

WIGWE UNIVERSITY

STUDENT ACCOMMODATION HANDBOOK

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1. INTRODUCTION

1.1 Purpose of Manual

Welcome to Wigwe University.

We are pleased to receive you at our residences (“the Hostel”) as your residence while on campus, and we are dedicated to ensuring students have access to secure, comfortable and affordable accommodation during their studies. We have prepared this Student Accommodation Handbook (SAH) with useful information to help you throughout the duration of your time here. It outlines the available services, accommodation options, procedures and processes students should be aware of while living in the university Hostel.

Please read this handbook carefully and keep it available for easy reference when you are in doubt about policies.

1.2 Overview of Hostel Services

The Hostel Service (HS) is designed to support students throughout their time living in university Hostel. Services offered include:

- **Accommodation Placement:** Providing students with university-managed Hostels.
- **Amenities:** Internet access and laundry facilities.
- **Food and Beverage:** Dining room, where meals will be served.
- **Maintenance and Repairs:** Timely responses to maintenance issues through a dedicated support system.
- **Wellbeing Support:** Recreation activities, access to local and international news, grooming services.
- **24/7 Security:** Ensuring a safe living environment through round-the-clock security personnel and CCTV monitoring.

2. DEFINITIONS

In this manual, the following words shall have the following meaning:

“Accommodation” shall mean the room or apartment allocated to you to live in and any shared facilities which you are entitled to use under this agreement.

“Hostel” shall mean the place of residence for the students of Wigwe University, maintained or recognized to be as such by the university.

“Resident” shall mean the occupier of an apartment in the Hostel and, where necessary, shall be taken to refer as well to his/her invites and visitors so that the Resident shall always bear

responsibility for the conducts of any person who he/she shall cause or allow to enter the Hostel.

“Common facilities” shall mean the roadways, walkways, lobby, lifestyle floor, electrical installation and equipment, the terraces and all other common amenities in the Hostel that have been or will be provided for the mutual enjoyment and benefit of Residents in good standing.

“Shared facilities” shall mean all shared facilities and areas within a shared apartment. Typically these may include shared toilet, bathroom, kitchen and/or living room.

“Residents in good standing” shall mean the legal occupier of apartments in the Hostel who has met all financial obligations and has complied in every respect with the requirements of these Byelaws.

“The University” shall mean Wigwe University.

3. ACCOMODATION OPTIONS

3.1 Types of Apartments

Wigwe University offers a range of accommodation types to suit different needs and preferences. These apartments are fully managed by the University ensuring convenience and security.

The Apartment types include:

- **Premium One Room En-suite:** This is a private bedroom with attached bathroom (en-suite). Facilities include beds, reading desks and chairs, wardrobe and shelves.
- **Classic 1 Double Bed:** A furnished single bedroom unit with shared bathroom. Facilities include bed, desk, chairs and wardrobe for each occupant.
- **Classic 2 Quadruple Room:** Furnished units, with single beds, study desk/chairs, and wardrobe for each occupant.

3.2 Eligibility Criteria

The Hostel agrees to provide accommodation to students for a period of one academic year subject to the following conditions being met:

- The candidate must be a full-time Undergraduate or Postgraduate student of Wigwe University during the academic year.
- Students must have paid all fees (accommodation, caution deposit and service charges) before a space can be assigned.

- The Resident and his/her Parent/Guardian must have completed, signed and returned the **Hostel Service Agreement**, confirming their agreement to the **Terms and Conditions** therein.

3.3 Hostel Application Process

3.3.1. New Students

Application for accommodation opens once a student has been accepted to the university. Early applications are encouraged, as apartments are allocated on a first-come, first-served basis.

3.3.2. Returning Students

Returning students may apply for accommodation starting a month to resumption of a new academic session.

3.3.3. How to Apply

- **Create an Account:** Register through the Student Accommodation Portal using your student ID.
- **Choose your Accommodation Type:** Select your preferred type of accommodation from the available options.
- **Submit Application:** Complete the online application form, including any special requirements (e.g. medical needs).
- **Confirmation and Allocation:** You will receive an offer within 2 weeks of applying. Students have 2 days to accept the offer and pay a reservation fee.
- **Apartment Allocation:** Allocation is based on availability, student preferences, and needs.
- **Other Details:** Provide the details and pictures of three family approved visitors (FAV).

4. MOVE-IN PROCEDURES

4.1. Check-in Process

Follow the outlined steps to make your move-in experience as stress-free as possible.

