

Student Accommodation Handbook

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1. Port Arthur House (PAH) Contact Details

Address: Your Name/Room Number
Port Arthur House
UHI Shetland
Port Arthur
Scalloway
Shetland Islands
ZE1 0UN

Tel: 01595 772000 (UHI Shetland, **Scalloway Campus Reception**)

2. UHI Shetland Contact Details

Campus Services and Facilities Manager

Geoff Young facilities.shetland@uhi.ac.uk 01595 772208

On-Call (Out of Hours) Support

07385 526928

Safeguarding Lead

Kevin Briggs support.shetland@uhi.ac.uk 01595 771401

Vice Principal

Gemma MacGregor gemma.macgregor@uhi.ac.uk 07385 029906

3. What to do in an Emergency

Safety First: Call 999 if you believe an emergency is life-threatening. There is an external phone at the main door that will allow emergency calls to be made.

If you discover a fire: break glass box.

If it is safe to do so, please then call the On-Call (Out of Hours) Support.

Security Emergencies: If you notice someone acting suspiciously or are worried for your safety - but it is not life-threatening - please follow the instructions below:

During working hours (9am-5pm Monday to Friday), contact Reception and ask for the Campus Services and Facilities Manager (Geoff).

Out-of-Hours: Call On-Call Support.

Facilities Emergencies

During working hours, contact Scalloway Campus Reception. If unmanned, call the Facilities team.

Out of Hours: Call on-Call Support. Please note any unnecessary call outs may result in a charge.

4. Welfare and Support

Help is always available when students need or want it. We have several ways to access support and find someone to talk to. See [Appendix A](#) for more details.

Safeguarding Lead

Kevin Briggs

support.shetland@uhi.ac.uk

01595 771401

Student Counsellor (for counselling or other support)

Gwen Abernethy

counselling.shetland@uhi.ac.uk

Your **Personal Academic Tutor (PAT)** is also another person you can talk to and they can help refer you to any support, welfare concerns or funding queries you might have.

Out-of-hours welfare support is available via [Spectrum.Life](#).

5. Keys

As part of your induction on arrival, you will be given a set of keys into the Port Arthur House Building and one to your room. It is your responsibility to keep both of these keys safe at all times.

6. Locked Out of Your Room?

During working hours: Visit Reception and ask for the Campus Services and Facilities Manager.

Out-of-Hours: Call On-Call Support. There may be a delayed response out-of-hours as staff must travel to site to attend.

Residents who lock themselves out of their rooms repeatedly (i.e. more than twice) will face a call out charge.

7. Lost Your Key(s)?

If you lose your key(s), let the Facilities team know **immediately**. You will be charged for a replacement and if there is a requirement to replace the whole lock, an additional charge will be incurred (an estimated cost is £25). If you are unsure about anything to do with keys or locks, please check with the Campus Services and Facilities Manager.

8. How to Request Non-Emergency Repairs / Report Faults / Maintenance

The Facilities Team maintain the fabric of the building, furniture, fittings, electricity and plumbing. From time to time something may need to be replaced or repaired. When this happens, please email: pah.shetland@uhi.ac.uk and a member of the Facilities Team will be in touch.

9. Facilities

Most rooms at Port Arthur House are single occupancy with en-suite. Maximum occupancy is one adult per room. The twin room has a maximum occupancy two adults. Children under 16 are not permitted to stay at Port Arthur House.

The television supplied in the Port Arthur House lounge is covered by a TV licence. If you have a television or computer in your room on which you watch TV, you will need your own TV licence.

Bedroom • Bed with mattress and mattress protector • Desk and wheeled chair • Wardrobe • Waste bin • Curtains • Extension lead (UK plugs)	Ensuite Bathroom • Toilet • Toilet roll holder • Bathroom overhead light • Shower • Washbasin • Shower screen
The Kitchen/Dining area • Kitchen cabinets and drawers • Sink with draining board • Electric oven and cooker hood • Microwave oven • Kettle • Toaster • Fridge / freezer x 2	The Lounge • Couch / seats • Coffee table • Curtains / blinds • Television • Dart board • Table tennis
The Laundry Room • 2 washing machines • 2 tumble dryers • Henry Hoover (first store cupboard/nominated cleaning cupboard) • Mop/bucket (first store cupboard/nominated cleaning cupboard) • Broom (first store cupboard/nominated cleaning cupboard)	Parking • Off street free car parking

10. Wi-Fi

Port Arthur House has Wi-Fi which is included in your accommodation fee.

