



**UNIVERSITY OF
GLOUCESTERSHIRE**
at Cheltenham and Gloucester



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University of Gloucestershire
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www.glos.ac.uk/accommodation



**UNIVERSITY OF
GLOUCESTERSHIRE**
at Cheltenham and Gloucester



**WELCOME
TO YOUR
NEW HOME!**

**HALLS OF RESIDENCE
HANDBOOK 2016/17**

WELCOME

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All information given was correct at the time of printing. For updates please see the Accommodation website, www.glos.ac.uk/accommodation

GETTING STARTED

TIPS FOR YOUR FIRST FEW WEEKS

Congratulations, after all that hard work, you've made it to university! There is a lot to be excited about and the first few weeks will be action-packed which can be a little daunting. Remember, there are a lot of people around to help you (see page 4).

REMEMBER THAT EVERYONE IS IN THE SAME SITUATION AS YOU

No-one feels completely confident in a new place, with new people. Pluck up the courage and knock on your next door neighbour's door to start up a conversation.

BE OPEN-MINDED

You will come across a diverse number of different experiences at university, and will meet a great mix of different people. Being open-minded will help you to embrace this.

JOIN A CLUB OR SOCIETY

It's a great way to meet new people and try something new!

BUDGET YOURSELF AND STICK TO IT

Surviving university without budgeting could be hazardous. Many students find that they splash their loan in Freshers' Week. Make sure that you are sensible with your money, especially in the first few weeks.

GO IN WITH A POSITIVE ATTITUDE

Take all that you can from the experience.

DON'T BOTTLE THINGS UP

There are always people you can talk to; your Residential Support Adviser, Residential Assistant or other members of the Student Services Team (see page 34). If you have any course-related questions, get in touch with your campus Helpzone.

BE ORGANISED FROM THE START

Keeping organised will help you to keep on top of deadlines. You can get caught up in your social life and easily fall behind; being organised from the start will prevent this from happening.

FEELING HOMESICK

It is natural to miss home; this will usually go away as you settle in. Try and invest your attention and energy in the new challenges of your course and social life. If you're feeling homesick try calling home for some moral support, hearing a familiar voice will make you feel more relaxed and will encourage you to carry on. It is a good idea to **not** visit home for the first few weeks whilst you are making new friends, arrange a date in a month or so to go home so that you have something to look forward to.

CHECK YOUR STUDENT EMAIL ACCOUNT!

Virtually all information from Accommodation staff and other departments will be sent electronically so make sure you regularly check your university account.



MEET THE ACCOMMODATION TEAM



RESIDENTIAL SUPPORT TEAM

The Residential Support team is responsible for student welfare within halls of residence. They are available to offer support and guidance to students living in halls accommodation.

Please see your hall page to find out who your Residential Support Adviser is.

Nicole Warfield

Residential Support Adviser

T: 07801 183626, 01242 714534

E: nwarfield@glos.ac.uk

Rachael Dean

Residential Support Adviser

T: 07801 183628, 01242 714545

E: rdean@glos.ac.uk

Harry Hawkins

Residential Support Adviser

T: 07801 183634, 01242 714902

E: hhawkins@glos.ac.uk

HALLS ALLOCATION

Our Accommodation Allocation and Systems Co-ordinator is responsible for ensuring the smooth running of halls of residence. He deals with the students from the first point of application through to moving out.

David Manohar

Accommodation Allocation and Systems Co-ordinator

T: 01242 714546

E: djmanohar@glos.ac.uk

HOUSING SUPPORT TEAM

The Housing Support team is responsible for the smooth running of the university Approved Registered Housing Scheme. They are available to offer support and guidance to students living in off-campus private accommodation.

Joey Bowden

Housing Support and Community Co-ordinator

T: 01242 715322

E: jbowden@glos.ac.uk

Sharon Joynes

Housing Support Adviser

T: 01242 714533

E: sjoynes@glos.ac.uk

PARK VILLAS

YOUR HALLS ADDRESS

Park Villas, (Your Room Number and Block),
Park Campus, The Park, Cheltenham GL50 2RH

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

Your heating is timer controlled and regulated by the outside air temperature. If the outside temperature falls below a certain point the heating will automatically come on during the following times:

Monday - Friday: 07:00-09:00, 12:00-14:00 and 16:00-23:00

Saturday and Sunday: 07:00-23:00

Outside of these times the heating will **not** come on. If reporting a heating issue, please state the time the problem occurred.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk.

KEYS

If you lock yourself out you must contact Security who can let you in **when available**. If you lose your keys you must go to your Campus Office to get a new set. Keys are charged at £20 **per key**.

POST

You can collect post from the Park Reception from 10:00am to 4:00pm, Monday to Friday. You will be notified if you have a letter or parcel to collect via university email.

ID CARDS

Your student ID card will give you access to the block in which you live. If you lose your card you must report this to the Library and purchase a new card (£10). You will also need this card for the inter-site campus bus, which operates during term-time.

ROOM SAFES

See instructions on page 21.

LAUNDRY FACILITIES

There are laundry facilities on campus. This service is provided and managed by your Students' Union. If you experience any faults please contact **01242 714360**. It costs £2.30 per wash and £1.30 per dry.

BIKE FACILITIES

Park Campus has bike racks available for use. The university is not responsible for your bicycle. Please ensure your bike is locked at all times and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

YOUR RESIDENTIAL SUPPORT ADVISER

Nicole Warfield **07801 183626**
nwarfield@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Dowty 101 - Ross Hayes

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714402 or **07801 183630**

CHALLINOR SHARED

YOUR HALLS ADDRESS

Challinor Shared, (Your Room Number and Block),
Park Campus, The Park, Cheltenham GL50 2RH

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

Your heating is timer controlled and regulated by the outside air temperature. If the outside temperature falls below a certain point the heating will automatically come on during the following times:

Monday - Friday: 7:00am - 9:00am,
12:00pm - 2:00pm and 4:00pm - 11:00pm

Saturday and Sunday: 7:00am - 11:00pm

Outside of these times the heating will **not** come on. If reporting a heating issue, please state the time the problem occurred.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys you must contact Park Reception and get a new set. Keys are charged at £20 **per key**.

POST

You can collect post from the Park Reception from 10:00am to 4:00pm, Monday to Friday. You will be notified if you have a letter or parcel to collect via university email.

ID CARDS

Your student ID card will give you access to the block in which you live. If you lose your card you must report this to the Library and purchase a new card (£10). You will also need this card for the inter-site campus bus, which operates during term-time.

ROOM SAFES

See instructions on page 21.

LAUNDRY FACILITIES

There are laundry facilities on campus. This service is provided and managed by your Students' Union. If you experience any faults please contact **01242 714360**. It costs £2.30 per wash and £1.30 per dry.

BIKE FACILITIES

Park Campus has bike racks available for use. The university is not responsible for your bicycle. Please ensure your bike is locked at all times and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

YOUR RESIDENTIAL SUPPORT ADVISER

Nicole Warfield **07801 183626**
nwarfield@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Challinor 003 - **Hannah Wells**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714402 or **07801 183630**

CHALLINOR ENSUITE

YOUR HALLS ADDRESS

Challinor Ensuite, (Your Room Number and Block),
Park Campus, The Park, Cheltenham GL50 2RH

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

Your heating is timer controlled and regulated by the outside air temperature. If the outside temperature falls below a certain point the heating will automatically come on during the following times:

Monday - Friday: 7:00am - 9:00am,
12:00pm - 2:00pm and 4:00pm - 11:00pm

Saturday and Sunday: 7:00am - 11:00pm

Outside of these times the heating will **not** come on. If reporting a heating issue, please state the time the problem occurred.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys you must contact Park Reception and get a new set. Keys are charged at £20 **per key**.

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ID CARDS

Your student ID card will give you access to the block in which you live. If you lose your card you must report this to the Library and purchase a new card (£10). You will also need this card for the inter-site campus bus, which operates during term-time.

ROOM SAFES

See instructions on page 21.

LAUNDRY FACILITIES

There are laundry facilities on campus. This service is provided and managed by your Students' Union. If you experience any faults please contact **01242 714360**. It costs £2.30 per wash and £1.30 per dry.

