

# **INTERNAL REGULATIONS**

## **AND**

## **SERVICES MANUAL**

### **Miguel de Unamuno Residence Hall**

### **Academic Year 2013 – 2014**

#### **Welcome!**

We have put together this Manual to provide you with useful information about the services offered by the Miguel de Unamuno Residence Hall. Upon welcoming you, we would like to wish you a good stay and perfect co-existence with all of us who live and work here.

The Board, Administration, and staff of the Residence Hall wish you success in your professional and in your personal life.

In order to make your stay as advantageous as possible, we recommend you read this Manual carefully. If you have any questions, please speak to the Residence Hall's Reception or Administration, who will be pleased to expand on any information you need.

#### **Your Commitment**

From the moment of your acceptance to this Residence Hall, you tacitly assumed a series of specific commitments with us and your fellow residents. These commitments are reflected in the Boarding Regulation and the Service Manual. The goals of the Residence Hall are to provide a suitable residency service and to promote

the residents' cultural and scientific growth. Therefore, residents are required to participate in the Residence Hall's activities, many of which are proposed and organized by the residents themselves. What is more, the Board will always positively discriminate in favour of those activities proposed and organized by the students that contribute to meeting the aims of the Residence Hall.

Your commitment with these standards and with the Residence Hall will decisively influence your stay since the rooms are assigned on academic merit, participation in the Residence's activities, and seniority. These same criteria, plus behaviour over the course of the academic year, are factors taken into account during the renewal process for a space in the Residence for the following year.

#### **Structure and Organization**

The Miguel de Unamuno Residence Hall is run by a Director appointed by his Excellence, the Chancellor of the University of the Basque Country. In addition there is one Assistant Director. The Administrator is in charge of managing the Residence Hall. The staff also includes the Head of Maintenance, who is responsible for repair-

ing and maintaining the Residence's installations and items. Meals for residents are prepared and served by a group of Cooks and a Kitchen Service. There is also Reception, where those in charge of security, reception, telephones, and notifications to Maintenance of repairs requested by residents alternate shifts. The Cleaning Service takes care of general cleaning in the building, particularly of residents' rooms.

As you can see, the staff is small, but we do everything possible to serve this non-profit public institution without affecting costs overly much, and maintaining the 143 rooms and the common areas.

Now that you know about our organizational structure, you are aware of whom to speak to when you need something related to the Residence's operation.

### **The Residence Hall's Staff**

Just a few recommendations about the Residence's staff. These employees are our co-workers. They are in charge of a fundamental part of the task of keeping the Residence alive and functioning, making things run properly. Therefore, they shoulder some of the responsibility for the success or failure of the whole. Consequently, treat them with respect and consideration. Do not deny them a greeting, your warmth, and the appreciation they deserve for doing their tasks with dedication and determination. If they make mistakes, do not deny them human respect because we all make mistakes. Speak with Management, but do not exceed the bounds of decorum, common sense, and courtesy that we all expect of our civilized fellow human beings.

### **Your Representatives**

The Residence structure also has Floor Delegates and Student Deans that represent you to the Director's Office and the Administration as concerns issues and claims of interest to all.

Elections are called by the Director's Office and by Student Deans from the previous year. The voting is undertaken by the Senior Residents. It is not mandatory, but the collaboration and interest of all is neces-

sary for an administration to be effective and active. Therefore, if you wish to maintain this system, you should collaborate not only with your vote, but also by presenting yourself as a candidate to one of the positions when elections are called. To do so, all you need to do is to note down your name, room number, and your personal data on the notice boards.

From the moment they are elected and have accepted the position, the Floor Delegates and Student Deans commit to assisting in ensuring the smooth running and discipline of the Residence.

### **The Committees**

Students must participate in Residence management and in the organization of activities through the Committees. These Committees consist of resident students that wish to become involved in Residence organization areas that interest them. Active participation in these Committees is an effective means of becoming integrated into the Residence's daily life and an evident indicator of having done so. They are formed in October of each year.

There are Committees in Sports, Games, Parties, Library, Video, Culture, Solidarity, Theatre, Basque language, and as many others as residents wish to propose on topics of interest.

### **Opening of the Residence Hall**

The Residence Hall will be open from September 1 to May 31 inclusive, excepting Christmas and Easter holidays in accordance with the official calendar of the UPV/EHU.

### **Hours of the Residence Hall**

The Residence Hall is open every day from 7:00 am to 12:00 pm. When a resident needs to return after 12:00 pm, he or she must sign in at Reception.

The Residence Hall has a manned Reception 24 hours a day.

## **Absences and Trips**

If leaving the Residence Hall for one or more days, whether during the week or at the weekend, it is mandatory to provide written confirmation of your times of departure and return as well as your destination in Reception. Likewise, at Christmas and Easter holidays, it is a requirement to leave written information on your holiday departure and return dates in Reception. Moreover, at the end of the academic year, you must also provide written notice in Reception of your final departure date from the Residence Hall.

