



Orlando Village Community Guidelines

Purpose

These guidelines are here to ensure everyone at Orlando Village can live, study, and socialise in a safe, respectful, and positive environment. By following these rules, we can create a comfortable home for everyone.

Residential Rules (RR)

RR1. Noise and Respect for Others

Please keep noise levels low, especially during quiet hours:

- Quiet hours begin at 11:00 PM across all accommodations. Noise should not be heard in neighbouring rooms or corridors after this time.
- For residents in designated quiet flats, quiet hours start at 10:00 PM.
- Always show consideration for others by keeping noise to a minimum, even outside of quiet hours.
- If noise becomes an issue, try speaking to the person involved. If this doesn't resolve the problem, contact the Lodge or the out-of-hours number for assistance.

RR2. Cleanliness

We all share the responsibility of keeping our living spaces clean:

- Keep communal areas, like kitchens, tidy and free of clutter.
- Dispose of rubbish regularly to avoid hygiene issues.
- Personal items left in communal areas are at your own risk.
- It is everyone's responsibility to maintain communal cleanliness. Failure to do so may result in cleaning charges.

The management of Orlando Village reserves the right to update this policy at any time to maintain the safety and security of the site.

- Bathrooms should be left clean and ready for the next resident to use. Avoid using bathrooms to dry clothes or store belongings.

RR3. Respect and Good Conduct

Respect your flatmates, staff, and the local community:

- Bullying, harassment, or any kind of threatening behaviour will not be tolerated.
- Respect each other's property in communal spaces. Do not take or use other residents' belongings without their permission. Doing so without consent is considered theft.
- Look after your own and others' property with care.
- Use of drugs is strictly prohibited, and any breach will be dealt with under a zero-tolerance policy.

RR4. Damage to Property

Take care of Orlando Village property:

- If you damage something, you'll be responsible for repair or replacement costs.
- For communal areas, costs may be shared among all residents if the responsible person isn't identified.

RR5. Cooking Safely

Safety is key when using the kitchen:

- Never leave cooking appliances unattended.
- Report any faulty equipment to the maintenance team.

RR6. Keys and Access Cards

Your keys and access cards are your responsibility:

- Do not lend them to others.
- Lost keys/cards must be reported immediately.
- Return old keys promptly if you're changing rooms.
- Sharing keys or access cards with individuals who do not live in your flat is strictly prohibited and a serious security breach.

RR7. Window Safety

For your safety, do not tamper with window restrictors, climb out of windows, or sit on window ledges. Windows are restricted to prevent accidents and ensure security.

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RR8. Pets

Pets are not allowed at Orlando Village, except for approved assistance animals.

- Assistance animals must be registered and meet specific guidelines.

RR9. Motor Vehicles and Parking

Parking is only available with a valid permit. Unauthorised vehicles may be fined or removed.

RR10. Parties and Gatherings

Keep social gatherings small and considerate:

- Large parties are not allowed.
- Small gatherings in kitchens do not require prior approval but must remain respectful to others.
- Guests must follow noise rules and leave if asked by staff.

RR11. Visitors and Guests

You are responsible for your guests:

- Guests must sign in at the Lodge upon arrival. When the Lodge is closed, contact the out-of-hours number to register your guest.
- Overnight stays are limited to 3 nights.
- Guests under 18 are not allowed to stay overnight. Children may visit between 9 AM and 5 PM and must be registered at the Lodge.
- Guests must not disrupt other residents or break any rules.
- Security reserves the right to refuse entry to visitors or remove them if they are causing a nuisance.

RR12. Subletting

Subletting your room or allowing unregistered individuals to stay is not permitted.

RR13. Room Access

Staff may need to access your room for maintenance or welfare checks. Advance notice will be given except in emergencies.

RR14. Prohibited Items

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The following are not allowed:

- Non-CE marked electrical items, weapons, flammable materials, and hazardous substances.
- Charging of e-scooters, e-bikes, or vape batteries indoors is not permitted.

RR15. Candles and Incense

Burning candles or incense is not allowed.

RR16. Bicycle and E-Scooter Storage

Bicycles and e-scooters should be stored in designated areas, not inside rooms or communal spaces.