BIKE FACILITIES

Park Campus has bike racks available for use. The university is not responsible for your bicycle. Please ensure your bike is locked at all times and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

YOUR RESIDENTIAL SUPPORT ADVISER

Nicole Warfield **07801 183626**
nwarfield@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Challinor 003 - **Hannah Wells**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714402 or **07801 183630**

EILDON AND MERROWDOWN

YOUR HALLS ADDRESS

Eildon (or) Merrowdown, (Your Room Number and Block),
Lansdown Road, Cheltenham GL50 2JA

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** – your call will be handled 24/7.

HEATING

Your heating is timer controlled and regulated by the outside air temperature. If the outside temperature falls below a certain point the heating will automatically come on during the following times:

Monday – Friday: 7:00am - 9:00am,
12:00pm - 2:00pm and 4:00pm - 11:00pm

Saturday and Sunday: 7:00am - 11:00pm

Outside of these times the heating will **not** come on. If reporting a heating issue, please state the time the problem occurred.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys please contact Nicole Warfield, Residential Support Adviser to get a new set. Keys are charged at £20 per key.

POST, RECORDED MAIL AND PARCELS

Post will be delivered directly to your block and distributed by your Residential Assistant. Recorded mail cannot be signed for at Eildon and Merrowdown so students are requested to use the Park Campus address; state your name and hall followed by Park Campus, The Park, Cheltenham, GL50 2RH. This parcel will then be collected by the campus reception who will email when ready for collection.

ID Cards

Your student ID card will give you access to the block which you live in. If you lose your card you must report this to the Library, and purchase a new card (£10).

LAUNDRY FACILITIES

There are laundry facilities on site. This service is provided and managed by the landlord. If you experience any faults please contact your Residential Support Adviser. It costs £2 per wash and 50p per dry. The code to access the laundry room is C2357A.

BIKE FACILITIES

There are bike racks available for use. The university is not responsible for your bicycle. Please ensure your bike is locked at all times, and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

COURTYARD

Please be aware that you should not use the courtyard after 8pm.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours.

YOUR RESIDENTIAL SUPPORT ADVISER

Nicole Warfield **07801 183626**
nwarfield@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Eildon 7 - **Ollie Williams**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714402 or **07801 183630**

EILDON AND MERROWDOWN ANNEXE

YOUR HALLS ADDRESS

Eildon (or) Merrowdown Annexe, (Your Room Number and Block),
Lansdown Road, Cheltenham GL50 2JA

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** – your call will be handled 24/7.

HEATING

Your heating is timer controlled and regulated by the outside air temperature. If the outside temperature falls below a certain point the heating will automatically come on during the following times:

Monday – Friday: 7:00am - 9:00am,
12:00pm - 2:00pm and 4:00pm - 11:00pm

Saturday and Sunday: 7:00am - 11:00pm

Outside of these times the heating will **not** come on. If reporting a heating issue, please state the time the problem occurred.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys please contact Nicole Warfield, Residential Support Adviser to get a new set. Keys are charged at £20 per key.

POST, RECORDED MAIL AND PARCELS

Post will be delivered directly to your block and distributed by your Residential Assistant. Recorded mail cannot be signed for at Eildon and Merrowdown so students are requested to use the Park Campus address; state your name and hall followed by Park Campus, The Park, Cheltenham, GL50 2RH. This parcel will then be collected by the campus reception who will email when ready for collection.

ID CARDS

Your student ID card will give you access to the block which you live in. If you lose your card you must report this to the Library, and purchase a new card (£10).

ROOM SAFES

See instructions on page 21.

LAUNDRY FACILITIES

There are laundry facilities on site. This service is provided and managed by the landlord. If you experience any faults please contact your Residential Support Adviser. It costs £2 per wash and 50p per dry. The code to access the laundry room is C2357A.

BIKE FACILITIES

There are bike racks available for use. The university is not responsible for your bicycle. Please ensure your bike is locked at all times, and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

COURTYARD

Please be aware that you should not use the courtyard after 8pm.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours.

YOUR RESIDENTIAL SUPPORT ADVISER

Nicole Warfield **07801 183626**
nwarfield@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Merridown Annexe C1 - **Alana Volavola**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714402 or **07801 183630**

VITTORIA WALK

YOUR HALLS ADDRESS

Vittoria Walk, (Your Room Number),
6 Vittoria Walk, Cheltenham GL50 1TP

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** – your call will be handled 24/7.

HEATING

During the winter and autumn seasons, the gas central heating will be on in your halls of residence. This can be controlled within your room.

WIRELESS INTERNET ACCESS

You can access the free Wi-Fi by connecting to either 'studentaccess' and 'studentaccess2'. A password will be provided with your keys.

INTERNET PROBLEMS

Please report any problems to Nicole Warfield, your Residential Support Adviser.

BUILDING ENTRANCE ACCESS

Should the front door be locked, you will be provided with an access code with your keys.

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys please contact Nicole Warfield, Residential Support Adviser to get a new set. Keys are charged at £20 **per key**.

CLEANING

Your kitchens and bathrooms will be cleaned daily.

POST

Post will be delivered directly to your halls of residence building.

RECORDED MAIL AND PARCELS

Recorded mail cannot be signed for at Vittoria Walk. Therefore, we strongly recommend you send parcels to our Park Campus Reception. Reception staff will then sign for the parcel and store it safely. They will then email to confirm a parcel is available for collection. You should address parcels to: Your name, room number, Vittoria Walk, The Park, Cheltenham, GL50 2RH

LAUNDRY FACILITIES

There is a laundry room onsite featuring washing machines and dryers that can be accessed with tokens. Tokens can be purchased on Tuesdays and Wednesdays 6-10pm from the building reception.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

NEIGHBOURS

Please be aware that Vittoria Walk is close to a local community and residents must be respectful.

EXTERNAL SPACE

Please be aware that you should not use outdoor space after 8pm to limit disruption for tenants and local residents.

YOUR RESIDENTIAL SUPPORT ADVISER

Nicole Warfield **07801 183626**
nwarfield@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Vittoria Walk 10 - **Sam Morgan**

Residential Assistants are students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714402 or **07801 183630**

REGENCY HALL

YOUR HALLS ADDRESS

Regency Hall, (Your Room/Flat Number),
Fishers Lane, Cheltenham GL52 2NY

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** – your call will be handled 24/7.

HEATING

Your room has an individual electric heater which can be switched on and off at any time. Ensure the radiator is switched on under the desk. Press the booster button to start the heating. The boost button is normally situated next to the bathroom door and has a fire symbol. The boost button will heat your room for approximately 30 minutes.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls, you must contact Security who can let you in **when available**. If you lose your keys, you must contact Rachael Dean, Residential Support Adviser, to get a new set. Keys are charged at £20 **per key/fob**.

POST

Post will be delivered directly to your block and distributed by your Residential Assistant.

RECORDED MAIL AND PARCELS

Recorded mail cannot be signed for at Regency Halls so students are requested to use the Park Campus address; state your name and hall followed by Park Campus, The Park, Cheltenham, GL50 2RH. This parcel will then be collected by the campus reception who will email when ready for collection.

LAUNDRY FACILITIES

There are laundry facilities on site which are managed by your Students' Union. If you experience any faults please contact **01242 714360**. It costs £2.30 per wash and £1.30 to dry.

BIKE FACILITIES

There is a bike store next to the front gate that can be opened with your room key. The university is not responsible for your bicycle. Please ensure your bike is locked at all times and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours. Local businesses operate nearby so please do not block the main gated area or Fishers Lane. Regency Halls is also home to BCA American Students each semester. One group will arrive in autumn and another in the spring.

YOUR RESIDENTIAL SUPPORT ADVISER

Rachael Dean **07801 183628**
rdean@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Regency 3103 - **James Woods**
Regency 4306 - **Harry Skingle**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714836 or **07736 692087**

SHAFTESBURY HALL

YOUR HALLS ADDRESS

Shaftesbury Hall, (Your Room/Flat Number and Block),
Francis Close Hall, Swindon Road, Cheltenham GL50 4AZ

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

Your heating is available all day and night and is regulated by the outside air temperature. If the outside temperature falls below a certain point, the heating will automatically come on. You can adjust the heating in your room by using the dial on the end of your radiator.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys you must contact Harry Hawkins, Residential Support Adviser, to get a new set. Keys are charged at £20 **per key/fob**.

POST

Post is delivered to the FCH Reception where you can collect it from 10:00am to 4:00pm, Monday to Friday. You will be notified if you have a parcel to collect via your university email.

