

HEATING AND COMFORT POLICY



1. Introduction

The University of Worcester, through its building management system, seeks to provide comfortable conditions in which to work and study in the most environmentally and financially efficient way.

The University aims to heat spaces to a temperature of between 19°C and 21°C throughout all academic, office and residential areas. Some variations to this are unavoidable due to the age and construction of some of the University's buildings.

2. Heating periods

Heating is generally provided from 1 October – 30 April although these dates may be amended if the weather is unseasonal. The University's heating systems generally activate when the outside air temperature reaches a predetermined level and are controlled to provide optimised temperatures; the hours of operation are as follows:

Office Areas	08:00 - 17:30 *
Teaching Rooms	08:00 – 21:00 *
Peirson Study Centre	24 hours
University Arena	08:00 – 22:00
Residential Areas.	08:00 – 23:00 However there will be periods during this time where the heating is switched off to conserve energy. This will not affect the comfort of residents in halls.

*These arrangements generally apply Monday – Friday, where heating is required outside of these periods the Estates and Facilities Helpdesk should be informed as soon as possible.

The University is sympathetic to international students and people with medical conditions and is prepared to consider adjustments to meet specific, individual requirements outside the scope of this policy.

3. Domestic Hot Water

The University provides hot water throughout the year in accordance with the following schedule:

Office and Teaching areas	07:30 – 21:00
Peirson Study centre	24 hours
University Arena	08:00 – 22:00
Residential Areas	06:00 – 23:00

4. Summer Conditions (1 May – 30 September)

In order to manage energy consumption, the associated carbon emissions and costs the University does not normally provide comfort cooling to teaching, offices and other general spaces. Exceptions to this include computer and other specialist labs, server rooms, and large lecture spaces.

Where comfort cooling is provided the temperature set point will be to cool to a minimum of 26°C

Where departments require cooling a bid should be prepared as part of the annual budgeting process – it is imperative Estates and Facilities are consulted before a bid is submitted and that full consideration of the on-going annual maintenance costs are factored into departmental revenue budgets.

5. How you can help to stay comfortable all year round

It is difficult to satisfy everyone's needs in terms of thermal comfort and therefore building users should take reasonable measures to adapt to the environment and limit the effects of extremes in temperature:

- Dress appropriately for the weather
- Only open windows when necessary, when radiators are off and the room needs to be cooled down
- Use the thermostat to control radiators rather than open a window
- Use window blinds to reduce solar gain
- Take regular breaks and don't stay in a sedentary position throughout the day
- Ensure radiators are not blocked by furniture or other obstructions
- Switch off unnecessary electrical equipment and lighting; in the summer these can significantly increase the temperature in a room
- On warm/hot days open doors and windows to increase natural ventilation
- Appreciate that their view of an acceptable temperature may not be the same as other users of a building – thermal comfort is very subjective.
- Report any heating/ventilation/window blind maintenance issues on the helpdesk portal promptly

6. Use of Personal equipment including fans and heaters

Desk fans may be used provided they have been PAT tested in the last 12 months – Departments are responsible for purchasing their own fans. Domestic style cooling units are not permitted; all cooling units must have a permanent extract duct.

The use of portable heaters is prohibited due their high running costs and the risk they pose to electrical circuits, their interference with temperature sensors that control the University's heating system and their associated fire risk. Approved heaters will be provided in the event of a heating failure.

7. Estates and Facilities will seek to maintain levels of comfort across the University

The Estates and Facilities Department will:

- Aim to heat and cool buildings set out in this policy
- Investigate any complaints of over heating and cooling promptly and will provide suitable feedback
- Where the standards within Heating and Comfort Policy are met and there are still issues around thermal discomfort, investigate the feasibility of making improvements to the area concerned. Improvements may not always be possible given the age and physical limitations of the building (e.g. Listed Buildings)

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