4.1.1. Pre-Arrival Checklist

Before arriving at your student accommodation, please ensure the following tasks have been ticked off:

- **Accommodation Offer Acceptance:** Log into the Student Accommodation Portal and confirm your acceptance of the accommodation offer. Pay any required reservation fee or deposit as outlined in your acceptance letter.

- **Complete Pre-Arrival Forms:** Fill the online "Check-in Form," indicating your arrival date and time. Inform the accommodation office of any special accommodation needs (e.g. medical or accessibility needs). The "Special Request Form" should be completed in advance.

4.1.2. Check-in Day

On the day of your check-in, it is important to follow these steps for a seamless check-in experience:

- **Arrival Time:** Arrive at the designated time and slot, as outlined in your pre-arrival communication to avoid overcrowding and long waits.
- **Welcome Desk:** Once you arrive, go straight to the designated welcome desk or reception at your Hostel facility to check-in.
- **Required Documents:** Ensure you bring the following: Confirmation of Accommodation Offer, means of identification/Student ID, any required health certificates, etc. Check-in must be completed in person.
- **Check-in:** Collect your room key or access card.
- The Hostel Orientation Programme is an important function in the hostel calendar. Residents are required to attend and be involved in this function unless it clashes with residents' academic obligation. Prior approval should be obtained from the Warden or the Accommodation for absence from the event.

4.2. Key Distribution

At check-in, the designated reception desk will issue to the resident one set of keys/key card (additional sets will be kept at the reception for any emergency access required). At the point of issue, the incoming resident will be required to sign and date that they have received one set of keys or a key card.

4.2.1. Lost Key Procedure

If a key is lost, replacements can only be issued by the relevant reception desk and furthermore will only be issued to the resident of the apartment after their identity has been confirmed (usually by their student ID).

4.2.2. Charge for Lost Key

When a replacement key is issued, the resident must sign to acknowledge receipt and furthermore that they will be charged N10,000 for a lost/stolen key. Further charges will apply if a lock change is required.

4.2.3. Locked Out of Room

If you lock yourself out of your apartment during reception opening hours, you will be issued with a replacement key in accordance with the "Lost Key Procedure" (above). All lock-outs attended to by the Reception Desk are recorded.

4.2.4. End of Academic session / End of Annual Contract

Residents are responsible for returning the key to the reception upon departure. If the key has not been returned within 24 hours of the contract ending, then the resident will receive an email from the Reception Desk informing them that they will be charged.

4.2.5. Access to Apartments

- **At request of Resident:** Reception will only authorize access to an occupied apartment by someone other than the resident after receipt of a signed letter from the resident or an email from their university account. This request will only be agreed if it is specifically stated what object(s) or belonging(s) the third party wishes to remove on their behalf. The third party will then be accompanied to the apartment by a member of staff asked to sign paperwork confirming what has been removed.
- **Authorized Staff:** Reception will, when required, issue keys to Housekeepers who are responsible for cleaning apartments, and other staff such as maintenance and porters when emergency access is required, or the resident has requested a repair.
- **Declaration of Devices:** All devices must be registered with the ICT team on arrival and must be cleared by the ICT team at the end of the session on departure.

4.3. Move-In Condition Report

Upon arrival at the residence, you will be provided a Move-In Condition Report of the apartment, which will be used to document the condition of the property at the beginning of your occupancy. You are advised to carefully check the condition of your apartment using the form provided. Note any pre-existing damages or issues and report them via the maintenance portal within 48 hours to avoid liability.

5. MOVE-OUT PROCEDURE

- Students must vacate their accommodation by the official "move-out" date, at the end of their lease.
- Present your Student ID Card and return the completed clearance form with the correct and original key to the Reception Desk.
- Late check-out without prior approval may result in additional fees.
- A final "Room Inspection" will be conducted to assess any damages, cleanliness, or missing items. Any charges for repairs or cleaning will be deducted from the students "Caution Deposit".
- Students who have completed the check-out procedures will not be allowed to return to the Hostel apartment again. The access right to the Hostel will be immediately deactivated after completion of check-out.

- Residents can authorize another Wigwe University Student to complete check-out procedures by submitting an authorization letter (including full name, student ID, Hostel number, and signature) of the resident and the authorized person in written format. The authorized person should present the authorization letter, the residents' student ID card copy, and his/her own Student ID card to the Reception Desk staff.

6. RESIDENTS' COMMUNICATION

6.1. Telephone Calls to The Front Desk/Concierge

The front desk staff will always be available to take your calls. Please state the reason for your call so that it may be directed to the appropriate unit. The unit you require may not be available, should this happen, your call will be redirected to another unit to handle your request.