The wireless network is named '**Eduroam**'. You can connect to this with your UHI email and password. If you do not have a UHI email address, you can request a temporary guest login from reception at UHI Shetland.

Use of this network is subject to abiding by the acceptable use policies provided by UHI. You can find these here:

<https://www.uhi.ac.uk/en/t4-media/one-web/university/lis/Summary-of-the-Acceptable-Use-Policy.pdf>

You can find the latest instructions on connecting to Wi-Fi on UHI's website:

<https://www.uhi.ac.uk/en/lis/information-for-students/setting-up-your-own-device/wifi/>

Android 10 (and below) 	Android 11 (and above) 	iPhone / iOS 
	Individuals with devices running Android version 11 and onwards will need to be aware of changes to how they connect to eduroam. It is no longer possible to choose the "Do not validate" option in the "CA Certificate" dropdown. You can check and update your version of Android with the guidance on google support	
1. Go to Wi-Fi in settings 2. Select "eduroam" 3. For "EAP Method", choose "PEAP" 4. For "Phase 2 authentication", choose "MSCHAPv2" 5. For "CA Certificate", choose "Do not validate" or "unspecified" 6. Enter your Identity which is your StudentNumber@uhi.ac.uk 7. Leave "Anonymous Identity" empty 8. Enter your password. This is the same as your computer account. 9. Tap on Connect	1. Go to Wi-Fi in settings 2. Select "eduroam" 3. For "EAP Method", choose "PEAP" 4. For "Phase 2 authentication", choose "MSCHAPv2" 5. For "CA Certificate", choose "Use system certificates" ➕ On Pixel Devices/ Android 14: Set CA Certificate to Trust on First use 6. If you have an option for "Online certificate status", choose "Request certificate" status 7. For "Domain", enter "uhi.ac.uk" 8. Enter your Identity which is your StudentNumber@uhi.ac.uk 9. Leave "Anonymous Identity" empty ➕ On Pixel Devices/ Android 14: Set "Anonymous Identity" to 'anonymous@uhi.ac.uk' 10. Enter your password. This is the same as your computer account. 11. Tap on Connect	1. Go to Wi-Fi in settings 2. Select "eduroam" 3. Enter your Username which is your StudentNumber@uhi.ac.uk 4. Enter your password. This is the same as your computer account. 5. Select "Join" at the top right. 6. If a certificate page appears, select "Trust" at the top right of the screen.

If you are unable to find a login for Eduroam, you can connect to **UHIvisitor**.

This service is hosted by Sky (<https://www.sky.com/wifi>).

Click **UHIvisitor** SSID to connect to our guest Wi-Fi service. You can then follow the instructions to create your own account to use with this service.

If you can connect to this Wi-Fi service but cannot get logged in, please contact **Sky Wi-Fi Support** on **0844 241 1909**

Please contact ict.shetland@uhi.ac.uk if you have issues connecting to Wi-Fi.

11. What to Bring with You

- Toilet paper
- Tea towels, cleaning sponges or cloths, cleaning items such as washing up liquid, washing powder
- Coat hangers
- Headphones
- Items to personalise your room:
 - Posters and pictures can be displayed on the pin board. No tape/blue or white tac on the walls or fixtures and fittings.
 - Rugs, plants, cushions are all permitted but please ensure rugs do not present a trip hazard.
- Food.
 - Please note, this is self-catering accommodation so you will need to provide your own food. There are cupboards and fridge-freezers in which to store your food. Your room number will be on the cupboard that you should use in the kitchen.

Please note, bedding, towels, and kitchen equipment and utensils are provided, but you may wish to bring your own.