The Residence Hall will open the day before start of classes.

## **Personal Attire**

Residents must follow the social norms in dress, conduct, and general attire in accordance with the most basic respect for the persons who visit and your fellow residents and with the place and activity. This observance is especially important in collective acts: official acts of the Residence Hall, in the dining hall, meetings, Conference Room, TV Room, Entry Hall, and other social areas.

## **Visits**

Visits to residents shall be admitted to the reception hall. Persons wishing to access the rest of the building must identify themselves at Reception in accordance with the regulations set by the Management.

Outsiders may only enter the Residence Hall between 11:00 am and 11:00 pm.

Access of guests to Residence activities shall be limited and be subject to the nature of those activities and the regulations in effect.

Residents may invite anyone they wish to eat as long as they provide sufficient notification and fill out and pay for the corresponding meal ticket.

Residents may invite family members and friends to spend the weekend at the Residence Hall in accordance with the regulations established by the Management and appearing in the application form available at Reception.

Whatever the type of visit to the Residence, the student resident is responsible for the visitor's behaviour.

## **Reception hall**

The reception hall, in addition to being the visitor reception area, is a meeting and reading place for residents. On a daily basis, we make available the newspapers that residents request. Do not forget that the newspapers are available for all and that it is impossible to provide one for each resident. Therefore, we ask you to neither cut items out nor write in these papers. Neither should you remove them from the hall tables.

In both the Hall and the Games Room, sodas, coffee, potato chips (crisps), and sweets are commonly consumed. The cups, bags, cans, etc. should be thrown in the waste bin. When you rise from the chairs and armchairs, leave them clean of litter.

## **Conference room**

The Conference Room is the Residence Hall's location specifically devoted to cultural activities such as seminars, congresses, conferences, debates, and film showings.

It is forbidden to eat or drink in the Room, and mobile phones must be turned off.

Be considerate with the volume so as not to disturb residents in the Libraries or in their rooms.

## **Television room**

The Residence has a Television Room for viewing TV (with VHS and DVD players for watching movies) during the times and conditions given by the Residence's Video Committee.

The television channel that is tuned in is to be decided always by majority and can only be changed if all present agree to it.

Eating and drinking are not allowed in the Television Room, but if a resident does enter with something, please keep it clean by not leaving waste behind.

## Dining Room

The Dining Room service is available for breakfast, dinner, and supper from Monday to Sunday. It is a self-serve system. There is a pigeonhole hutch for placing each resident's napkin, which is laundered twice a week: Mondays and Thursdays. Please do not store food in the pigeonholes for reasons of cleanliness and hygiene.

Residents also have at their disposal a microwave oven for those who wish to heat their meal and several toasters for use at breakfast. This Residence Hall accepts residents with special diets, but the Director's Office must be informed at the start of the academic year.

Meal times are:

**Breakfast:** From 7:00 am to 9:15 am from Monday to Friday and from 8:30 am to 10:00 am Saturdays, Sundays, and holidays.

**Lunch:** From 12:45 pm to 4:00 pm from Monday to Friday and from 1:30 pm to 3:00 pm Saturdays, Sundays, and holidays.

**Dinner:** From 8:30 pm to 10:00 pm from Monday to Friday and on Sundays, and from 8:30 pm to 9:45 pm Saturdays, Sundays, and holidays.

The day after an official holiday there is no breakfast.

Dinners and suppers are considered to be group activities and attendance is therefore recommended.

You are prohibited, due to sanitary and hygiene issues, from taking trays, cutlery, napkins, or dinnerware to your rooms.

Respect the portions allotted to each person so that there is enough food for all. If you would like seconds, please ask the Kitchen Service.

Respect the dining hall hours. If your class hours so demand it, sign up for a lunch bag on the list at Reception. They will be handed out to those who signed up the day before at Reception by 9:00 pm. The lunch bags can be picked up until 2:00 pm; those not delivered by then will be returned to the kitchen. The lunch bag service is offered by the Residence as an alternative to meals in the dining hall. If you use both services at the same time, you must supply a meal ticket to Reception and will not be able to use the lunch bag option for the rest of the academic year.

In addition, students at the Leioa Campus and at the Engineering School can request meal tickets at a reduced price from the Residence Hall's Administration.

If you cannot attend supper due to a duly justified significant cause (for instance, training in an intramural sport), you can request supper to be stored for you in a plastic container deliverable in the Dining Hall at lunch time, before 3:00 pm, with your name and room number written on the outside in marker.

## Libraries

The Residence Hall has two Libraries (or Study Halls) with tables and reference books available for all residents. Text books are acquired as the budget allows and, especially, based on requests from students according to the recommendations of their professors.