6.2. Emergency Calls

For emergencies, please call Front Desk. If the emergency is life-threatening, call the emergency number If this is a work order issue, please go to your porter, fill out the request form, and kindly provide photos if possible.

6.3. Maintenance/Repairs Requests

Below is the process for resolving maintenance/repairs requests:

- Resident makes a written requisition to the Facility Management (FM) department or via the portal.
- The FM representative records the contact information of the resident and the details of the request.
- An FM representative then proceeds to carry out a detailed inspection of the fault.
- Following the inspection, the FM's representative will classify the residents' request and evaluate the level of support needed, including whether the request calls for immediate repairs without spare parts or the replacement of damaged or worn-out components.
- Where replacement is required, it shall further be determined if the cost of replacement is the resident's responsibility to replace the damaged component or the FM's.
- Resolution of the resident's requisition.
- Confirmation of the resolution and closure of the request.

7. RESIDENTIAL GUIDELINES

7.1. Code of Conduct

The Student Accommodation Code of Conduct is designed to ensure a safe, respectful, and

harmonious living environment for all residents. By living in the University-Managed Accommodation, students agree to abide by the rules and expectations outlined in this document. Violation may result in disciplinary actions, including fines, eviction, or referral to the University's disciplinary board.

The University reserves the right to make changes to this code of conduct. Residents will be informed of any significant amendments, and these changes will be effective from the date of notification.

Please refer to the students' handbook for more details.

7.1.1. Respectful Conduct

Residents must treat fellow students, staff, and visitors with respect regardless of race, gender, nationality, religion, disability, or any other differences. Please refer to the students' handbook for more details.

7.1.2. Quiet Hours

Adhere to designated quiet hours (10:00 PM - 6:00 AM) to maintain a peaceful environment. Limit noise levels in rooms and common areas, especially during these times so as not to disturb other residents' studies, sleep, or comfort.

7.1.3. Guest Policy

Guests/visitors must be registered at the Reception Desk and have their Guest/Visitors ID properly displayed. Guests/visitors are not allowed in the apartments unless authorized.

- Overnight guests are not allowed.
- You are responsible for the behavior of any invited guest/visitor in your apartment and within the residence. You must ensure they adhere to all house rules.
- Students and their guests/visitors must obey the visiting hours as specified in the Hostel Residence Service Agreement (Terms & Conditions).

7.1.4. Use of Common Areas

- Common spaces such as kitchens, bathrooms, and lounges are shared spaces among residents. **Everyone is expected to clean up after themselves and maintain these areas to a high standard. Defaulters will be penalized.**
- Residents should not leave personal belongings in communal areas. **The University is not responsible for lost or stolen items.**

7.1.5. Apartment Regulations

- Personalize your apartment within reasonable limits. **Use non-damaging decorations.** Students shall not drive any pegs or nails into walls or stick posters on walls, windows, and doors.
- Do not alter locks or make structural changes.
- Furniture and beddings should not be removed from any apartment or common area without prior approval of the Warden, Accommodation Office, and the University.
- Residents should not switch assigned apartments without prior approval of the University.
- To conserve energy, residents are requested to turn off lights, fans and air conditioners when they leave their apartments.
- Students are expected to ensure cleanliness of their rooms and maintain general upkeep of hostel premises.

7.1.6. Food

There will be no cooking in the rooms. Cooked meals can be purchased at the cafeteria. Meal plans can be paid for ahead of time or via card at the cafeteria. You will need to bring your Student ID Card to the cafeteria each time for meals. **Ordering of meals from outside the campus is prohibited. Defaulters will be sanctioned.**

7.1.7. Alcohol Use

Alcohol consumption is prohibited in the Hostel. Students found in violation of this policy will be reported to the appropriate authorities for disciplinary action. Alcohol policy violation could lead to Termination of Residency without refund.

7.1.8. Drug Use

The possession, use, or distribution of illegal drugs in the University Accommodation is strictly prohibited and will result in disciplinary action, including potential eviction and referral to the University Disciplinary board. There will be frequent on the spot drug checks.

7.1.9. Zero Smoking Policy

The entire University Campus is a Smoke-Free Hostel. Students are not allowed to smoke within the Hostel and its environment.

7.1.10. Weapons Possession

Students are prohibited from having weapons of any kind (firearms, knives, sharp objects, including, bottles, metal cutlery etc.).

7.1.11. Gambling

No gambling and thrifts of any kind shall be allowed on the premises of the campus.

7.1.12 Pets

Pets are not allowed within and around the campus.