12. What NOT to Bring with You

The following items are **not permitted** at Port Arthur House:

- Your own furniture
 - Please speak to the Campus Services and Facilities Manager if you need a small piece of furniture, and any agreed items must be removed upon your departure.
- Curtains
- Soft fabric lampshades
- Halogen lamps
- Electric blankets
- Heaters
- Candles/wax melts and burners/incense sticks
- Plug in air fresheners
- Tea lights
- Toaster
- BBQs
- Chip fryers / deep fat fryers
- Weapons of any description

13. Insurance

Port Arthur House is fully insured, but it is the **resident's own responsibility to insure *their own* personal belongings against loss, damage or fire and theft.**

You must not do anything which would cause our insurers to increase our insurance policy premiums or to reject an insurance claim.

14. Safe Use of Electrical Equipment

UHI Shetland reserves the right to remove electrical equipment that they deem unsafe.

Please do not bring any electrical equipment with you that may not conform to British standards. UK standards differ from other countries and to maintain health and safety we will confiscate all non-British equipment we find, even if it is not currently in use. Please do not overload the extension lead as you could short circuit equipment or cause fire.

15. Arrival at Port Arthur House

As far as possible, you should check-in to Port Arthur House during working hours (09:00-17:00).

Please confirm your arrival plans by emailing pah.shetland@uhi.ac.uk. This allows for arrangement of a member of our on-call team to meet you, provide your keys, and carry out your induction. You can be met either at Scalloway Main Building Reception or at the porch of Port Arthur House from 9am onwards.

16. Inventory

Please be sure to check your accommodation and complete the Port Arthur House Room Inventory form provided.

It is important that you carefully record (by photograph and in writing) anything that is missing or damaged as an official record of the condition of the room and communal living areas when you move in.

The Facilities Team will check the condition of the room/property when you leave, and you will be charged for any missing items or damage.

17. Staff Right of Entry and Inspections

If the Facilities Team require access to Port Arthur House, whenever possible and practical, 24 hours' notice will be given to residents.

The privacy of residents will be respected at all times, but UHI Shetland reserves the right of entry at any reasonable time by authorised personnel in the course of their duties. We will always seek permission from you before we enter to your room, unless in an emergency.

The type of fault will determine how many staff need to attend for other maintenance tasks.

17.1 Inspections

As part of the regular maintenance of the building and to provide an opportunity for you to speak to the team, the Campus Services and Facilities Manager or Head of Student Experience will usually inspect Port Arthur House at least weekly.

Inspections will include a brief overview of your bedroom. We recognise that your

room is your own personal space, but these inspections help UHI Shetland ensure that the fabric and furnishings of the building are sound and not damaged and that the safety of yourself and others is looked after. **We will usually give you 48 hours' notice of our intention to inspect the property. You will be given an anticipated inspection time. We would expect your room to be in a clean and appropriate state.**

Any damage found because of misuse, breach of the Terms of Occupancy, or contravening rules may result in a charge for any damage to the fabric of the building. Any repeat behaviours may be charged as a re-offence and any materials confiscated. If we feel that the property has not been properly maintained, you may be asked to leave the property. Details of charges are contained in your tenancy agreement. It is important that you return a signed copy of your tenancy agreement. You will be asked about this during your induction.

18. Living at Port Arthur House

When living in shared accommodation it is essential to behave in a considerate manner towards your fellow residents. Facilities are shared and therefore you have responsibility for the cleanliness, tidiness and use of common areas which requires collaboration. Others may have different standards and expectations, so it is important to discuss these respectfully. By ensuring you always clear and clean up after yourself helps maintain a comfortable and hygienic living environment for all residents.

Sharing accommodation with other students can bring many advantages in terms of student experience and social life but comes with an element of joint responsibilities.

18.1 TV Licence

Here is some information from an organisation called Smarts Agency who advise on when a TV licence will be required:

Our student web page includes useful information about when and where students need a licence, different ways to pay for it, and a handy checklist for various stages of student life.