The reference books must stay in the Library. If you would like to make any photocopies, you may take the book down to Reception, but you must return it as soon as possible. Never take any books up to your room. If necessary, you must request it specifically from the Assistant Director or from the Library Committee.

The reading books are accessed by filling out a request slip in accordance with the Library Committee's rules.

In both Libraries, the silence is basic and mandatory. Turn off your mobile phones.

The two Libraries have heating in the winter and air conditioning in the summer.

The other library room has several computers freely available to residents. The computers can access the Internet through the UPV/EHU network. Print-outs can be made through the photocopier at Reception.

The Computer Committee's rules must be respected in this room.

## **Rooms**

The Residence would like all residents to live together in harmony. Life together can be very pleasant, but it can also produce isolation, anguish, and loneliness if we do not respect the individuality and privacy of each student according to his or her intellectual, personal, academic, and professional interests.

Consequently, we understand that the rooms are the abode of that privacy and reflect each individual's personality. Therefore, we are concerned with each room having the necessary, essential comfort for the hours of study, rest, and sleep.

There are two fundamental rules for ensuring harmony between life together and our necessary privacy.

The first rule is to respect silence in the hallways and stairwells of the building during the day and, especially, at night, making certain not to cause any noise between 11 pm and 9 am.

The second rule is that, since we consider the residents' rooms as a refuge where each has his or her true privacy, it is to be expected that students arrange them according to their needs. However, you must not damage the paint, the walls, or the furnishings. Do not use staples, screws, or glue on the walls, doors, or closets. Do not put up posters or other objects that could damage the walls, ceilings, doors, or closets. If you wish to move the furniture, first ask the Head of Maintenance.

Residents may not change rooms. If you wish to make any changes, ask Administration.

Look after the furnishings in your room and return them at the end of the academic year in a perfect state.

Every resident is responsible for any imperfections attributable to him or her and costs will be billed to the resident of said room even when proof is lacking that they were caused by that user. Therefore, at the beginning of the year, a document will be handed to you certifying the state of the room. You must sign it and return it to Reception.

Rooms must be available for cleaning staff to enter from 9 am on. All students must make their beds in the usual way, including changing the sheets provided by the Residence Hall, and keep their room orderly and clean. Other cleaning and care duties will be provided by the Residence staff. There will be regular check-ups.

For safety reasons, you may not use electrical devices in the rooms without first obtaining permission from Administration and the approval of the Head of Maintenance due to the risk it might entail to our electrical grid.

No animals are allowed in the Residence Hall. Flowers and plants are allowed in the rooms. We only ask that you not place them in the windows as they may pose a risk for passers-by outside the Residence.

We recommend that you not leave your key in the lock of your door during your stay at the Residence. It is also forbidden to detach the key from its keychain. When exiting the Residence Hall, residents must leave their key at Reception.

## **Persons with Disabilities**

There are rooms that are accessible for disabled persons. If you require one of these rooms, state so in your application form and attach a letter detailing your needs.

## **Music room**

The Music room is a small room with capacity for 20 people. It is suitable for music rehearsals and conferences. This soundproof room is equipped with music and conferences equipment: acoustic and electric piano, battery, and multimedia projector.

## **Art room**

The Art Room is a bright space of 52 square meters equipped with manual and electric lathes for ceramic practice and individual lockers.

## **Sports**

The Residence has no sports facilities. However, through the Sports Committee and Administration, you can get the necessary ID card to use municipal sports installations.

The Residence does have a gymnasium in the basement for exercise. It is open to all residents.

## **Telephone and Fax**

The public telephone is located in the Entry Hall.

All rooms have a telephone that receives outside calls through the Residence's switchboard. Calls can be made using a prepaid card. If you receive a call and are not in your room, you will be paged on the PA system. If you are absent, the receptionist will take a message and leave it in your box.

- To call from your room to another room, dial **6 + room number**. On the tenth floor, the first number is skipped and substituted for the 6.
  - Example: To call room 505: dial **6505**.
  - To call room 1013: dial **6013**.
- Receiving calls from a telephone other than your own:
  - Dial: \* + 62 (6+room number).
  - Example: The student in room 515 hears over the PA system that he or she has a call. Since the student is in a different room at the time, He or she picks up the near-

est telephone and dials:

\*626515.

- System to locate the source of malicious calls:
- If you receive a malicious call, do not hang up even if the caller has already done so. Instead, dial **\*17**, and the call will be logged in the central computer of the Communications Service of the UPV/EHU.
- Immediately notify Reception that you received a malicious call. The receptionist will note down the extension number and the time of the call and will notify the UPV/EHU Communications Service.
- Once the log has been analysed, the Communications Service will inform the Residence's Administration of the extension number of the malicious call.
- The Administration will hold the residents of the room where the call originated responsible and they will be subject to a written warning.