7.1.13. Conflict Resolution

- **Communication:** Address issues directly and respectfully with housemates.
-Mediation: If conflict persists, seek mediation from a designated staff member or house leader. The Residential Advisor or Accommodation office can provide mediation service to resolve issues peacefully.
- If mediation does not resolve the issue, or if a student feels uncomfortable addressing the issue directly, they can submit a formal complaint to the Accommodation Office. The office will review the case and take appropriate action.

7.1.14. Waste Disposal

- All waste from apartments must be properly disposed of at the designated refuse bin.
- Waste from apartments must be properly packed in disposable nylons before being placed in the designated bins.
- The public area cleaners will take out the bins daily and empty into the main refuse dump.
- The main refuse dump is cleared out weekly.

7.1.15. Laundry

- Each student is expected to come with a laundry kit consisting of a top bedsheet (duvet), bed sheet, and pillow case. The laundry facility is available once a week.
- For personal laundry, card-operated laundry facilities are provided in all residences. To access this, students can purchase tokens at the front desk.
- Please note that the use of the laundry facilities is at your own risk. The Hostel will not be responsible for damaged, stolen or lost clothing. Any items left abandoned in laundry rooms will be removed and treated as lost and found. Lost and found items will be kept at the front desk.
- Laundry detergent must be supplied by residents.
- Please notify the Front Desk of any malfunctioning laundry machines.

7.1.16. Student Cafeteria

A well-run cafeteria operates to provide wholesome meals and menu regulated by a committee. Hostellers are at liberty to consume food and beverages at their discretion at the designated cafeterias on campus. Canteen Rules include:

- The cafeteria will remain open from 7 am to 9:30 pm, and meal timings as displayed will be observed.

- Students other than the canteen committee members are strictly prohibited from entering the kitchen or store room of the canteen.
- No student will abuse, quarrel, or manhandle the canteen staff.
- Any complaint regarding quality or quantity of food, hygiene, etc., is to be made in writing to the Canteen Committee.
- Students are not allowed to take the food plates or cutleries out of the dining hall. - After meals, students are expected to deposit their plates in the designated utensils cleaning area.

Meal Timings:

- **Breakfast:** 07:00 AM to 09:00 AM (Sunday/Holiday 08:00 AM to 10:00 AM)
- **Lunch:** 12:30 PM to 02:00 PM
- **Dinner:** 06:00 PM to 09:30 PM

8. Theft Reporting Procedure

At Wigwe University, the safety and security of our residents are of paramount importance. In the unfortunate event of a theft or suspected theft within the hostel premises, the following procedure should be followed to ensure proper handling and investigation of the situation:

8.1. Immediate Actions Upon Discovering Theft

- **Stay Calm:** Do not panic; remain calm and assess the situation.
- **Avoid Tampering with the Scene:** Do not disturb or touch any area where the theft occurred as this may interfere with potential evidence.
- **Check for Missing Items:** Carefully verify which items are missing and check surrounding areas to ensure they were not misplaced.

8.1.2. Reporting the Theft

- **a) Inform Hostel Security:**
 - Contact the Hostel Security Office immediately or go to the nearest security desk.
 - Provide details such as:
 - The location of the theft (room number, common area, etc.)
 - The time you noticed the missing items
 - A detailed description of the stolen item(s)
 - Any suspicious activity or people around the area during the time of the theft.

- **b) File an Incident Report:**

- Visit the Reception Desk or use the Student Accommodation Portal to file an official incident report regarding the theft.
- The report should include:
 - Your full name, student ID, and contact information
 - A full description of the stolen item(s)
 - The exact time and location where the theft occurred
 - Any other relevant details (e.g., witnesses, suspicious behavior, or previous thefts).

8.1.3. Lost and Found Procedure

At Wigwe University, the Lost and Found procedure is established to help residents recover misplaced or lost items within the hostel premises. This process ensures that lost items are properly recorded, stored, and returned to their rightful owners.

8.1.3.1. Immediate Actions Upon Losing or Finding an Item

A) If You Have Lost an Item:

- Stay Calm:** Try to retrace your steps and check the areas where you believe the item was last seen.
- Inform Hostel Management:** Report the loss immediately to the Hostel Reception Desk or Hostel Security by providing a detailed description of the lost item, including:
 - Time and location where the item was last seen.
 - A detailed description (colour, size, brand, or unique features).
 - Contact Hostel Security or fill out the Lost Property Form available at the Reception Desk or via the Student Accommodation Portal.

