

# **UNIVERSITY OF TWENTE.**

HOUSE RULES CAMPUS & FACILITY MANAGEMENT

# COLOFON

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**House rules Campus & Facility Management**

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# INTRODUCTION

These are the house rules of the University of Twente. The purpose of these rules is to safeguard order, neatness and security at the UT. They apply to every person on campus.

These rules are for reference.

For additional information about the services of Campus & Facility Management go to [www.utwente.nl/cfm](http://www.utwente.nl/cfm).

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# 1 GENERAL HOUSE RULES

## 1.1 Liability

### *Damage:*

The University of Twente cannot be held liable for theft or loss of or damage to property, including property in buildings and on campus.

### *Compliance with house rules:*

1. Faculties and service departments are responsible for compliance with the rules. (The house rules apply to all persons on campus and in all campus buildings. Faculties and service departments are responsible for monitoring compliance with these rules.)
2. Campus and Facility Management will monitor compliance with the rules.
3. Those who breach the house rules, frequently or infrequently, will be notified of the consequences.
4. Fines that have been imposed on the University of Twente by the courts or government supervisory bodies (including the Labour Inspectorate) due to non-compliance with national laws and regulations will be charged on to the faculty/service department or campus visitor.

## 1.2 Alcohol and drug use

Drug use is not allowed on campus. Consuming alcoholic drinks is only permitted in designated catering locations on campus or during activities organised by student associations; specific [alcohol guidelines](#) apply to the latter.

## 1.3 Waste and environment

The UT is an organisation that follows a sustainable operational management policy. Proper waste management is part of this. Observe the following rules regarding waste management:

- Waste must be sorted and placed in the designated bins.
- Bins outside buildings are for litter and small items only.
- Dumping garbage on campus is prohibited.

Read the [Waste streams guidelines](#) (in pdf) on the Sustainability page: [utwente.nl/sustainability](https://utwente.nl/sustainability).

## 1.4 Visitors to UT

Visitors to the University are required to check in at the Service Desk of the building.

## 1.5 Emergencies and evacuation

In case of an emergency (accident, fire or another dangerous situation) inside and/or outside the UT's buildings, immediately call the UT alarm number 053 – 489 **2222**. When you hear the evacuation alarm, you and everyone else must leave the building.

Follow these rules during an evacuation:

- Close all windows and doors.
- Use the emergency exits.
- Use the stairs when leaving the building. Do not use the lift.
- Follow the instructions of the emergency assistance team and emergency services (fire brigade, police, etc.).
- Go to the gathering point indicated in the emergency plan.

### 1.6 CCVT monitoring

Visual information is recorded using CCTV. The reason for collecting this visual information is to stop or expose unauthorised influences on the University's operations and to monitor compliance with rules of conduct and proper usage on campus.

You can find the complete [CCTV monitoring at the University of Twente](#) regulations here (in pdf).

### 1.7 Lecture rooms

In order to ensure that the rooms can be used by everyone in the best possible way, the house rules and a layout of the furniture have been provided in every room.

- Do not eat or drink in the rooms
- Clear away your own waste and litter
- Wipe the boards
- Close doors and windows
- Turn off the lights and equipment when possible
- Put the furniture back in the original position
- Return keys and aids to the Service Desk

### 1.8 Physical communications on campus

There is a great need to communicate campus events and raise the profile of your own unit. Building exteriors, banners and other physical communication methods on campus may contribute to the identity and profile of the University of Twente, provided they are produced in house style. On campus we offer various possibilities for announcing an event or posting a message so that the entire UT community and all visitors will be informed. In the [Product and services catalogue](#) you can find out more about the diverse means for physical presentation of your message, both inside and outside.

The [Guidelines and procedures for communications on campus](#) describe how to apply for posting new physical communications on campus.

### 1.9 Roof protocol; working on the roof

The danger of falling down and the exhaust pipes of (chemical) laboratories make working on roofs a serious hazard. People must be able to do their work in safety. At UT, all the roofs have been subjected to a risk inventory, and where necessary, improvements have been carried out to make working on the roof safer. You are required to follow the agreements and procedures set up in order to ensure that working on the roof remains safe.

For rules about going onto the roofs of UT buildings, read the [Roof protocol](#).

### 1.10 Animals

Pets are not permitted in UT buildings. Exceptions are seeing-eye dogs and specially trained dogs for persons with a disability (called SOHO dogs in Dutch).

### 1.11 Theft and break-ins en inbraak

Always report thefts and break-ins to UT Security and the police. You can prevent thefts and break-ins by putting away property and closing windows and doors when you leave a room or space.

### 1.12 Duplicating keys and/or access passes

Personal keys and/or access passes are non-transferable and may not be duplicated. In case of misuse, the holder of the key or pass will be held liable.

**1.13 Electrical equipment**

In order to promote safety, including fire safety, and to prevent technical disruptions, the use of your personal electrical equipment is not permitted in the workplace.