LAUNDRY FACILITIES

There are laundry facilities on site. This service is provided and managed by your Students' Union. If you experience any faults please contact **01242 714360**. It costs £2.30 per wash and £1.30 to dry.

BIKE FACILITIES

There are bike racks available. The university is not responsible for your bicycle. Please ensure your bike is locked at all times, and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is a basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours.

YOUR RESIDENTIAL SUPPORT ADVISER

Harry Hawkins **07801 108634**
hhawkins@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Shaftesbury Hall D4 - **Connie Whittle**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714836 or **07736 692087**

PITTVILLE VILLAS

YOUR HALLS ADDRESS

Pittville Villas, (Your Room Number and Block),
Albert Road, Cheltenham GL52 3JG

MAINTENANCE PROBLEMS

Please email your name, contact number, room number, hall and campus with a brief description of the problem to helpdesk@uliving.co.uk or phone **08432 892329**. Please note that the email address is for non-emergency issues only as it will only be viewed between 09:00-17:00 (Mon-Fri).

EMERGENCY ISSUES

Please call **08432 892329** immediately to report any issues that need urgent attention. This number is staffed 24/7 and the operative will coordinate with on-site staff and contracted services (if required).

HEATING

Your heating is timer controlled and regulated by the outside air temperature. If the outside temperature falls below a certain point the heating will automatically come on during the following times:

Monday - Friday: 7:00am - 9:00am,
12:00pm - 2:00pm and 4:00pm - 11:00pm

Saturday and Sunday: 7:00am - 11:00pm

Outside of these times the heating will **not** come on. If reporting a heating issue, please state the time the problem occurred.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls, you must contact Security who can let you in **when available**. A new key will be issued when available. Keys are charged at £20 **per key**.

POST

Post is available to collect from the main reception in the Laurie Lee building 24 hours-a-day, 7 days-a-week.

ID CARDS

Your student ID card will give you access to the block in which you live. If you lose your card you must report this to the Library and purchase a new card (£10.)

LAUNDRY FACILITIES

There are laundry facilities on campus located next to Dent block. This service is provided and managed by your Students' Union. If you experience any faults please email helpdesk@uliving.co.uk or phone **08432 892329** It costs £2 per wash and £1 to dry. The code to access the laundry room is 4567.

BIKE FACILITIES

Pittville has bike racks available for use. The university is not responsible for your bicycle. Please ensure your bike is locked at all times, and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

PITTVILLE BAR

7:00pm - 11:00pm, term time only.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours.

PITTVILLE COMMUNITY

If you have any ideas for events on-site or in the bar area, please contact the Bar Manager, the Students' Union or the Residential Support Team.

YOUR RESIDENTIAL SUPPORT ADVISER

Nicole Warfield **07801 183626**
nwarfield@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Chadwick 101 - **Alex Marsh**
Holst 101 - **Dana Vainsteina**
Riley 101 - **Joanna Vikers**
Spencer 101 - **Zoe Aldcock**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

07473 128636

HARDWICK/MAIDENHORN

YOUR HALLS ADDRESS

Hardwick/Maidenhorn, (Your Room Number and Block),
Hardwick Campus, St Pauls Road, Cheltenham GL50 4BS

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

Your heating is timer controlled and regulated by the outside air temperature. If the outside temperature falls below a certain point the heating will automatically come on during the following times:

Monday - Friday: 7:00am - 9:00am,
12:00pm - 2:00pm and 4:00pm - 11:00pm

Saturday and Sunday: 7:00am - 11:00pm

Outside of these times the heating will **not** come on. If reporting a heating issue, please state the time the problem occurred.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls, you must contact Security who can let you in **when available**. If you lose your keys, you must go to the FCH Campus Office to get a new set. Keys are charged at £20 **per key**.

POST

Post is delivered to the FCH Post Room where you can collect it 10:00am to 4:00pm, Monday to Friday. You will be notified if you have a parcel to collect via your university email.

ID CARDS

Hardwick only: Your student ID card will give you access to the block in which you live. If you lose your card you must report this to the FCH Library and purchase a new card (£10).

Maidenhorn only: You received your door access code on arrival. Please do not give this code to anyone who does not live within your halls.

ROOM SAFES

See instructions on page 21.

LAUNDRY FACILITIES

There are laundry facilities on campus. This service is provided and managed by your Students' Union. If you experience any faults please contact **01242 714360**. It costs £2.30 per wash and £1.30 to dry.

BIKE FACILITIES

Hardwick has a locked bike shed for each hall located outside Thames Hall. The university is not responsible for your bicycle. Please ensure your bike is locked at all times, and that you have bicycle insurance. Bike locks are available through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours.

YOUR RESIDENTIAL SUPPORT ADVISER

Rachael Dean **07801 183628**
rdean@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Avon 33 - **Jazz Moreton**
Severn 34 - **Matthew Pick**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714836 or **07736 692087**

SPA COURT

YOUR HALLS ADDRESS

Spa Court, (Your Room/Flat Number),
11 Bath Street, Cheltenham GL50 1YE

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

Your heating is timer controlled and regulated by the outside air temperature. If the outside temperature falls below a certain point the heating will automatically come on during the following times:

Monday - Friday: 7:00am - 9:00am,
12:00pm - 2:00pm and 4:00pm - 11:00pm

Saturday and Sunday: 7:00am - 11:00pm

Outside of these times the heating will **not** come on. If reporting a heating issue, please state the time the problem occurred.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys please contact Nicole Warfield, your Residential Support Adviser, to get a new set. Keys are charged at £20 **per key**.

POST

Post is delivered directly to your halls of residence.

RECORDED MAIL AND PARCELS

Recorded mail cannot be signed for at Spa Court so students are requested to use the Park Campus address; state your name and hall followed by Park Campus, The Park, Cheltenham, GL50 2RH. This parcel will then be collected by the campus reception who will email when ready for collection.

LAUNDRY FACILITIES

There is a washing machine available in each kitchen.

BIKE FACILITIES

There are bike racks available for use. These bike racks are located at the side of the property. You may access the bike rails via the gate using the black fob for the gate. The university is not responsible for your bicycle. Please ensure your bike is locked at all times, and that you have bicycle insurance.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours.

YOUR RESIDENTIAL SUPPORT ADVISER

Rachael Dean **07801 183628**
rdean@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Spa Court C6 - **Gareth Rees**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714402 or **07801 183630**

ST GEORGE'S

YOUR HALLS ADDRESS

St George's, (Your Room/Flat Number),
22 Swindon Road, Cheltenham GL50 4AL

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

The heating is supplied via night storage heaters. These units charge between midnight and 6:30am when the main switch at the wall is on. All dials on the unit should be turned fully clockwise for maximum heating. If you experience issues with your heater, please contact your Residential Support Adviser in the first instance. Instructions on how to use these heaters can be found on the main notice board.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys please contact Rachael Dean, Residential Support Adviser, to get a new set. Keys are charged at £20 **per key**.

POST

Post is delivered directly to your block.

LAUNDRY FACILITIES

Nearest laundrette: Soap 'n' Suds, 312 High Street, GL50 3JF

BIKE FACILITIES

There are bike racks available for use in the internal courtyard. The university is not responsible for your bicycle. Please ensure your bike is locked at all times, and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

COURTYARD

Please be aware that you should not use the courtyard after 9:00pm.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours.

YOUR RESIDENTIAL SUPPORT ADVISER

Rachael Dean **07801 183628**
rdean@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

St Georges Flat 6, Room 3 - **Sandija Kreslina**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714836 or **07736 692087**

ST MARY'S

YOUR HALLS ADDRESS

St Mary's, (Your Room/Flat Number),
24 St George's Place, Cheltenham GL50 3JZ

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

Your room is heated via an under floor heating system. Every room has an individual controller where you can set a timer or switch on/off as required. Instructions to set your panel are on the main notice board in your flat.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys please contact Rachael Dean, your Residential Support Adviser, to get a new set. Keys are charged at £20 **per key**.

POST

Post will be delivered directly to your block.

RECORDED MAIL AND PARCELS

Recorded mail cannot be signed for at St Mary's so students are requested to use the FCH Campus address; state your name and hall followed by Francis Close Hall Campus, Swindon Road, Cheltenham, GL50 4AZ. This parcel will then be collected by reception on campus and they will email you when ready for collection.