B) If You Have Found an Item:

i. Turn It In:

- Immediately take the found item to the Hostel Reception Desk or Hostel Security Office.
- Provide information about where and when the item was found.

ii. **Avoid Keeping Found Items:** It is the responsibility of all students to turn in lost items, as withholding lost property is against university policy and can lead to disciplinary action.

iii. Commendation letters will be annually issued to students who found most of the items.

8.1.3.2. Reporting and Documenting Lost and Found Items

A) For Lost Items:

- i. Fill out a Lost Property Report at the Hostel Reception Desk or online through the Student Accommodation Portal.
- ii. The form should include:
 - Your contact details (name, student ID, room number).
 - A full description of the lost item.
 - Estimated time and place where the item was lost.
 - Any specific identifiers (serial numbers, unique features, or markings).

B) For Found Items:

- i. The Found Item Report is to be filed out at the Hostel Reception Desk, including:
 - Details of the item found.
 - Location and time where the item were discovered.
 - Your contact details for potential follow-up.

C) Record – Keeping:

The Reception Desk maintains a Lost and Found Logbook or Online Record System where all lost and found items are registered with the following details:

- Item description.
- Date and time of loss or recovery
- Contact information of both the person who lost the item and the person who found it (if applicable).
- Storage location of the item.

8.1.3.3. Item Retrieval Process

a) For the Owner of a Lost Item:

- i. Once an item matching your lost property description is found, you will be notified by the Hostel Reception or Security via phone, email, or through the Student Accommodation Portal.
- ii. To retrieve the item:
 - **Provide Identification:** Present your student ID and give a detailed description of the item.
 - **Proof of Ownership:** In some cases, proof of ownership may be required (e.g., matching a serial number, describing specific characteristics of the item).

- **Sign Acknowledgment:** Upon receiving your item, you will be required to sign an acknowledgment form confirming the item's return.

b) For the Person Who Found the Item:

- If the rightful owner is located, the person who found the item will be notified once the item is returned.
- There is no financial reward from the university for returning found items, but students are encouraged to practice honesty and integrity.
- Commendation letters will be annually issued to students who found most of the items.

9. MAINTENANCE AND REPAIRS

a) Reporting Issues:

Report any safety concerns such as broken locks, faulty electrical appliances, or structural damage through the "maintenance portal". The University will prioritize repairs related to safety hazards. Emergencies can also be reported by contacting:

- **Reception** on 080xxxxxxx, 24/7
- **Emergency Hotline** on 080xxxxxxx
- **Campus Security** on 080xxxxxxx

ii. Provide the following details:

- Your name and accommodation building/room number.
- Description of the problem.
- Whether the issue poses immediate danger to you or others.

b) Emergency Repairs

i. What qualifies as an emergency repair? Emergency repairs are issues that pose an immediate threat to health, safety, or the habitability of the accommodation. These issues require urgent attention and include, but are not limited to:

- **Fire Hazards:** exposed wires, electrical faults causing sparks or overheating.
- **Flooding** or significant water leaks: burst pipes, major plumbing issues, or leaks causing damage.
- **Loss of essential services:** Complete power outage, no access to water, a/c not cooling.
- **Gas Leaks:** Any smell of gas or suspected gas leak should be reported immediately.

- **Structural Damage:** Major damage to walls, ceilings, or roofs that may cause collapse or injury.
- **Broken locks or security issues:** Faulty doors, windows, or locks that compromise the security of the building or apartment.

c) Routine Maintenance Schedule: Routine maintenance is essential for ensuring that accommodation facilities remain functional, clean, and safe. This maintenance covers:

- Regular inspection of a/c's, electrical systems, etc.
- Cleaning and maintenance of communal areas, kitchen, and bathrooms.
- Repair of minor wear and tear, including plumbing, furniture, and lighting.
- Pest control (fumigation) and waste management services.

Notification of Maintenance Work:

- For scheduled maintenance that may affect your apartment or building, the Accommodation Office will provide at least 48 hours' notice.
- In cases where immediate repairs are needed (e.g., sudden water heater breakdown), you may be given shorter notice.

10. HEALTH AND SAFETY

Ensuring the safety and well-being of all students is a top priority at Wigwe University. The following protocols and resources are designed to help residents live in a safe environment and respond effectively to emergencies.

a) Fire Safety Protocol

1. Fire Alarms and Detection Systems:

- All accommodation buildings are equipped with fire alarms and smoke detectors in each room and common areas. These systems are regularly tested.
- Fire extinguishers can be found in designated areas.
- Do not tamper with or disable smoke detectors, fire alarms, or firefighting equipment, as it poses a serious risk and is a violation of the accommodation code of conduct.