RR17. Window Displays

Please avoid displaying items like flags, posters, or alcohol containers in your windows. Small decorations on internal windowsills are fine.

RR18. Health and Safety Compliance

Follow fire safety regulations:

- Evacuate immediately during fire alarms.
- Do not interfere with fire safety equipment.
- Keep fire doors closed and never prop them open. Propping flat doors open is a breach of security and compromises the safety of other tenants.

RR19. Shared Spaces

Keep communal spaces tidy and pleasant for everyone:

- Don't leave personal items in shared areas. They are left at your own risk.
- Respect communal areas by keeping them clean and tidy. Failure to maintain cleanliness may result in cleaning charges.
- Outdoor spaces should be used considerately, keeping noise to a minimum.

RR20. Alcohol-Free Flats

In alcohol-free flats, no alcohol should be brought in, stored, or consumed.

RR21. Smoking

The management of Orlando Village reserves the right to update this policy at any time to maintain the safety and security of the site.

Smoking, including vaping, is not allowed inside buildings. Please smoke at least 4 metres away from any building.

RR22. Common Room Usage

- Security has the right to close the common room if they believe there is a safety risk or breach of rules.
- Visitors causing disturbances may be removed by Security.

Fire Safety

What are your fire safety procedures?

Fire safety procedures include regular drills, fire equipment maintenance, and clearly marked evacuation routes.

How can I keep safe from fire in my flat?

- Never leave cooking unattended.
- Keep fire doors closed.
- Report faulty equipment immediately.

What should I do if there's a fire?

- Evacuate the building immediately and follow the marked exit routes.
- Assemble at the designated meeting point.
- Do not return to the building until instructed.

How can I prevent false fire alarms?

- Avoid tampering with smoke detectors.
- Use extractor fans when cooking to minimise smoke.

Why are my windows restricted?

Window restrictors are in place to ensure your safety and prevent accidents.

What's your policy on smoking/vaping?

Smoking and vaping are prohibited inside all buildings. Please use designated smoking areas at least 4 metres away from any building.

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Planned Power Outages

What should I do to prepare for a planned power outage?

- Charge essential devices in advance.
- Keep torches or battery-powered lights ready.

What should I do during a planned power outage?

- Limit the opening of fridge/freezer doors to preserve food.
- Use blankets to stay warm.
- Avoid using candles for light.

What should I do when the lights are out?

- Use torches or battery-powered lights.
- Contact the Lodge or out-of-hours number if needed.

How can I keep warm in my flat when the power is out?

- Layer clothing and use extra blankets.
- Keep doors and windows closed to retain heat.

How will I know if there's a planned power outage?

- You will be notified in advance via email or notices at the Lodge.

Safety and Security

What are the key tips for keeping safe in my accommodation?

- Lock your doors and windows when leaving your flat.
- Report lost keys or fobs immediately.

How can I keep safe online?

- Use strong, unique passwords for your accounts.
- Avoid sharing personal information with strangers.

How do I report suspicious behaviour or concerns?

- Report any concerns to the Lodge or the out-of-hours number immediately.

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When should I call the Emergency Control Centre number?

- Use this number for urgent issues, such as safety concerns or emergencies.

What should I do in an emergency?

- Contact emergency services if necessary (999 in the UK).
- Inform the Lodge or out-of-hours number.

Support and Wellbeing

How can you support my mental health and wellbeing?

- The Orlando Village team is here to listen and direct you to available resources.

What should I do if I'm worried about someone else?

- Speak to a member of staff for advice and support.

How can you support my financial wellbeing?

- We offer flexible payment plans and advice to help you manage your finances.

How do I look after myself and others at university?

- Maintain a healthy balance of work, rest, and social activities.
- Look out for your friends and flatmates.

What is your equality, diversity, and inclusion policy?

- We are committed to providing an inclusive environment for all residents.

How do you support students with additional needs?

- We provide tailored support and can make reasonable adjustments to meet your needs. Please contact the Lodge for further assistance.

These updates address additional important questions and ensure the guidelines are comprehensive and easy to follow.

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