LAUNDRY FACILITIES

Nearest laundrette: Soap 'n' Suds, 312 High Street, GL50 3JF

BIKE FACILITIES

There are bike racks available for use in the courtyard. Please use the side gate. The university is not responsible for your bicycle. Please ensure your bike is locked at all times, and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

COURTYARD

Please be aware that you should not use the courtyard after 9:00pm.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours.

CLEANING

Please note that the cleaning service only takes place in the corridors outside each flat.

YOUR RESIDENTIAL SUPPORT ADVISER

Rachael Dean **07801 183628**
rdean@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

St Mary's Flat 8, Room 2 - **Daniel Wicks**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714836 or **07736 692087**

DEVON PLACE

YOUR HALLS ADDRESS

Devon Place, (Your Room Number and Block),
2 Devon Avenue, Cheltenham GL51 8AP

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

During the winter and autumn seasons, the heating in your halls of residence with activated periodically during the day and night to ensure your building is adequately heated.

WIRELESS INTERNET

The password to access the Wi-Fi will be provided with your keys. Please report to Rachel Dean, Residential Support Adviser who will investigate further.

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys please contact Rachael Dean, your Residential Support Adviser, to get a new set. Keys are charged at £20 **per key**.

POST

Post will be delivered directly to your halls of residence building.

RECORDED MAIL AND PARCELS

Recorded mail cannot be signed for at Devon Place so students are requested to use the FCH Campus address; state your name and hall followed by Francis Close Hall Campus, Swindon Road, Cheltenham, GL50 4AZ. This parcel will then be collected by reception on campus and they will email you when ready for collection.

LAUNDRY FACILITIES

There is a washing machine available in each kitchen.

BIKE FACILITIES

Devon Place has bike racks available for use. They are accessible via the side gate of the building. The University is not responsible for your bicycle.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours and don't congregate outside after 8pm to limit disturbance.

RUBBISH

Please place any rubbish in the external bin area and do not leave it on the floor.

CLEANING

Tenants are responsible for the cleaning or their rooms, kitchens and communal areas.

YOUR RESIDENTIAL SUPPORT ADVISER

Rachael Dean **07801 183628**
rdean@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Devon Place 3, Flat A - **Kieren Sutton**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01242 714836 or **07801 183630**

OXSTALLS VILLAS

YOUR HALLS ADDRESS

Oxstalls Villas, (Your Room Number and Block),
Oxstalls Campus, Oxstalls Lane, Gloucester GL2 9HW

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

Your heating is timer controlled and regulated by the outside air temperature. If the outside temperature falls below a certain point the heating will automatically come on during the following times:

Monday - Friday: 7:00am - 9:00am,
12:00pm - 2:00pm and 4:00pm - 11:00pm

Saturday and Sunday: 7:00am - 11:00pm

Outside of these times the heating will **not** come on. If reporting a heating issue, please state the time the problem occurred.

INTERNET PROBLEMS

Please report to **01242 714044** or
icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys you must go to your Campus Reception to get a new set. Keys are charged at £20 **per key/fob**.

POST

Post is available to collect from Oxstalls reception between 2:00pm to 4:00pm, Monday to Friday. You will be notified if you have post or a parcel to collect via your university email account.

ID CARDS

Your student ID card will give you access to the block in which you live. If you lose your card you must report this to the Library and purchase a new card (£10).

ROOM SAFES

See instructions on page 21.

LAUNDRY FACILITIES

There are laundry facilities on campus. This service is provided and managed by your Students' Union. If you experience any faults please contact **01242 714360**. It costs £2.30 per wash and £1.30 to dry.

BIKE FACILITIES

Oxstalls Campus has bike racks available for use. The university is not responsible for your bicycle. Please ensure your bike is locked at all times, and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is a basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours.

YOUR RESIDENTIAL SUPPORT ADVISER

Harry Hawkins **07801 183634**
hhawkins@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Birdlip 301 - **Caleb Thomas**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01452 715231 or **07793 245017**

ERMIN HALL

YOUR HALLS ADDRESS

Ermin Hall, (Your Room Number and Block),
Denmark Road, St George's Place, Gloucester GL1 3JP

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

Your room has an individual electric heater which can be switched on and off at any time.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys please contact Harry Hawkins, Residential Support Adviser, to get a new set. Keys are charged at £20 **per key/fob**.

POST

Post will be delivered directly to your flat by your Residential Assistant.

RECORDED MAIL AND PARCELS

Recorded mail cannot be signed for at Ermin so students are requested to use the Oxstalls Campus address. State your name and hall followed by Oxstalls Campus, Oxstalls Lane, Gloucester, GL2 9HW. This parcel will then be collected by the post room on campus and they will email you to collect.

LAUNDRY FACILITIES

There are laundry facilities on site. This service is provided and managed by your Students' Union. If you experience any faults please contact **01242 714360**. It costs £2.30 per wash and £1.30 to dry.

BIKE FACILITIES

There are bike racks available for use. The university is not responsible for your bicycle. Please ensure your bike is locked at all times, and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours.

YOUR RESIDENTIAL SUPPORT ADVISER

Harry Hawkins **07801 183634**
hhawkins@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

Ermin Hall K5 - **Chris Brown**

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01452 715231 or **07793 245017**

UPPER QUAY

YOUR HALLS ADDRESS

Upper Quay, (Your Room/Flat Number),
Quay Street, Gloucester GL1 2JD

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

Your heating is available all day and night and is regulated by the outside air temperature. If the outside temperature falls below a certain point, the heating will automatically come on. You can adjust the heating in your room by using the dial on the end of your radiator.

INTERNET PROBLEMS

Please report to **01242 714044** or icthelpdesk@glos.ac.uk

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys please contact Harry Hawkins, Residential Support Adviser, to get a new set. Keys are charged at £20 **per key/fob**.

POST

Post will be delivered directly to your flat by your Residential Assistant.

RECORDED MAIL AND PARCELS

Recorded mail cannot be signed for at Upper Quay so students are requested to use the Oxstalls Campus address. State your name and hall followed by Oxstalls Campus, Oxstalls Lane, Gloucester, GL2 9HW. This parcel will then be collected by the post room on campus and they will email you to collect.

LAUNDRY FACILITIES

There are laundry facilities on site. This service is provided and managed by your Students' Union. If you experience any faults please contact **01242 714360**. It costs £2.30 per wash and £1.30 to dry.

BIKE FACILITIES

There are bike racks available for use. The university is not responsible for your bicycle. Please ensure your bike is locked at all times, and that you have bicycle insurance. Bike locks are available to buy through the on-line store for £20.

ROOM CONTENTS INSURANCE

There is a basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

LOCAL COMMUNITY

Please be respectful and friendly towards your neighbours.

YOUR RESIDENTIAL SUPPORT ADVISER

Harry Hawkins **07801 183634**
hhawkins@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS

STILL TO BE APPOINTED

Residential Assistants are returning students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01452 715231 or **07793 245017**

DISCOVERY COURT

YOUR HALLS ADDRESS

Discovery Court, (Your Room Number and Block),
154 Southgate Street, Gloucester GL1 2EX

MAINTENANCE PROBLEMS

To report a maintenance problem, log onto Eduroam and visit the Estates department web page at <https://infonet.glos.ac.uk/departments/estates> Click on 'Log A Job' and enter your contact details, room number and a brief description of the issue. Hints for logging a job are available on our web page, beneath the 'log a job' button. In an emergency, please call **01242 714888** - your call will be handled 24/7.

HEATING

During the winter and autumn seasons, the heating in your halls of residence with activated periodically during the day and night to ensure your building is adequately heated.

WIRELESS INTERNET ACCESS

You can access the Wi-Fi in your halls but connecting to the StudentCom network and setting up an account, username and password.

INTERNET PROBLEMS

Please report any problems to the StudentCom Helpdesk on **01275 793412/08449 431170** or support@studentcom.co.uk

KEYS

If you lock yourself out of halls you must contact Security who can let you in **when available**. If you lose your keys please contact Harry Hawkins, Residential Support Adviser, to get a new set. Keys are charged at £20 **per key/fob**.

POST

Post will be delivered through the post box on the Fire Exit door adjacent Flats 1 and 2.

RECORDED MAIL AND PARCELS

Recorded mail cannot be signed for at Discovery Court so students are requested to use the Oxstalls Campus address. State your name and hall followed by Oxstalls Campus, Oxstalls Lane, Gloucester, GL2 9HW. This parcel will then be collected by the post

room on campus and they will email you to collect.

