Purpose Statement
Accommodation & Hospitality Services is committed to providing you with a comfortable internal residential living environment that complies with health and safety requirements, as well as minimising CO2 emissions and the associated costs which arise from the operation of heating systems across residences.

Applicability and Scope
This policy applies to all University Managed Accommodation.

This policy should be read in conjunction with our Inconvenience payment policy.

Definition
- Heating season - when heating will be provided in residences
- Heating temperature set point - what the internal temperature should be
- Heating times - how the heating is operated over a 24 hour cycle
- Thermal comfort - how heating is controlled within residences and the measures that are in place to ensure a balance between student comfort and operational efficiency

Policy Aims
Heating season
Heating will be provided in all residences throughout the academic year, including vacations, when occupied by students or conference/other guests. Heating will be switched off when residences are unoccupied eg during the summer vacation.

Heating temperature set point
During the period of occupation, we will aim to maintain study-bedrooms and communal areas at a temperature of 21°. Circulation spaces within residences eg corridors and stairwells will be heated to a lower set point of 18°.

Heating times
Heating in residences is provided from 7:00am-12:00am.

Most of our residences' heating systems are controlled by a sophisticated building management system (BMS), which can detect both internal and external temperatures which allows further control of the heating system. For example, the BMS will switch off radiator systems when external temperatures exceed 16° as above this temperature, internal heat gains from people, appliances etc should be sufficient to maintain (internal) temperatures at around 21°.

Thermal comfort
What constitutes a comfortable temperature is subjective to each individual and based on a number of factors, such as air temperature and radiant temperature humidity. With our student community, within residences, coming from a variety of countries where the climate will differ significantly from that of the UK, we realise that not everyone will achieve ‘thermal comfort’ at 21°.
Energy conservation
Reducing the carbon footprint of the University is an important strategic aim. A key priority for
Accommodation & Hospitality Services is the reduction of our direct and indirect emissions within
University Managed Accommodation.

During your time in our accommodation, we will be working with you to help achieve these
aims. This will include:

- Ensuring you know how to operate the heating system effectively and are aware of your
  responsibilities outlined in your Terms and Conditions
- Encouraging you to take part in our annual Student Switch Off campaign
- Not allowing the use of portable heating appliances in your accommodation

We will also be installing technology, such as thermostatic radiator valves, which will allow you
to adjust the temperature in your room but will also switch off, when your room is unoccupied
or a window is opened.

All new build projects, refurbishments and improvement works will meet agreed specifications
to improve sustainability.

Our Responsibilities
The University will maintain our residential accommodation to ensure that there is adequate
heating for each study-bedroom, wc/shower area, communal area and circulation space.

All reported repairs will be dealt with promptly and in accordance with Estate Support
Service’s Service Level Standards.

Accommodation and Hospitality Services will provide you with temporary heating and/or
alternate accommodation where heating is lost. Under certain circumstances an
‘Inconvenience Payment’ may be made – see our ‘Inconvenience payment policy’ for details.