[You student TV Licence explained](#). For further information on TV licensing, please visit <https://www.tvlicensing.co.uk/>

18.2 Sustainable living

We request that residents at Port Arthur House be mindful of using resources, energy and facilities responsibly to live sustainably and with consideration to the environment. Please use water, electricity and lighting only as necessary. Please rethink, reuse, reduce or recycle consumables.

18.3 Cleaning and Shared Living Accommodation

You and your fellow residents in Port Arthur House are all jointly responsible for cleaning up after yourselves and maintaining an acceptable hygiene standard throughout Port Arthur House.

This includes wiping up any spillages, cleaning the cookers and worktops after use, washing and putting away your dishes and cutlery.

18.4 Cleaning Day: Monday

Communal areas include the hallway, laundry room, kitchen/diner and lounge area. Please ensure that all your personal dishes and cutlery are tidied away to allow cleaners access to all surfaces and sinks to clean effectively.

The cleaners are not responsible for washing up dishes or cleaning up after you – this remains the responsibility of the residents. The cleaners will give a general clean to the communal areas. Any concerns about the cleanliness will be passed onto the Campus Services and Facilities Manager or the Head of Student Experience.

Residents are responsible for emptying bins in their rooms, bathrooms and the kitchen bins and recycling as and when this is needed.

There are recycling bins available at Port Arthur House, and we encourage our students to recycle and live sustainably.

Rubbish can be disposed of in the external metal skip outside. You will be shown where these are when you arrive.

Random checks are made on the Port Arthur House communal areas and action will be taken if necessary.

If on inspection the level of cleanliness is not satisfactory, we reserve the right to contact external cleaning contractors, and the cost will be charged on to all residents. In public areas of the residence, it is important to ensure these areas are clean and usable for the enjoyment and comfort of all the residents. Residents are expected to take their turns in cleaning the communal areas. A sample rota is provided below

Week 1 Rooms 1 & 2

Week 2 Rooms 3 & 4

Week 3 Rooms 5 & 6

Week 4 Rooms 7 & 8

Week 5 Rooms 9 & 10

Residents are responsible for cleaning their own bedroom and bathroom.

Please keep your bedroom and bathroom clean and tidy. There is a vacuum cleaner, broom, mop and bucket available for your use. These are kept in the Cleaning Cupboard. We provide a waste bin for your room, which you should empty regularly.

18.5 Departure Clean-Up

When you move out, you are expected to leave all the accommodation in a clean and tidy condition including removal of all food and drink from the fridges and cupboards. Your room, bathroom and all communal areas are included in the final departure inspection.

Charges may be made if extra cleaning is required at the end of the tenancy or, if in the interest of the other occupants, an interim clean is required.

Please note that there is a list of charges on your tenancy agreement. If your room or the communal areas are not left in a satisfactory condition, you will be liable to pay charges relating to damage or cleaning for example.

18.6 Laundry

You are responsible for your own personal laundry and the laundering of your own bedding and towels. Capsules, tablets or powder can be used in the washing machines.

The washing machines are token operated and you need to insert two tokens. The dryers take two 50p coins. Unfortunately, the new pound coins don't work.

It is important that you do not leave your washing in the washing machines or tumble dryer when they have finished, as this will prevent others from using them.

18.7 Safety and Security

We recommend you always lock your bedroom when the room is unoccupied and keep your key with you. The main door to Port Arthur House should always be locked.

- Make sure the door is fully closed and locked behind you when you leave the building
- Do not allow access to the building to anyone unless you are satisfied that they are a resident or a guest, or a UHI Shetland staff member

UHI Shetland cannot accept any responsibility for loss or damage to personal property.

18.8 Removal of Dangerous or Prohibited Items

Tenants are prohibited from bringing dangerous or offensive weapons into Port Arthur House or any other UHI Shetland property. Any items of this nature found will be confiscated, and you will be subject to disciplinary action.

18.9 Fire Awareness

There are many simple things we can all do to prevent the risk of fire:

- Keep the cooker hob free
- Switch off electrical items (such as chargers) when not in use

All emergency and fire escape routes must be kept clear of any obstructions at all times. Fire doors should never be wedged open.