LAUNDRY FACILITIES

Nearest laundrette: The Laundry Centre: 104 Westgate St, Gloucester, Gloucestershire GL1 2PE or Soap 'N' Suds: 130 Eastgate St, Gloucester GL1 1QT

ROOM CONTENTS INSURANCE

There is basic room contents insurance included (see page 28). You may need to increase your cover depending on your valuables.

NEIGHBOURS

Please be aware that Discovery Place is close to a local community and residents must be respectful.

EXTERNAL SPACE

Please be aware that you should not use outdoor space after 8pm to limit disruption for tenants and local residents.

RUBBISH

The bins are emptied on a Thursday and are removed from the building and placed under the entrance arch for collection. Please place your rubbish in these bins.

FIRE EXITS

There are two fire exits at Discovery Court which are alarmed. Unless there is a fire, usage will result in a fire alarm activation. The culprit(s) will receive a final warning and a £100 fine.

YOUR RESIDENTIAL SUPPORT ADVISER

Harry Hawkins **07801 183634**
hhawkins@glos.ac.uk

YOUR RESIDENTIAL ASSISTANTS STILL TO BE APPOINTED

Residential Assistants are students recruited by us to live in halls of residence and offer you pastoral care.

UNIVERSITY SECURITY CONTACT

01452 715231 or **07793 245017**



REDUCE, RECYCLE, REUSE

TIPS TO HELP YOU SAVE MONEY AND HELP THE ENVIRONMENT

WE ASK YOU TO USE THE RECYCLING BINS WITHIN YOUR HALLS

We've tried to keep it as easy as possible for you to recycle in halls of residence. Please follow the simple instructions in your kitchens.

RECYCLE YOUR GLASS BOTTLES

Please place glass bottles in the bottle recycling bin near your halls of residence.

Glass that is thrown into general bins ends up in landfills and will never decompose.

BRITISH HEART FOUNDATION (BHF) RECYCLING BINS

You will notice some large red BHF bins on each campus and in most of our halls of residence. This is a great place to put unwanted items.

Can we also ask that you please place your items in the specific BHF bags. These bags are available from your Residential Assistant or main campus reception.

RECYCLE YOUR PAPER

Each ton of recycled paper could save 17 trees. There are numerous paper recycling points on each campus.

CHARITY SHOPS

Donate your unwanted items to charity shops around the local town centre or use our BHF bins (see above).

REDUCE YOUR FOOD WASTE AND SAVE MONEY

- Write a shopping list.
- Plan weekly menus.
- Make friends with your freezer, there's not much that can't be frozen for later.
- Perfect portions. We throw away food because we cook too much!

CONSERVE WATER

- Turn off taps when not in use.
- Take a shorter shower.
- Use water in a bowl to wash up.

SU FREE BIKE SCHEME

There is a free Students' Union bike scheme, which allows you to borrow a bike for up to a week. Visit Your Students' Union reception to find out more.

SAVE ENERGY AND WIN PRIZES WITH STUDENT SWITCH OFF

- cook with lids on pans
- turn off any appliances/ lights when not in use
- wear warm clothes when it's cold
- win Ben&Jerry's ice cream, NUS cards and more!

www.studentsswitchoff.org
www.glos.ac.uk/sustainability

'THE UNIVERSITY IS FIRST CLASS FOR SUSTAINABILITY'

SECURITY AND EMERGENCY PROCEDURES

Students are, statistically, one of the most likely groups to fall victim of crime, owning more expensive consumer goods per head than the rest of the population.

It is no surprise then, that one in three students become the victim of a crime each year. Added to that fact, young people (aged 16 to 24 years old) are around three times more likely to be victims of burglary than people in other age groups, which makes students all the more vulnerable.

It's easy to be trusting of everyone in your halls and simply go out leaving your door unlocked. Most of your fellow students will be very trustworthy but is it worth taking the risk?

TOP SAFETY TIPS

Don't be a statistic. Staying safe is all about following a few common-sense guidelines. Read the following tips, it could make all the difference.

- Lock your room or bedroom doors and windows even if you are just going down the corridor.
- Make sure main flat/entrance doors and gates close behind you.
- Do not prop doors open.
- Don't let people follow you in unless you know who they are.
- Don't leave cash or valuables on display in your room or kitchen.
- If on the ground floor, don't put your TV, laptop or other valuables where they can be seen from the window.
- Get to know who lives in your hall. That way you will be able to recognise any suspicious people roaming around.
- Permanent ultra-violet pens are a good way of marking your property.
- Do not give your door code out to anyone who doesn't live in your block (if applicable).
- Contact Security if you see anything suspicious.

ROOM SAFE INSTRUCTION (IF APPLICABLE)

Some bedrooms feature a safe for expensive items or cash. The safe is pre-set to open with

the following code: 1, 5, 9 #. To open your safe, enter this code. You will now hear a 'click' and the green light will illuminate, immediately turn the handle clockwise. If you do not turn the handle within 3 seconds after entering the code, the safe will automatically relock.

CHANGING YOUR CODE

Please change the code on arrival. Ensure you keep the safe door open when changing the code. You will find the re-programme button on the back side of the door next to the battery compartment. Simply press this button, you will hear 2 beeps, now type in the new code you want, you can choose between a 2 and 9 digit code. Once you have typed in your new code press the # button. Your new code is now programmed, and the old code is no longer in the memory. Please test the new code with the door open to ensure there are no problems before locking the safe. If something goes wrong with your safe, please call your Residential Support Adviser.

IN AN EMERGENCY!

A THEFT - Call the Police on **999** and university Security immediately (telephone numbers are on your individual halls page). Don't forget to get a crime number (this will assist with insurance claims and following up on police progress).

A FIRE - Get out of the building and go to your assembly point then call university Security (telephone numbers are on your individual halls page). If you are sure there is a fire, call Fire Services on **999** as well.

A MEDICAL EMERGENCY - In a medical emergency, call the Emergency Services on **999**. If it is not an emergency, call the Medical Centre on **01242 714400** (during working hours) or **01242 580644** (out of hours). If in doubt, treat it as an emergency.

MEDICAL CENTRE - Contact **01242 714400** (during working hours) or **01242 580644** (out of hours).

SUSPICIOUS BEHAVIOUR - Call university Security immediately (telephone numbers are on your individual halls page).

BOMB ALERT - Call the Police on **999** and university Security immediately.

HEALTH, SAFETY HYGIENE



NO SMOKING



NO MOTOR VEHICLES

Tenants are expected to maintain halls to a reasonable standard of cleanliness at all times. This includes kitchens, communal areas, bedrooms and bathrooms. To assist you with this, we've provided a vacuum cleaner, mop and bucket, along with a dustpan and brush. Cleaning staff inspect your kitchen and communal areas once a week and your study bedroom regularly throughout the year to ensure these areas are clean.

Below are some guidelines to ensure the standard is maintained.

- Kitchen work surfaces should be clear of clutter and wiped regularly.
- Dishes should be washed and put away after use. Cleaning staff will not wash dishes.
- Cleaning of the fridge is your responsibility. Please ensure old and out-of-date food is disposed of and spillages are cleaned up.
- Your Hobs, ovens and microwaves should be cleaned after each use.
- You should clean your bedroom and ensuite bathrooms every two weeks.
- Bedrooms (including ensuite where appropriate) will be monitored monthly. You will be given 24 hours notice of any planned visit.
- Most domestic cleaning products will have instructions on how to use them. However, if you require support to understand how to clean any area, please ask your cleaner. They will be only too happy to show you.
- All rubbish should be disposed of in the relevant bins. Please do not over fill bins.
- Do not leave cooking unattended under any circumstances. It's the major cause of real fires in halls.
- Kitchen doors must be closed at all times. If not, smoke and fumes will escape into the corridor and activate the smoke alarm. There is a £50 fine for propping open kitchen doors.
- If a reasonable standard of cleaning in your kitchen or communal area is not met, your flat may face an additional cleaning charge of £50 per clean. There will also be a charge of £30 if your room requires an extra clean.

- Students are not allowed fridges or freezers in the study bedroom without written permission from the Housing Manager.
- We recommend you purchase environmentally friendly cleaning products on arrival: anti-bacterial wipes, bathroom, kitchen, and toilet cleaning products
- We recommend you purchase the following cleaning equipment on arrival: tea towel, sponge, cloth, washing up liquid, scrubbing brush, etc.
- Cleaning Contact List:
FCHCleaners@glos.ac.uk
ParkCleaners@glos.ac.uk
Manager.Oxstalls@bespokecleaning.co.uk

HEALTHY HALLS

Noise pollution: Please be aware that all noise should be kept to a room level after 11.00pm and a reasonable level at all times.