10.1 Fire Evacuation Routes

- Upon moving in, familiarize yourself with the fire exits and evacuation routes. Maps showing evacuation routes are displayed on each floor.
- Fire exit doors must always remain closed and should not be obstructed.
- Residents must comply with all fire drill procedures.

10.2 Prohibited Fire Hazards

- The use of candles, incense, stoves, and any open flame device is strictly prohibited in the residence halls.
- Do not use any non-approved electrical appliances that pose a risk (e.g., faulty or non-regulated devices like boiling rings, pressing iron, electric stove, electric kettle, electric cooker, halogen lamps, etc.).

10.3 Electrical Safety

- Only use electrical appliances that comply with local safety standards (e.g., properly grounded and voltage-compatible).
- Overloading electrical sockets is prohibited. Use power strips with surge protection if multiple devices need to be plugged in.
- Report any faulty or sparking electrical equipment to the maintenance team immediately via the Maintenance Portal.

b) Emergency Procedures

- **Fire Emergency Procedure:** In the event of a fire or if the fire alarm sounds:
 - Do not panic, remain calm.
 - Evacuate the building immediately using the nearest fire exit. Do not use elevators during a fire emergency.
 - Close all doors behind you to prevent the fire from spreading.
 - Activate the nearest Fire Alarm (if it hasn't already been triggered) and call the campus security or the Emergency Fire Services on 080xxxxxxx.
 - Proceed to the assembly point designated for your building.
 - Assembly points are marked outside each residence and are detailed on the evacuation map/plan.
 - Do not re-enter the building until instructed to do so by emergency personnel or accommodation staff.

10.4. Medical Emergency Procedure:

If you or someone else has a medical emergency:

- **Call for help:** Contact Campus Security or emergency medical services on 080xxxxxxx.

- **Provide key information:** Your location and nature of emergency; whether the person is conscious or breathing.
- **First Aid Response:** If you or someone nearby is trained in First Aid, begin administering first aid until medical help arrives. Remain with the injured person; stay with the person and reassure them until help arrives.

c) First Aid Resources

Location of First Aid Kits:

These are located at the Reception Desk of each Accommodation building and in common areas, such as kitchens. They are stocked with basic supplies for treating minor injuries.

Residential Advisors

Residential Advisors and porters are trained in basic First Aid and are available to aid in case of minor injuries or medical issues. They can also help contact emergency medical services when necessary.

Medical Services

On-Campus Medical Centre: The University has a fully equipped medical centre that provides general medical services. Students can make appointments for non-emergency issues such as check-ups, minor injuries, or illnesses.

11. SUPPORT SERVICES

At Wigwe University, a range of support services are available to assist students during their time in the university accommodation and throughout their academic journey. These services are designed to ensure student well-being, safety, academic success, and overall positive university experience.

11.1 Resident Advisors

11.1.1 Role of Resident Advisors

- Resident Advisors (RAs) are trained staff members who live in the residence halls to provide support, guidance, and resources to students.
- RAs serve as the first point of contact for students experiencing issues related to accommodation, roommate conflicts, or general concerns about life on campus.

11.1.2 Responsibilities of RAs:

- **Promote Community Engagement:** RAs organize social activities, events, and floor meetings to help students build a sense of community and adjust to university life.

- **Support Student Well-being:** They monitor the emotional and mental well-being of students, offering formal advice and referrals to other campus support services (e.g. counselling).
- **Conflict Resolution:** RAs are trained to mediate conflicts between roommates or other residents, helping resolve disputes fairly and respectfully.
- **Enforce Accommodation Policies:** RAs ensure students are adhering to the accommodation rules (e.g. quiet hours, guest policies, and cleanliness) and address violations where necessary.
- **Emergency:** In case of an emergency (e.g. fire, health crises, or safety threat) RAs provide initial assistance and contact emergency services or campus security.

11.1.3 Availability:

- RAs are available 24/7 for urgent issues or emergencies, and students can contact them via phone, email, or in person. For non-urgent matters, RAs hold regular office hours and floor meetings.

11.2 Counselling Services

11.2.1 Overview of Counselling Services

- The University's Counselling Centre offers professional mental health and emotional support to all students, including those living in University Accommodation.
- The Counselling Services are confidential and free, designed to help students cope with personal challenges, academic stress, mental health issues, and transitional difficulties during University life. Types of counselling include individual counselling, group counselling, workshops, and seminars.
- Students can book appointments via the counselling centre's website or by visiting the centre in person.
- Counselling services are strictly confidential, and students' personal information will not be shared without consent, except in situations where there is a risk of harm.