**1.14 Food and drink**

Eating and drinking are not allowed in lecture rooms or in the University Library.

**1.15 Parties and activities**

In the [Parties & activities protocol](#) you can read what steps need to be taken when organising a party or activity on campus. Music for any type of party must not be audible outside campus.

**1.16 Bicycle parking facilities**

Bicycles must be parked in the cycle sheds or racks as shown on the various information boards. Bicycles are prohibited on the entire campus, which means that bicycle parking is only allowed in designated spaces or bicycle racks. This is monitored by the UT or a party designated by the UT

1. Bicycles that have been left in a parking facility for some time are labelled. The label asking the owner to remove the bike is dated. If a labelled bicycle is still there 6 weeks later, it will be taken to a locked facility on the UT campus. After another six weeks the bicycle will be destroyed
2. Incorrectly parked bicycles will be labelled and moved to the bicycle shed at the Spiegel building. If the bicycle has not been collected within 6 weeks, it will be taken to a locked facility on the UT campus and destroyed after another 6 weeks.

**1.17 Use of hallways**

For reasons of safety and accessibility, it is not allowed to put things (including furniture) in the hallways without permission from Campus & Facility Management. If you wish to do this, please contact the [Service Desk of the building](#).

**1.18 Lost & found**

Found objects will be kept at the Service Desk of the building for three months. When this period expires, the objects will be destroyed, given to a charity, or handed over to the Municipality of Enschede.

**1.19 Group activities outside office hours**

Anyone who wants to organise a gathering or activity with more than 20 attendees in a UT building outside office hours must follow the rules for central registration of the event and accept the mandatory presence of reception staff and members of the emergency assistance team (BHV). [More information](#). Organisers must give notification in advance for every gathering with more than 20 attendees outside office hours in or near UT buildings. Use this [web application](#) to register your group activity.

**1.20 Internal moves**

All internal moves at the UT must be arranged via Campus & Facility Management. You can register an internal move at the Service Desk or with the Facility Team Leader of the building.

**1.21 Lockers**

A number of buildings have lockers available. If you have any questions, please contact the Service Desk of the building.

**1.22 Taking away or moving materials/equipment**

You are not permitted to move or take away materials/equipment from the University. This may only be permitted after the supervisor of the equipment has given his or her written permission in a letter.



**1.23 Mobile telephones**

If use of mobile phones is not permitted in an area, this is clearly indicated.

**1.24 Undesired behaviour**

If you experience any form of undesired behaviour from any person on campus, immediately contact Security by calling 053 – 489 2134.

**1.25 Opening hours**

Standard opening hours for all UT buildings are from 8:00 am to 6:00 pm. All opening hours (including for special days) for each building can be found on [www.utwente.nl/cfm](http://www.utwente.nl/cfm).

**1.26 Making recordings**

You are not permitted to make audio or video recordings without prior permission. To obtain permission, contact Marketing & Communication via [info@utwente.nl](mailto:info@utwente.nl).

**1.27 Parking spaces**

You are not permitted to park anywhere on campus; this means that you are only permitted to park cars and other motor vehicles in the spaces indicated for this purpose. Special investigating officers (BOAs in Dutch) monitor compliance with parking regulations. Fines will be imposed for breaches of Dutch motor vehicle laws.

**1.28 Advertising/ Wall decorations en wandversieringen**

To ensure that walls, doors and furniture are not damaged, no posters may be affixed to them. The exception is poster-rails, which have been set up especially for this purpose. You can find more information in [Pasting posters on the Campus](#).

**1.29 Reservations and events**

All events – large or small, during or outside regular opening hours – must be registered. You can only reserve your desired space through the Booking Office; events are organised through the Booking Office.

**1.30 Roken**

As from 30 March 2020, the entire UT campus, except for the residential area, became a smoke-free zone. You can find more information on [Smoke-free Campus](#).

**1.31 Roller skates, skateboards, rollerblades, etc.**

Roller skates, rollerblades, skateboards, etc., are prohibited in all UT buildings.

**1.32 Segways and other electrical vehicles**

The use of a Segway is only permitted in buildings up to the location where the Segway has to be charged. Other than for these purposes, the use of Segways is not permitted in buildings. All other electric vehicles are not permitted in UT buildings.

**1.33 Service Desk**

The Service Desk is the first point of contact for staff and visitors to any building. The Service Desk can answer questions and handle complaints, and you can report of technical disorders and defects here.

**1.34 Traffic barriers**

Would you like access to the UT campus via the traffic barriers? Please find more information via our Service Portal: <https://www.utwente.nl/en/service-portal/campus/campus-security-service/barrier-pass-for-campus-access>.

### 1.35 Access & authorisation

#### Access:

Buildings are accessible to everyone during regular opening hours. UT has the right to verify UT pass identification, and where applicable, to refuse access to persons on this basis. Access outside of regular opening hours is only allowed by authorisation. In parts of some buildings, authorisation is also required during regular opening hours.