Safe environment: Please ensure your room is free from clutter and trailing cables.

Bedroom Cleaning Service: is available and can be purchased through the On-Line Store at a cost of £25.

Safety inspections: All study bedrooms will be safety inspected during the first term.

Guests: You are allowed one guest at a time, for no more than two nights, over a one week period.

Ball games: are not permitted on university grounds. Please use the many communal and park areas close by.

Local community: Please be respectful and friendly toward your neighbours.

Powering up: The standard United Kingdom 3-pin plug socket you find in all halls of residence has 240v of voltage.

Pest infestation: If you think you have a bug/ creature infestation, report it to the Helpdesk relevant to your halls.

FIRE SAFETY

ON THE FIRE ALARM SOUNDING:

1. Vacate your halls of residence immediately.
2. Close your door as you vacate.
3. Knock on your fellow students' doors as you vacate.
4. Do not use lifts at any time whilst fire alarms are sounding.
5. Gather at the appropriate assembly point (SEE FIRE NOTICE).
6. One person should inform Campus Security (see your individual halls page for contact details).
7. If a Security Officer is unobtainable or you are sure there is a fire, call the Fire Services directly on **999**.
8. All students should remain at the assembly point until the Fire Brigade or Security Officer has given the all clear.

ON DISCOVERING A FIRE:

1. Sound the fire alarm by activating the nearest alarm call point.
2. Knock on your fellow students' doors as you vacate.
3. Do not use lifts at any time whilst fire alarms are sounding.
4. Call the Fire Services directly on **999**. Then inform Campus Security.
5. Gather at the appropriate assembly point (SEE FIRE NOTICE).
6. All students should remain at the assembly point until the Fire Brigade or Security Officer has given the all clear.

FIRE SAFETY RULES:

You must not:

- Smoke anywhere within halls of residence, this includes the use of e-cigarette type devices and shisha pipes.
- Use candles, joss sticks, oil burners or incense.
- If cooking, never leave your food unattended. This has been the cause of nearly all real fires in halls.
- Use a deep fat fryer. They are prohibited in halls.
- Obstruct exits, staircases and corridors (eg with cycles, drying clothes, rubbish, etc).
- Wedge or otherwise open a fire door (£50 fine).
- Use barbeques on university grounds.
- Cover smoke/heat detectors (the penalty is £100 fine and a final warning letter).
- Wrongfully discharge fire extinguishers or use a fire blanket (£100 fine and a final warning letter).
- Remain in your accommodation when the fire alarm is sounding.
- Use portable heaters.

FIRE SAFETY CHECKS:

All wiring and fixed appliances within the halls are tested yearly. Your portable electrical items will be tested by university staff during the autumn term (more details will be sent out shortly via email).

STUDENT SERVICES

As well as Accommodation, Student Services feature the following areas:

CHAPLAINCY

As a university we are engaged with all aspects of student life, one of these being religious and spiritual needs. Faiths and Chaplains seek to support students and staff in these needs. Faiths and Chaplains are here for students of all faiths and none, and we have contacts for all the major faiths; Buddhist, Christian, Hindu, Jewish, Muslim and Sikh. www.glos.ac.uk/chaplaincy

COUNSELLING SERVICE

The Counselling Service offers someone to talk to in a confidential setting. Students come to us with all kinds of issues that are important to them. Talking with a counsellor may also help you to find a new perspective. Counselling is an enabling process which aims to support you in finding your own resources to cope with the feelings you are experiencing or the situation you are facing. www.glos.ac.uk/counselling

DEGREEPLUS

In today's competitive market we understand that your experience and time at university should prepare you for the world of work and beyond. Degreeplus is our exciting new initiative that will enable you to gain the skills you require to be successful in the workplace. www.glos.ac.uk/degreeplus

DISABILITY, DYSLEXIA AND LEARNING SUPPORT SERVICE

A confidential, one-to-one support service is provided for students prior to and throughout their university career by members of Student Services. The areas of support provided by the Disability Advisers include: advisory visits to university prior to formal application, advice on diagnostic and needs assessments (including dyslexia), assistance with application for the Disabled Students' Allowance (DSA), provision of note-takers and communicators, recommendations on learning aids and enabling technology, information on disability benefits, links with outside agencies concerned with disability issues and advice on disability access. www.glos.ac.uk/disability

INTERNATIONAL SUPPORT

From application to graduation, international students receive support from our dedicated team. Our International Support team can

help with a variety of issues relating to visas, accommodation, language support, life in the UK, resolving problems and other day-to-day matters once you are enrolled as a student.

www.glos.ac.uk/international

MENTAL HEALTH AND WELLBEING

We're available to talk with students who are worried about mental health or struggling with your well-being. We also provide training on mental health issues for students, and run student support groups. We are responsible for promoting mental health and well-being issues within the university. We can also arrange support for your course, and check out your eligibility for additional funding.

<https://infonet.glos.ac.uk/departments/ss/wellbeing/Pages/default.aspx>

STUDENT ACHIEVEMENT

The Student Achievement team offers a wide range of interventions and support options to students seeking to improve their academic work and enhance their study skills. For those students requiring support with English language, the service offers specific language support tailored to their needs. Advice and guidance can be accessed through workshops, one-to-one appointments across the university and via online resources.

<https://infonet.glos.ac.uk/departments/ss/Studentachievement/Pages/default.aspx>

STUDENT HELPZONES

The Student Helpzones are here to answer your queries and solve your problems no matter how large or small. You are welcome to drop in to, telephone or email any Helpzone for academic advice, help with personal and welfare matters, information about university services and guidance on any issues you may be facing. www.glos.ac.uk/helpzones

STUDENT MONEY ADVICE

The Student Finance Advice team at the University of Gloucestershire is committed to supporting students by offering advice and guidance on all aspects of student finance. We provide a confidential service to prospective and current students. We can help you to access student funding by guiding you through the various processes.

www.glos.ac.uk/moneyadvice

ACCOMMODATION TERMS AND CONDITIONS

These terms and conditions form the basis of the accommodation contract with us; please ensure you read all of the terms before pressing 'accept'.

This is a licence granting you ('the student') the right to occupy in the room ('the room') within the Halls of Residence ('the halls') for the period and at the fee stated on the Offer/Acceptance of Accommodation accepted by the Student.

In this licence the Student is the licensee and the University of Gloucestershire ('the university') is the Licensor.

THE UNIVERSITY AGREES THE FOLLOWING:

1. The university allows the student to live in the room between the dates shown on the form, and to use the kitchen, hall and any other communal facilities, together with the furniture and fittings included.
2. Whilst the university will take all reasonable steps to make the halls as secure as possible, it cannot accept any liability for loss or damage of your personal belongings. **Contents cover is provided by Endsleigh Insurance and the charge for this service is included in the rent.**
3. If for any reason the room ceases to be habitable, or for essential repairs or maintenance, the university will offer the student an alternative room in any of its halls. If this is agreed, the student will be able to live in the alternative room on the same terms and at the same price as the original room.
4. The university will carry out necessary repairs within a reasonable time, but the student must report defects promptly to the Maintenance Helpdesk.
5. All electrical appliances will be tested by a qualified electrician close to the start of the academic year. This will include appliances brought by the student. The university reserves the right to ask for

any appliances that fail the test to be removed from the halls.

6. The university reserves the right to enter the accommodation or shared areas at any time, but wherever possible reasonable notice will be given.
7. The university will respond promptly to any complaints regarding accommodation.

THE STUDENT AGREES TO THE FOLLOWING:

Financial Provisions

8. The student will pay a booking fee of £200 ('the booking fee') before being allowed possession of the room. Once the licence commences this will become a part payment and the amount of £200 will be deducted from the full fee.
9. The student agrees that if they decide not to attend the university they will **give notice directly to the Accommodation Office in writing at least two weeks before the date of the licence commencement.** Following receipt of such notice the university will return the booking fee to the student, minus a £50 administration charge. If the student fails to give notice of their intention not to attend the university within this time frame the full booking fee will be released to the university as a cancellation charge.
10. The student will pay any amounts in respect of breakages, damages or charges attributable to them. You can find a list of halls charges in the Halls Handbook.
11. Non-payment of accommodation fees may result in the student's accommodation licence being terminated resulting in eviction, not being able to attend their graduation ceremony, be considered for further qualifications or be given a reference from the University.