Academic Support Resources

Academic Advisors are available to help students navigate their academic programs, choose courses, and stay on track for graduation. They assist with academic planning, understanding degree requirements, and providing advice on course load management. Other support resources include Study skill Workshops, Libraries, and Study Spaces.

12. POLICIES AND REGULATIONS

12.1. Lease Agreements

i. Lease Duration: The standard lease period for undergraduate student accommodation is

for the full academic year (1 year), as per the academic calendar of the respective programme of the respective institute in which the student is studying.

ii. Signing the Lease: All students and their parents or guardians must sign the "Hostel Residence Service Agreement" before moving into the University Accommodation. By signing the agreement, the students agree to abide by the accommodation's code of conduct and policies, including all payment obligations, and maintenance of the property.

iii. Subletting: Subletting of University Accommodation is strictly prohibited. Students found subletting their apartment or sharing it with non-authorized individuals will be subject to disciplinary action, including possible eviction.

iv. Room Move: Room move may be requested, subject to availability. Students wishing to move rooms must submit a "Room Move Request Form" via the Accommodation Office. Room moves will be considered based on room availability and the reason for the request (e.g. incompatibility roommates, medical reasons). An "administrative fee" may apply for non-emergency transfers and upon obtaining the required consent all the terms and conditions of the existing Agreement are transferable to the new Apartment.

12.2. Termination of Lease and Eviction

a) Grounds for Eviction: The underlisted grounds for eviction are intended to protect the well-being and safety of all residents. Students may face eviction for the following reasons:

- Breach of the Code-of-Conduct, including vandalism, violence, or substance abuse.
- Housing violations, such as subletting, unauthorized occupants, or exceeding the guest limit.
- Wilful disobedience or defiance of authority.
- Frequent violation of House Rules.
- Causing damage to person or property.
- Safety and Security Violations: such as tampering with security systems or locks.
- Harassment or Discrimination: engaging in harassment, bullying, or discriminatory behaviour towards other residents or staff.
- Criminal Activity: Engaging in illegal activities on the premises, including theft, assault, or other criminal offenses.
- Repeated Conflicts: A history of unresolved conflicts with other residents that disrupt the peaceful living environment, despite mediation efforts.

b) Eviction Process: In the event of an eviction, the student will receive a "written warning" outlining the reasons for the eviction and a final deadline to remedy the situation. If the issue is not resolved, a final "eviction notice" will be issued providing a "7-day notice" to vacate the premises.

12.3. Payment Policies

i. Rates and Payment Schedule:

- Room charges for the different Apartment Types will be based on the prevailing rates and will be shown on the "Room Rate Sheet."
- **Additional Fees:** Students may incur additional charges for:
 - **Cleaning Fees:** If rooms are left in poor condition or if additional cleaning services are requested.
 - **Replacement Fees:** For lost keys, damaged property, or missing items.
 - **Late Checkout Fees:** If a student does not vacate the room at the designated move-out date.

ii. Payment Methods: Payments will be made through the University designated bank (bank details as attached).

12.4. Room Occupancy Limit:

Each Apartment type has a defined "occupancy limit":

- One-Bedroom Apartments are intended for 1-2 occupants only.
- Two-Bedroom Apartments are intended for 2-3 occupants only.
- Four-Bedroom Apartments are intended for four occupants only.

i. Unauthorized Occupants: No unauthorized occupants are allowed to reside in the accommodation. This includes overnight guests exceeding the guest limit or friends/partners staying long-term without approval from the Accommodation Office. Any student found to have unauthorized occupants living in their accommodation will face immediate eviction of the unauthorized occupant, while the resident could face potential disciplinary action (including termination of their lease agreement).

12.4 Consequences of Violation of Policies and Regulations

Wigwe University has established a set of policies and regulations to ensure the safety, comfort, and well-being of all students living in university accommodation. Failure to comply with these policies can result in disciplinary action. The consequences outlined below apply to violations of accommodation policies, lease agreements, and the Code of Conduct.

12.4.1 Types of Violations

i. Minor Violations:

- Minor violations are considered low-risk infractions that do not directly compromise the safety or well-being of others. Examples of minor violations include:
- Noise violations (e.g., loud music during quiet hours).