Loss or theft of your entry pass must immediately be reported to Security. The card will then immediately be blocked.

#### Authorisation:

For more information regarding building access during and outside office hours please visit our Service Portal: <https://www.utwente.nl/en/service-portal/campus/campus-security-service/building-access-authorisation-during-and-outside-office-hours>

#### Important:

You are permitted to bring visitors to campus, but Security must be notified of this in advance. Passholders take responsibility for visitors' compliance with the house rules.

### 1.36 Fishing on site

[Fishing licenses](#) for the ponds on campus are only issued to University staff and students.

### 1.37 Working in an enclosed space

A number of UT buildings have enclosed spaces, such as basements. These spaces are often places where the technical installations of the building are located. It will sometimes be necessary to enter these spaces for carrying out maintenance, rectifying disruptions, and carrying out checks and installation work. Only Campus & Facility Management has access to these spaces and is allowed to set up installations (or have them set up). In very special cases, when no suitable alternative is available, exceptions may be made to these rules.

For further information please see: [rules for working in enclosed spaces](#).

### 1.38 Worked carried out by third parties

All work carried out on the UT campus must meet the safety requirements set by the UT. For further information, see the [Safety for third parties](#) regulations.

### 1.39 Laughing gas

The use of laughing gas has been proven to pose a significant health risk. The use of laughing gas is therefore prohibited within the buildings or grounds of the UT. The UT applies the rules in section 2:48a of the APV for the campus area.

Municipality of Enschede General Municipal By-Law (AVP): Section 2:48a Sale and use of laughing gas

1. Laughing gas is understood to mean: (nitrous oxide, N<sub>2</sub>O), an inorganic compound of nitrogen and oxygen with the gross formula N<sub>2</sub>O, sold and/or used - whether or not in combination with gas cartridges, balloons, whipped cream dispensers or a tank - for recreational purposes.
2. It is prohibited to use laughing gas in public places and in buildings open to the public if this is accompanied by behaviour which disturbs public order, affects the living environment or otherwise causes nuisance.
3. It is prohibited to use laughing gas in public places and in buildings open to the public, to make preparations for such or to offer it to others, whether or not for payment.

## 2 RULES FOR BUILDING MAINTENANCE

### 2.1 Rented space

#### 2.1.1 Flooring

Campus & Facility Management will ensure that the flooring is in good condition at the start of the rental contract for any given space. During the rental period, Campus & Facility Management is responsible for cleaning and maintenance of flooring in order to keep it in good condition. The renter of the space is required to use the furniture in such a way that it leaves as little signs of use as possible on the flooring.

#### 2.1.2 Wall finishes

Campus & Facility Management will ensure that the walls are in good condition at the start of the rental contract for any given space. During the rental period, the renter is responsible for keeping the wall finishes in good condition.

#### 2.1.3 Lighting

Rooms are fitted with ceiling lights, and Campus & Facility Management is responsible for these fittings. All other light sources, such as workplace or soft lighting, are at the expense of the renter.

#### 2.1.4 Interior lay-out & design

The renter is responsible for furnishing the space as desired, for example with furniture, interior blinds, desk lamp, whiteboard, etc.

#### 2.1.5 Technical installations in-richting

The purchase, maintenance and replacement of technical installations are at the expense of the renter (e.g. a fume hood). This does not apply to fixed building installations.

### 2.2 Fixed building installations

Campus & Facility Management is responsible for maintenance of the fixed technical installations in buildings, such as the indoor climate system, electrical system, compressed air, hot and cold water, water softeners, and the central cooling system. This does not apply to furnishings and users' installations. The gas distribution system used in research is an example of such a user's installation. Maintenance of users' installations and furnishings is paid for by users. Upon request, Campus & Facility Management can take care of this maintenance.

### 2.3 Room tariffs RT-codes)

Campus & Facility Management rents buildings to faculties and service departments. The price of the rented space is calculated on the basis of the room tariff code (RT code) applicable to that particular space. The RT code is calculated based on the structural properties, the electro-technical installations and the mechanical installations of that particular space.

### 2.4 High traffic areas

#### 2.4.1 Hallways

No furniture or other obstacles may permanently be placed in hallways. Notify the Service Desk in case of temporary placement and ensure that emergency escape routes, fire extinguishers and hoses remain freely accessible. This also applies to the emergency doors, regular passage routes, and stairwells.

#### 2.4.2 Open spaces

In op de gangen aansluitende open ruimten, mogen zaken als meubilair, kasten, vitrines, reclame uitingen en dergelijke slechts in overleg met Campus & Facility Management geplaatst worden.

#### 2.4.3 Faculty, institute or organisation identifiers

The buildings have been designed and furnished for university education and research. Faculty, institute or research group identifiers are not expressed in the exterior architecture, or in the permanent interior furnishings.

Posters or screens on walls and free-standing display cabinets are allowed in consultation with Campus & Facility Management.