12. The University reserves the right to levy additional charges for the non-payment of debt and cancellation of direct debit instructions, where students have failed to provide prior notification to the Income Team.
13. If the student is absent from their room due to ill health or any other reason, the student will not be entitled to any refund of the fee.

General provisions

14. The student agrees to be considerate to the needs of fellow residents and neighbours in the wider local community.
15. Noise levels shall be kept to a reasonable level at **all times and in particular there should be no undue noise after 11pm and before 8am.**
16. The student will work with the residential and security staff to ensure the smooth running of the halls.
17. The student will clean their room and communal areas to a good standard and will ensure that communal areas are kept clear to allow cleaning staff to assist.
18. The student shall accept responsibility under health and safety regulations and will not act in a manner that could undermine the health or safety of fellow residents.
19. The student accepts that verbal or written abuse, physical violence, bullying, harassment, inappropriate language or behaviour will normally result in disciplinary action and may lead to eviction. This includes social media related to Residents in Halls of Residence.
20. The possession **or usage** of any illegal or banned substance within or around the halls is prohibited and will normally result in disciplinary action and may lead to eviction. Please note, other 'legal highs' including Nitrous Oxide (laughing gas) are also banned.
21. The student agrees to take good care of the room, the exterior, the shared areas and furniture and fittings. The student agrees to report any faults promptly to the Estates Helpdesk.

22. The student will not remove any of the furniture or fittings from the room or shared areas.
23. The student agrees to abide by all rules and regulations of the university relating to the halls.
24. In particular the student agrees to abide by all fire regulations and rules of the university including the following:

The student agrees not to; Leave food unattended whilst cooking in the kitchen area, use any kitchen appliances within study bedrooms, use deep fat fryers or excessive amounts of fat or oil in a pan.

Fire related offences are treated very seriously by the university and this is reflected in the financial penalties listed below. Where more than one student is responsible, those involved will be jointly liable to pay the penalty.

In cases where the perpetrator(s) cannot be identified, the offence may be attributed to a group of students in the vicinity, e.g. all those sharing a flat or a kitchen.

Offence	First time penalty	Subsequent times
Tampering with fire doors	£50	Disciplinary
Tampering with a smoke or a detector	£100 and final warning	Notice to vacate halls
Tampering with a fire alarm	£100 and final warning	Notice to vacate halls
Tampering with a fire extinguisher	£100 and final warning	Notice to vacate halls

On hearing the fire alarm, the student must leave the halls as soon as possible and go to the designated assembly point.

25. The keeping of pets is strictly prohibited.
26. The student may have an occasional guest in their room for up to two consecutive nights per week but must not give up possession of the room to them at any time. The student will be responsible for the guest at all times and

the guest will be subject to the terms of this Licence. The student must advise the Residential Support Adviser of the guest and enter their name on the guest list.

27. The student will keep the room and shared areas in a clean and tidy state at all times and will make sure all is acceptable at the end of this licence. If additional cleaning is required a charge will be made to the student based on hours worked.
28. The student is not allowed to change rooms with anyone else without first getting permission from the Accommodation Office. If a change is allowed, there will be a £50 transfer fee.
29. The student agrees to pay for any damage caused to the room. Where damage is caused to the common areas on the same floor as the student's room and the person responsible cannot be found, the student will pay a proportion of the reasonable costs of the repair of damage or replacement of furniture or fittings. The total cost will be divided equally between the residents on that floor, subject to a minimum £5.00 per person. Students will also take responsibility for damage caused by themselves in other areas.
30. **Students in halls are not permitted to bring any motor vehicles to Cheltenham or Gloucester.** This permission will only be considered by the Accommodation Manager for specific circumstances such as medical conditions.
31. The student agrees not to carry out any trade or profession from the halls.
32. Bikes are encouraged but these must be kept in the storage sheds provided and not within the halls.
33. No extra cooking or refrigeration appliances are to be brought into the halls.
34. No large items of furniture or equipment are to be brought into the halls. This includes mini-fridges, decks, drum kits etc.
35. The halls are subject to a **no smoking policy** which will be strictly enforced.

This includes e-cigarettes and shisha pipes.

36. Candles or any type naked flame are strictly prohibited in the halls.
37. No dangerous substances or weapons (including replicas) are to be brought into the halls.
38. Barbeques are prohibited in the areas surrounding the halls.
39. The placing of posters or signs of any nature in the room is strictly prohibited other than on the notice boards provided.
40. Theft of any kind within halls of residence is taken very serious and could result in disciplinary action along with further action from the Police.

Ending this licence

41. This licence will end if the student ceases to study at the university. Students must contact the Helpzone to confirm their withdrawal. Residents will be charged up to either the date that the room is vacated and the key returned, or the date that the withdrawal process is complete, whichever the latter. There will also be a cancellation charge, equivalent to a cancellation charge of four weeks licence fee. If a student is withdrawn by the Instigated Withdrawal Process, due to lack of attendance, then the resident will be given two weeks' notice from the date the withdrawal is processed. Any additional fees will be returned to the student providing the room has been left in an acceptable order. Any outstanding fees will need to be paid.

Ending this licence

42. This licence may be ended by the university (giving not less than one week's notice in writing) if:
 - a) the licence fee is not paid on the day it is due (following the university debt collection process).
 - b) the student is in breach of any of the terms of this licence. Go to www.glos.ac.uk/accommodation to view our Halls of Residence Disciplinary Procedures.

43. This licence may be ended by the student giving the Accommodation Office the name of a student of the university who is acceptable to the Accommodation Office and who is not already living in a hall of residence. This person must agree in writing to occupy the room in place of the student. The liability of the student will not end until the replacement student signs a licence and pays the booking fee required to the university.
44. This licence is personal to the student and cannot be transferred to anyone else.
45. Where there is a dispute between the university and the student that cannot be resolved reasonably, the dispute may be referred to the Adjudication Panel.
46. The Adjudication Panel will consist of the Director of Student Support or nominee, the President of the Students' Union and a third person appointed by the Director of Student Support. Both parties will abide by the decision of the panel, which will be final and binding in all respects.

RENT PAYMENT DATES

Your rent will be taken out on the following three dates:

3 October 2016
16 January 2017
2 May 2017

UUK CODE OF PRACTICE

The University of Gloucestershire is signed up to the UUK Code of Practice. The code outlines best practice and provides benchmarks for the management and quality of student housing in the Higher Education sector. A full version of the UUK Code of Practice is available for download at www.universitiesuk.ac.uk/aboutus/AssociatedOrganisations/Partnerships/ACOP/Pages/default.aspx

INSURANCE COVER

Endsleigh will be providing you with contents insurance for your room. This service is included in your rent. Please note this is basic contents insurance. You can purchase further insurance cover, should you require, for an additional cost. Please use the link below to review your insurance cover:

www.glos.ac.uk/docs/download/Accommodation/Insurance-cover.pdf

You will need to confirm your university of study (University of Gloucestershire) and your type of accommodation (halls of residence) followed by either Cheltenham or Gloucester (depending on where your halls are based). You will then be able to select your specific halls and receive confirmation of what your contents insurance covers.

You may need to extend your cover for the following items:

- Your laptop and iPod in your room and anywhere in the UK
- Mobile phones (away from your room) including iPhones and Blackberries
- Possessions away from your accommodation
- Bicycles

TV LICENCE

Each study room needs to take out an individual TV license. You can go online and do this:

www.tvlicencing.co.uk or call **0300 790 6071**

MEDICAL SUPPORT

If you haven't already, don't forget to register with a GP. The university has two partner surgeries and you can register online at: <http://infonet.glos.ac.uk/departments/ss/MedicalSupport/Pages>

END OF YEAR

You will need to vacate your room by 12pm on Saturday 24 June 2017.

HALLS OF RESIDENCE CHARGES LIST

The below is a non exhaustive list of approximate costs for replacing or repairing damaged items caused by residents. Please be aware that any damage you cause within halls of residence will be charged to your student account.

