

All FIE facilities are strictly no smoking buildings, in accordance with U.K. legal requirements.

##### Personal Interactions

FIE will not tolerate any form of disrespectful, impolite or abusive behaviour with other students, residents, staff or the public. This includes verbal and written communication as well as physical conduct.

### DAY TO DAY

#### Resident Life Supervisors (RLSs)

Students are responsible for their own shopping, cooking and cleanup in the communal kitchens. Please treat these kitchens as you would treat your kitchens at home. RLSs are situated in all FIE residences and can assist you with various residence life questions and concerns outside of Foundation House Office Hours. Unlike many U.S. Universities your RLSs are not undergraduate students. We are proud to have an elite team of academics pursuing postgraduate study or occupying teaching positions in London as we believe that this fosters a conducive learning environment for you whilst on your programme. Contact details are posted in each residence if you are unable to locate your RLS in your building and addition there is one RLS on-call for all residences outside of Foundation House Office Hours to respond to more urgent concerns.

#### Cleaning

Housekeeping staff clean the residences once a week. It is your responsibility to strip your bed, place used linen in the pillowcase and leave it outside your door for collection. At these times you will be provided with clean linen. If you fail to do this, you will not receive clean linen.

#### Cooking

Each floor/flat of the residence halls has a kitchen, equipped with a full range of cooking facilities.

Students are responsible for their own shopping, cooking and cleanup in the communal kitchens. Please treat these kitchens as you would treat your kitchens at home.

#### Laundry

Coin-operated washer-dryers are located in the Metrogate Residence, available to all FIE students. There are also laundromats in the area.

#### Mail

Students will pick up all mail at the Metrogate Residence.

#### Rubbish

Rubbish and recycling should be removed from your room and common areas daily to assist with pest control issues. Residents should ensure all bins are closed. All rubbish bags should be secured properly, taken outside and placed in the proper containers/areas.

#### Mailing Address

Your family and friends should address all mail to:

[Your Name]

c/o Metrogate

3-7 Queen's Gate Terrace

London SW7 5PE

### PROCEDURES

#### Check-In

At your initial residence meeting, you will need to fill in and sign a check-in sheet and return it to your Resident Life Supervisor. If you are unable to attend this meeting, please ensure that the completed form is returned to the front desk of Foundation House, 114 Cromwell Road. This sheet ensures that you are aware of your responsibilities in the flat/room and also that we have a record of any damage already existing when you move in. In the event that any damages are incurred after you arrive, you will be held responsible for these. If you fail to turn in this form within 48 hours of check-in it is presumed by the facilities department that there is no existing damage in your flat/room, you are fully aware of the terms and conditions and accepting of them. While you are here please treat the flat/room as you would your own home by properly looking after it.

#### Maintenance

If you have a maintenance problem, please submit an online Maintenance Request form. If this is not possible please obtain a form from your residence and turn it in at Foundation House or Metrogate. If you require maintenance service out of hours or there is an emergency (eg. a flood), please contact the Metrogate reception desk.

#### Check-out

All check-outs must occur by 12:00 noon on the day of your departure, as specified in your pre-departure materials, or at the time of your group airport

transfer. FIE strictly prohibits any extensions. To ensure that your check-out is completed in a timely manner, please go through the list to the right and make sure you have done everything on it by the time of your pre-departure inspection.

#### Check-out List

- Strip the sheets and put them in the pillowcase on your bed.
- Remove all your food from the flat and thoroughly clean refrigerator and freezer.
- Place any non-perishable food, electrical goods, clothes, books and cleaning fluids/cosmetics etc. into the bin provided for charity donations.
- Secure all rubbish in the regulation bags and place them in the appropriate trash closet or outside bin.
- Return your flat/room to the original condition, including: Washing dishes Wiping down all counter tops Remove all items from floor.
- Return bathroom to a sanitary condition (clean/bleach toilet bowl, wipe down shower and sink).
- Leave carpets and furniture free from burns, stains and other damage
- Return furniture to its original configuration.
- Leave full set of keys on your kitchen table (or at reception if you live in Metrogate), with your name, flat and room number attached.

*Fines start at £30 for failing follow the above checklist. These funds will be taken out of your deposit.*

