

WELCOME

SETTLING INTO YOUR NEW HOME



A GUIDE TO LIVING IN UNIVERSITY ACCOMMODATION





“THE FACT THAT ACCOMMODATION WAS WITHIN A VERY SHORT WALKING DISTANCE OF THE UNIVERSITY WAS GREAT FOR ME.”

Sammy-Jo, *Former student*

SETTLING IN

Welcome to the University of Worcester!

We hope you will enjoy your new home here, and that your flat-mates become firm friends in the coming weeks.

You'll join many fellow students who choose to live in Halls of Residence or in off-campus University-managed accommodation.

We're signed up to the Universities UK/Guild HE Code of Practice for the Management of Student Housing, which sets out good practice and mandatory requirements for student housing – so you can rest assured that your new accommodation is of a good standard.

This guide is full of top tips and key contacts to help make your first few weeks as easy as possible.



“MOVING INTO HALLS WAS AN EXCITING MOMENT,

and the start of my university adventure.

It was the first time I'd lived away from home - although I was nervous walking into a flat with five strangers I would spend the next year with, I have made so many good memories here.”

Katie Jane, *First-year student*



INDUCTION MEETING

We'll be hosting induction meetings on Sunday 17 September for everyone staying in University-managed accommodation. **It's compulsory to attend** as it will give lots of advice and useful information for your time here, including what to do in an emergency.

See opposite for the time and location of your induction meeting. EE G089 and EE G087 are in the Edward Elgar Building at St John's Campus. RB G008 is in the Riverside Building on Hylton Road (next to the gold University Arena Building).



Please see the last page of this guide for full details of how to log a maintenance request online - you will need to complete this by Friday 22 September.

INDUCTION TIMES

University Managed Housing	1.15pm	EE G087
HALLS	TIME	ROOM
Abberley	12.15 pm	EE G089
A E Housman	12.45 pm	EE G087
Ankerdine	12.15 pm	EE G089
Avon	12.15 pm	EE G087
Berrow	12.15 pm	EE G089
Bishop Bosel	12.15 pm	RB G008
Chancellor	12.45 pm	RB G008
Evesham	12.15 pm	EE G089
Elizabeth Barrett Browning	12.45 pm	EE G087
Fern Court	12.45 pm	EE G087
Ledbury	12.15 pm	EE G087
Malvern	12.15 pm	EE G089
Oldbury House	12.15 pm	EE G089
Old Post Office	12.15 pm	RB G008
Pershore	12.15 pm	EE G089
Sansome	12.45 pm	RB G008
Sarah Siddons	12.45 pm	EE G089
Shades House	12.15 pm	RB G008
Teme	12.45 pm	EE G089
Vesta Tilley	12.45 pm	EE G089
William Morris	12.45 pm	EE G089
Windrush	12.45 pm	EE G089
Wulfstan	12.45 pm	EE G089

It's vitally important that you log all maintenance requests online in order to ensure that you are not liable for any previous damage, and your deposit is not affected by this. A detailed guide to inspections is located on the back of this leaflet.

ACCOMMODATION SUPPORT

There are lots of people who are available to help with accommodation queries at the University of Worcester.

RESIDENTIAL AMBASSADORS -

Our Residential Ambassadors live in our accommodation and are there to support you. They can help you settle in, find your way around and can signpost you to University regulations and support services. The Residential Ambassadors can also act as mentors on a 1-1 basis. You can get in touch with the Residential Ambassadors by emailing RA@worc.ac.uk

CLEANING TEAM -

During semester time, our cleaning team will clean the communal areas in Halls of Residence once a week, on a specific day that you will be notified of. This includes communal bathrooms, kitchens, halls and communal stairwells. Cleaning staff won't take out rubbish or recycling, so it's a good idea to make a rota between yourselves to keep up-to-date with this.