Bedroom	Key/fob (each)	£20*	Bathroom	Sink	£100*	
	Replacement lock	£85*		Mirror	£50*	
	Bed base	£110*		Toilet	£100*	
	Mattress	£80*		Toilet seat	£30*	
	Desk chair	£70*		Shower damage (if applic.)	£50*	
	Easy chair (if applicable)	£100*		Blocked drain (due to misuse)	£30*	
	Wardrobe	£150*		Kitchen	Toaster	£20*
	Wardrobe doors (per door)	£40*			Kettle	£20*
	Bedroom table (if applic.)	£50*			Microwave	£50*
	Desk lamp (if applicable)	£15*			Cooker	£140*
	Coat hooks	£20*			Hob (if applicable)	£100*
	Curtains	£40*			Dustpan and brush	£15*
	Floor/carpet	£100*			Fridge	£150*
	Damage to electrical sockets	£50*		Freezer	£150*	
	Network cable	£5*		Fridge/freezer	£300*	
	Room phone (if applicable)	£80*		Washing machine (if applic.)	£350*	
	Bin	£15*		Mop and bucket	£15*	
Room door	£150*	Kitchen table	£200*			
Replacement peephole	£30*	Kitchen chair	£50*			
Door handle	£40*	Communal	Replacement ceiling tile	£15* each		
Safe replacement (if applicable)	£40*		Damage to intercom	£40*		
Fire	Propping open a fire door		£50	Sofa	£250*	
	Tampering with fire extinguisher		£100	Vacuum cleaner	£100*	
	Covering heat detector or tampering alarms		£100	Damage to entry system	£200*	
	Activation of alarm		£100	Flat door	£150*	
	Break glass	£100	Main block door	£300*		
	General	Replacement of windows	£100*	Replacement of windows	£100*	
		Damage to walls (plastering)	£100*	Damage to walls (plastering)	£100*	
Repaint to walls/ceiling		£30*/wall	Repaint to walls/ceiling	£30*/wall		
Replacement windows		£150*	Replacement windows	£150*		
Cleaning	Additional bedroom clean	£50*	Additional bedroom clean	£50*		
	Additional kitchen clean	£120*	Additional kitchen clean	£120*		
	Excessive general mess	£50*	Excessive general mess	£50*		

*amounts based on the minimum charged and could increase depending on the severity of the damage. All works to rectify damage will be completed by the start of the 2017/18 academic year.

Any damage unaccounted for within the communal areas of your Halls of Residence will be charged between all residents of that hall. This will follow a period of 14 days from initial identification and notification to all residents of that hall.

Student will be charged for all costs attributable, including labour, installation, certification and disposal of damaged items (if applicable).

Prices are based on the 2016-17 and will be subject to annual review and adjustment.

HAVE WE MISSED ANYTHING?

What if I want to move out of the room?

- Staying at university but moving into private accommodation or commuting from home?**
 You will be liable for the licence fees until we can find a replacement. Depending on when this happens, it may be difficult for us to find a replacement so this option could prove expensive for you as you could be liable until the end of the academic year.
- Leaving university?**
 Providing you have completed the relevant withdrawal documentation, you will be liable for fees up to the date of handing back the room in an acceptable condition plus a cancellation charge of four weeks' fees.
- Transferring to another university halls room?**
 There will be a transfer fee of £50 but transfers are not possible during the first three weeks of term.

What if I can't afford the licence fees?

Talk to us. We have a Money Advice team who may be able to suggest sources of funding, or arrange staged payments. You will be expected to clear your account by the end of the licence period. If this is not done, you will not be able to register for the following academic year.

What happens if I have a complaint about another resident?

You can contact your Residential Support Adviser by email or phone who are available from 11:30am to 8:00pm Monday to Thursday, 11:30am to 7:00pm on Fridays. Discuss problems with them initially and they will advise on whom best to contact. There is also a 24-hour security presence on most of our sites, so they can be contacted at more 'unsocial' hours!

What happens if I have a complaint about the university-managed accommodation?

You can write to the Head of Student Housing and Welfare (kcarruthers@glos.ac.uk). Please provide as much detail as possible.

What rules and regulations will I have to abide by?

The terms and conditions (pages 25 - 28) cover what is expected of you.

How do I get repairs done?

You should report the matter to the Estates Helpdesk, estateshelpdesk@glos.ac.uk or 01242 714888. You should receive a job number which

can be quoted to get updates on your problem. If the problem has not been solved within a reasonable time, contact a Halls Adviser or Residential Support Adviser who will chase the matter up on your behalf.

What happens about guests?

You are allowed one guest, but only for up to two nights in any given week. You need to sign the guest list, as the university has a duty of care with regards to who is in the halls at any one time. You are responsible for the behaviour of your guest whilst they are here. This includes ensuring they are on the guest list.

Can I smoke in my room?

No. The halls have a no smoking policy. You will find that the smoke detectors in the rooms are sensitive to all forms of smoke and steam. The ban extends to anywhere within the residences.

Can I redecorate my room?

No and be aware of the damage caused by blu tak.

Who can I discuss problems with?

The university offers a good support network. Your Residential Support Advisers and Residential Assistants can signpost you to the appropriate person.

How and when do I get my booking fee back?

Once the license commences this will become a part payment and the amount of £200 will be deducted from the total annual fee.

When do I have to move out of my accommodation?

By 12pm on Saturday 24 June 2017.

My course has finished earlier than the official contract end date. Can I terminate my contract?

No, academic courses may have different structures and require you to be in attendance significantly less than the 40 weeks' duration of your accommodation contract. There is no early release however, based on your course structure. This was clearly stated in the information you received with your offer letter.

Bus and train information?

Visit this website for more information: www.gloucestershire.gov.uk/travel

CONTACT DIRECTORY

ACCOMMODATION

General **01242 714544**
accommodation@glos.ac.uk

Kathy Carruthers, *Head of Student Housing and Welfare*

01242 714548 kcarruthers@glos.ac.uk

Stephen Burrows, *Accommodation Manager*
01242 715431 sburrows@glos.ac.uk

Harry Hawkins, *Residential Support Adviser*
E: **07801 183634** hhawkins@glos.ac.uk

Nicole Warfield, *Residential Support Adviser*
07801 183626 nwarfield@glos.ac.uk

Rachael Dean, *Residential Support Adviser*
07801 183628 rdean@glos.ac.uk

David Manohar, *Accommodation Allocation and Systems Co-ordinator*
01242 714546 djmanohar@glos.ac.uk

Sharon Joynes, *Housing Support Adviser*
01242 714533 sjoynes@glos.ac.uk

Joey Bowden, *Housing Support and Community Co-ordinator*
01242 715322 jbowden@glos.ac.uk

Jenny Norris, *Accommodation Administrator*
01242 714544 jnorris@glos.ac.uk

SECURITY

Shaftesbury, Hardwick,
St Mary's and Regency
01242 714836 or **07736 692087**

Pittville
07473 128636

Oxstalls, Ermin and Upper Quay Halls
01452 715231 or **07993 245017**

Park Villas, Challinor and Eildon,
and Merrowdown Halls
01242 714402 or **07801 183630**

CAMPUS RECEPTIONS

Park **01242 714700**

FCH **01242 714551**

Oxstalls **01452 715200**

STUDENT SERVICES

STUDENT FINANCE ADVICE TEAM

Teri Garfitt **01242 714535**
tgarfitt@glos.ac.uk

Ruth Moore **01242 715319**
rsmoore@glos.ac.uk

Emma Walters **01242 715319**
ewalters@glos.ac.uk

DISABILITY SERVICES

Vicky Brown **01242 715308**
vbrown@glos.ac.uk

Laura Mills **01242 714870**
lmills@glos.ac.uk

Neal John **01242 714857**
njohn@glos.ac.uk

MENTAL HEALTH AND WELLBEING

Mental Health and Wellbeing appointments
01242 714542 mhw@glos.ac.uk

COUNSELLING

Counselling appointments **01242 714542**
counselling@glos.ac.uk

CHAPLAINCY

01242 714593 chaplaincy@glos.ac.uk

HELPZONES

Park Helpzone **01242 714556**
helpzonepark@glos.ac.uk

FCH Helpzone **01242 714016**
helpzonefch@glos.ac.uk

Oxstalls Helpzone **01242 715119**
helpzoneoxstalls@glos.ac.uk

GENERAL

Maintenance Helpdesk (except Pittville)
01242 714888 estateshelpdesk@glos.ac.uk

ICT Helpdesk (internet problems)
01242 714044 icthelpdesk@glos.ac.uk

General Finance Office (rent queries)
01242 714222 fees@glos.ac.uk

Students' Union **01242 714360**

Medical Centre **01242 714400**

Medical Emergencies **01242 580644**