In summary,

1. Call received
2. Without hanging up, dial **\*17**
3. Immediately advise Reception.

In addition to the telephone service, the Residence has a fax machine (946017494) that you can use to receive and send faxes for a fee.

## **Document Copying**

Reception has a photocopier available for emergency use 24 hours a day for a fee. In order to avoid overwhelming this service, we recommend you use a copy shop if you have a lot of pages for copying. This same machine serves as the printer for the computers in the Computer Room.

## **Laundry room**

Aside from changing the bed linens and bathroom towels, which is part of the Residence's services, students may make use of washers and driers for washing personal clothing themselves. They work with tokens available from Reception. There are also several irons and ironing boards available.

The Residence Hall takes no responsibility for the personal clothing of residents.

### **Health and Illnesses**

If a resident is suffering from an illness (flu, indisposition, etc.) not requiring a hospital stay, the Residence will endeavour to ensure the necessary comfort for recovery, including allowing (as an exception) the student to take meals in the room.

Serious cases must be reported to Management so that the appropriate steps may be taken. For emergencies, the closest hospital with an emergency service is Basurto.

We advise residents to present themselves at the San Ignacio Healthcare Centre (very close to the Residence Hall at Larrako Torre 9, tel. 946006690) at the beginning of the academic year in order to register as displaced healthcare members to have a general practitioner assigned to you so that you may receive medical attention if you become ill.

In case of an accident, notify Reception (91), which will apply the UPV/EHU Emergency Protocol. When notifying Reception, you should indicate, as the emergency allows, the type of accident as accurately as possible and the place it occurred.

Other telephone numbers that might be of interest in case of an emergency are: Teletaxi, 94410212; Radio-taxi, 944448888.

### **Psychological Care Service (SAP)**

The Residence Hall has a Service available to inform and orient residents in their academic studies. To that end, resident must not fail to complete, at the beginning of the year, the questionnaires and reports that

the head of the Service and of the Director's Office deem appropriate. Throughout the year, the head of the Service will be in the Residence Hall to help residents with consultations, whether academic or personal.

The Residence also uses this Service to organize courses on study techniques, relaxation techniques, and anxiety treatment for exams.

### **Residence Hall Celebrations**

We hold three important celebrations in the year: the Course Inauguration in October, the Christmas Dinner in December, and the End of Year in May.

### **Incidents and Sanctions**

If you are the victim of an infraction of the Boarding Regulation on the part of another resident, do not react violently. Speak to the Residence staff and the Director's Office, who will listen to all parties involved in the case and decide, based on all the elements at their disposal.

When a resident commits a serious infraction or fails to comply with any other of the regulations, the Residence Hall will proceed to issue a warning or, if there is a recurrence or the mistake is serious, to expulsion. Hazing is completely prohibited and non-compliance with this prohibition will be reason for immediate expulsion.

### **Alcohol, Tobacco, and Other Drugs**

It is forbidden to introduce and consume alcohol in the Residence Hall.

According to law 28/2005 on sanitary measures on tobacco use and regulating the sale, supply, consumption, and publicity of tobacco products, since January 1 of 2006 it has been prohibited to smoke in any of the university centres and sites of the UPV/EHU once you have crossed the threshold. Therefore, marked ashtray stands have been placed at the entrances.

The consumption and possession of drugs (even those considered to be 'soft') will be cause for immediate expulsion from the Residence Hall.

## **Procedure to Withdraw**

If you wish to withdraw, the Administrator will carry out the withdrawal process. We would remind you that Administration must be informed at least 15 days beforehand. In accordance with the regulations of the Residence Hall, voluntary withdrawals have no rights to a refund.

## **Administration Hours**

The Secretary's Office is open from 9:00 am to 2:00 pm and from 3:00 pm to 6:00 pm from Monday to Thursday. On Friday the hours are from 9:00 am to 2 pm.

## **Internet**

The Residence Hall has Internet in all rooms and in the Computer Room. Consult with Administration to activate the connection in your room.

## **Repair Request**

Any repairs necessary in your room or in the common areas should be requested at Reception, where you will find a repairs book always available for that purpose. Small repairs not needing the purchase of material will

be fixed as quickly as possible, usually within 24 hours (excepting holidays).

## **Persons with disabilities**

There are rooms that are accessible for disabled persons. If you require one of these rooms, state so in your application form and attach a letter detailing your needs.

## **We Wish You Success and a Happy Stay!**

This is the information we feel we must give you since this is your first time with us. We hope you are successful in your personal projects. We will do everything we can to make it possible. We are here to help you in your passage through this stage of your personal and professional life. The only thing we request in exchange is your collaboration in making the Miguel de Unamuno Residence Hall fulfil its obligation of providing Residence and shaping residents, as it has done for many years.

**Once more, we wish you every success and a happy stay.**