Any tampering with the fire safety equipment – including covering or disconnecting smoke detectors, call points, extinguishers or fire blankets – is endangering the lives of the other residents. This is extremely serious and will be referred to the UHI Shetland Senior Management Team. This may result in disciplinary procedures which may result in eviction from Port Arthur House and referral to the police.

18.10 Fire Alarm Test and Drills

- Fire alarm tests (Wednesday 08:30am)
- Fire Drills at least once a term – random.

18.11 Lift

The lift is not to be used.

18.12 Smoking

Smoking is strictly prohibited at Port Arthur House in all areas: communal areas plus bedrooms and bathrooms. This includes all tobacco products, e-cigarettes, vapes or vaping equipment, or other smoking products.

There is a smoking shelter located directly to the side of Port Arthur House. We ask that you dispose of your cigarette ends carefully, ensuring they are fully extinguished before depositing them in the designated bin.

18.13 Drugs

Drugs of any kind are strictly prohibited at Port Arthur House. Staff have a legal duty to report any information regarding illegal drug use. If you feel you are having problems with drugs, or are worried about a friend, please do not hesitate to seek advice from the Student Support team, or your Personal Academic Tutor.

18.14 Alcohol

For residents over 18, alcohol is permitted. Please note that in Scotland the law applies at all times, and alcohol should not be supplied to anyone under 18.

Please bear in mind your own personal wellbeing and that of others when you drink. If you have visitors or guests who are drinking, you are responsible for them. You will be charged for any damages or cleaning required if caused by yourself or one of your guests.

UHI Shetland do not permit anyone under 18 drinking alcohol at Port Arthur House and UHI Shetland staff reserve the right to remove alcohol from anyone under the age of 18 while on our campus.

18.15 Illness

If you become ill while at Port Arthur House, and you wish to seek medical advice you should call 999 if it is life threatening, or NHS24 on 111 for free advice from a medical professional for non-urgent medical matters. There is also a first aid box in Port Arthur House.

If you are taken to hospital, please do let either your Personal Academic Tutor, or a member of the Port Arthur team know.

18.16 Guests

Please avoid having groups of visitors in the accommodation at any one time. It is common courtesy to speak to your fellow residents before inviting guests to Port Arthur House, and in the spirit of communal living, please do ensure that any visitors are respectful of your housemates.

Residents are responsible for the behaviour of their guests and will be held responsible for any nuisance caused or damage to property. Residents must accompany their guests at all times.

Any member of the Port Arthur House staff team has the right to refuse admission to any guest or visitor.

18.17 Vandalism and Damage

If you are found responsible for damage or vandalism to any fixtures, fittings, furniture or decoration within your room or communal areas, you will be liable for any costs incurred in rectifying the problem. **If there is damage to the common parts and no-one accepts responsibility, then all residents using that area will be billed collectively.**

Ball games around the JGC and Port Arthur House are prohibited due to risk of damage to cars and buildings.

18.18 Discipline and Student Conduct

Please make yourself familiar with the contents of this handbook. This, along with the [Student Conduct Policy](#) which are the main sources of information for student conduct at Port Arthur House. Ignorance of the rules is not considered an excuse.

For major indiscretions, breaches of rules and regulations, or for repeated anti-social behaviour, disciplinary action may be taken. This may include expulsion from the accommodation.

In the first instance, any instances of unacceptable conduct may be dealt with summarily, or by a disciplinary panel.

The Head of Student Experience shall undertake this process; however, it may be escalated to the senior management team (Principal / Depute Principal / Vice Principal) should the seriousness of the incident(s) warrant. At any disciplinary hearings you are entitled to be accompanied by the student support officer, a fellow student, Highlands and Islands Students Association (HISA) rep, or a member of staff.

18.19 Complaints Procedure

If you have a complaint relating to your accommodation, please initially report this to one of the UHI Shetland Port Arthur House contacts or by emailing pah.shetland@uhi.ac.uk. They will aim to resolve the issue as quickly as possible.