- Failure to maintain room cleanliness.
- Guest policy violations (e.g., unauthorized overnight guests).
- Unreported minor damages to the accommodation.

ii. Major Violations:

Major violations are serious infractions that compromise the safety, security, or well-being of other residents or the property. These may include:

- Violence, harassment, or bullying of other residents or staff.
- Substance abuse (e.g., illegal drug use, underage drinking in accommodation).
- Vandalism or deliberate damage to university property.
- Unauthorized occupants or subletting accommodation.
- Repeated non-compliance with university policies after warnings.
- Tampering with safety equipment (e.g., fire alarms, smoke detectors).

12.4.2 Consequences for Minor Violations

i. Verbal Warning:

- For a first-time/minor infraction, the student will typically receive a verbal warning from the Residential Advisor (RA) or the Accommodation Office.
- The warning will detail the nature of the violation and explain the expected behaviour going forward.

ii. Written Warning:

- A written warning will be issued if the student repeats the violation or if the initial infraction warrants a more formal response.
- The written warning will outline the violation, provide guidance for correction, and warn of further consequences if the behaviour continues.

iii. Fines and Fees:

Minor violations may result in fines or fees to cover any damage or disruption caused. For example:

- Noise violations may result in fines of up to [N5,000.00].
- Failure to maintain room cleanliness may incur cleaning fees of N5,000.00.
- Minor damages to property (e.g., broken furniture or stained carpets) may result in repair or replacement fees taken from the caution fee deposit.

12.4.3 Consequences for Major Violations

i. Formal Written Warning:

- For serious or first-time major violations, the student will receive a formal written warning. This will be filed with the Accommodation Office and shared with relevant university authorities.
- The warning will specify the violation and consequences for further non-compliance, including potential eviction or suspension from housing.

ii. Fines, Fees, and Restitution:

- Major violations involving property damage, vandalism, or disruption may result in significant fines. In some cases, the student may be required to pay for damages or make restitution to affected parties.
- Vandalism or damage to accommodation (e.g., smashing windows, damaging furniture) will result in the student being billed for repair or replacement costs.

iii. Loss of Privileges:

Students who commit major violations may lose certain privileges, such as:

- Hosting guests for a period.
- Access to certain amenities or common areas.
- Participation in residential events or activities.

12.5. Probation

a) Students involved in serious violations may be placed on housing probation. This probation will last for a designated period (e.g., one academic term), during which any further violations will lead to more severe consequences.

b) During probation, students are closely monitored, and any infraction may lead to eviction or further disciplinary action.

12.5.1 Consequences for Repeated or Severe Violations

a. Eviction:

- Students who commit serious violations (e.g., violence, substance abuse, vandalism, tampering with fire safety equipment) or repeatedly violate policies despite warnings will be subject to eviction from university accommodation.
- The student will receive a final eviction notice, giving them 7 days to vacate the accommodation. Failure to vacate may result in forced removal. Eviction may be immediate in cases where the safety of others is compromised (e.g., dangerous behaviour, threats, or harm to others).

b. Academic Disciplinary Action:

- For severe violations, students may face disciplinary action that extends beyond accommodation. This could include:
 - Suspension or expulsion from the university.
 - Withholding academic services (e.g., transcripts, course registration).
 - Referral to the university's disciplinary committee for further review.

c. Legal Action:

- In cases where violations involve criminal activity (e.g., illegal drug use, theft, violence), the university may involve local law enforcement.
- Legal action could result in criminal charges, fines, or imprisonment, in addition to disciplinary consequences within the university.

d. Ban from Future Accommodation:

- Students evicted for major violations or non-compliance with policies may be banned from applying for university accommodation in the future, including during subsequent academic years.

12.6 Appeals Process

a. Right to Appeal:

- Students who have been issued a fine, disciplinary action, or eviction notice have the right to appeal the decision within 7 days of receiving the notice.
- The appeal must be submitted in writing to the Accommodation Office or the Student Conduct Committee, providing a detailed explanation of the reason for the appeal and any supporting evidence.

b. Appeal Review Process:

- The appeal will be reviewed by a panel of university representatives, which may include the Accommodation Manager, Residential Advisors (RAs), and members of the Student Conduct Committee.
- The student will be notified of the outcome of the appeal within 14 days of submission. The decision of the appeal panel is final.

13. CONTACT INFORMATION

S/N	SERVICES	OFFICE HOURS	CONTACT	TELEPHONE NUMBER
1	ACCOMMODATION OFFICE	8AM - 6PM	DSA	
2	MAINTENANCE & REPAIR		HELP DESK	
3	RECEPTION DESK	24-HRS	RECEPTIONIST	
4	RESIDENT ADVISOR		DSA	
5	CAMPUS EMERGENCY HOTLINE	24-HRS	HELP DESK	