However, if you are unhappy with the outcome and wish to make a complaint, you can put it in writing either through the Red Button on our website at [About us - Complaints \(uhi.ac.uk\)](#), or by reporting to any member of staff. The staff member will

make every effort to respond to your complaint or if it needs investigating, will pass it on to the Head of Student Experience.

18.20 Early Departure

There may be several reasons why you would need to leave Port Arthur House early. Please refer to your Tenancy Agreement for further guidance.

19. What to do Before Leaving

You must leave Port Arthur House at the end of your occupancy period. You must take all your belongings and leave your room and bathroom in a clean and tidy state.

Please email pah.shetland@uhi.ac.uk with confirmation of the date you intend to leave. This helps ensure all health and safety checks can be done in advance for vacated rooms.

Upon departure you must:

- Remove your belongings from your room, bathroom, and communal areas.
- Check that all inventory items are present and in the correct place.
- Remove all rubbish from your room and make sure it is neat and tidy.
- Empty all your belongings from the kitchen area including fridges, freezers, remembering your crockery and utensils.
- Return all furniture to its original position.
- It is a good idea to take photos of your room and shared areas before leaving in case of any dispute over the condition of your room.
- Return your key to the Scalloway Campus Reception or in the drop box in the Port Arthur House porch.

Appendix 1

List of Support

Emergency (Police/Ambulance/Coastguard) number: 999

Out-of-hours / medical non-emergency: NHS24 on 111

Scalloway GP (General Practitioner) Surgery: 01595 880219

Gilbert Bain Hospital (Lerwick): 01595 743000

UHI have a very comprehensive list of support and how to here:

<https://www.uhi.ac.uk/en/students/support/support-for-your-wellbeing-and-mental-health/health-and-wellbeing/mental-health>

Spectrum.Life allows you to access a 24/7 mental health phonenumber. This is a free service to our students. The lines are staffed by trained counsellors and psychotherapists. You can call or use WhatsApp/text:

0800 0318227 (phone)

07418 360780 (WhatsApp/text) – just text ‘Hi’

You can talk to them about anything such as stress, anxiety, low mood, financial worries, loss and grief, relationship difficulties and substance abuse.

<https://uhi.spectrum.life/login>

Wellbeing and Counselling

Gwen Abernethy is a Person-Centred counsellor with 15 years' experience in the field. Gwen is delighted to be developing a wellbeing service for students of UHI Shetland.

Gwen is passionate about people having the right to make informed choice in their lives; and recognises that for all of us, making choices about our lives and wellbeing can be hard. This can be especially when life events in the here and now or from the past, present us with difficulties. Choosing to work with Gwen means working together at your own pace to create a secure space and a relationship where you can express and experience thoughts and feelings in a non-judgmental and accepting manner.



Counselling is a confidential place where you can meet regularly at an agreed time usually for an hour. Gwen will work with you and will never tell you what to do but thorough discussing openly and without judgment what is on your mind we aim for change in your position. These changes can be external, like making decisions about practical things, or internal, changing the way you feel about or respond to things.

Counselling is only one way of looking after your emotional wellbeing. Support sessions, for when you just need a one-off confidential chat with someone can also be arranged. Once you contact Gwen, she will ask you to fill out a short form to make sure the service is right for you.

To find out more, email counselling.shetland@uhi.ac.uk.

You can also use the University's Online Counselling service via the green button.

Student Accommodation Handbook

Lead Officer (Post):	Vice Principal (Operations)
Responsible Office/Department:	Operations / Student Experience
Responsible Committee:	Operations and Estates
Review Officer (Post):	Head of Student Experience
Date policy approved:	29/08/2025
Date policy last reviewed and updated:	18/06/2026
Date policy due for review:	01/06/2029

Version Control and Change History

Version	Date	Approved by	Amendment(s)	Author
0	29/08/25	Depute Principal		Depute Principal
1	18/06/26	Operations and Estates	Reformatted, links replaced, job title changes, more info added to sections 10 and 11	Depute Principal / Compliance Coordinator