SECURITY TEAM -

Our Security Team are available 24/7 and can be contacted via Main Reception at either campus (St John's 01905 855000 and City Campus 01905 542444), or on 07977 973956, which means you'll always have someone to speak to if you're worried about anything.

UNIVERSITY POLICE COMMUNITY SUPPORT OFFICERS -

The University has two dedicated PCSOs - Alun Jones and Natasha Harris - who are often around on campus. You can contact them on 01905 542629.

FIRSTPOINT AND THE ACCOMMODATION TEAM -

Our team in firstpoint can help you with day-to-day issues and most queries regarding accommodation. Visit the firstpoint desk in the Peirson Study & Guidance Centre (open 8.30am-5.30pm Monday-Friday) or email firstpoint@worc.ac.uk You can also contact the Accommodation Team on 01905 855300 or via accommodation@worc.ac.uk

If something is broken or not working in your accommodation, you can log a job on our Maintenance Portal. This will be picked up by the relevant team at the University, who will then deal with your query. You can access the portal by logging onto your student home-page and then the student app portal.



“LIVING ON CAMPUS, IN SUCH A SAFE, FRIENDLY AND SUPPORTIVE ENVIRONMENT

really helped me to learn how to live on my own, step by step. It was a nice transition from getting help from my parents for many things to sorting out everything by myself.”

Dina, *Former student*



LIVING IN ACCOMMODATION TOP TIPS

Below are some top tips on how to keep your new home safe and happy:

- Familiarise yourself with the Fire Action Notices around your house or flat, and make sure your fire doors are closed at all times – these include your kitchen, bedroom and flat doors
 - Keep up-to-date with emptying your rubbish and recycling (see worchester.ac.uk/accommodation for more details)
 - Keep noise to a minimum between 11pm and 8am to avoid disturbing others
 - Remember to lock doors and windows before leaving your accommodation
 - If you're watching or recording live TV, you'll need to purchase a TV licence – whether it's on a PC, mobile phone or television. You can find out more at www.tvlicensing.co.uk
- For more useful information, visit the Code of Conduct on our website – worchester.ac.uk/accommodation

It's easy to walk to many other places within Worcester too – take a look at our handy map in your Welcome Pack, for supermarkets, shops and other facilities nearby.

KEY FACILITIES ON CAMPUS

There are plenty of useful facilities right on campus, which are available for you to use whether you are living in Halls or in off-site University-managed accommodation.

These include:

- Launderettes – equipped with washers and dryers at both St John's and City Campus. Download the Laundry View App to monitor your washing (Android and iPhone). You can use the machines 24-hours a day and current prices are available in the launderettes.
- Post Room – Campus Services will deliver letters to Halls of Residences, and if you receive an item via recorded delivery or a parcel, you'll receive a notification from them to let you know where to collect this from. You can send post from the Hines Building on the St John's Campus, and from the reception of the Charles Hastings Building at City Campus too.
- Sports Facilities – There are gyms on both the St John's and City Campus, and gym membership is free to anyone living in University-managed accommodation, so why not try it out? See worchester.ac.uk/gym for more information.
- Shop – Our on-campus shop on St John's Campus stocks plenty of your basic day-to-day items plus additional things such as stationery, University branded clothing and cards.
- Cafés and catering – We have plenty of options for a bite to eat on campus. Our 'MADE' canteen on St John's Campus offers a selection of hot and cold food. The Starbucks Café at City Campus and Elgar Café and Rock Café at St John's Campus are great places to go for a snack or to catch up over a coffee.
- Bike storage – We have over 400 locations throughout the St John's Campus, as well as ample storage at City Campus, where you can secure your bike. See the map at worchester.ac.uk/bike If you don't already own a bike, why not join our bike loan scheme?
- Car Parking - If you want to bring your car onto campus, you'll need to pay for parking. You can order a student parking permit for the term – visit worchester.ac.uk/your-home/student-car-parking-information for more information.
- Internet Access – All rooms in Halls have a high-speed internet access point. Wireless access is also available at hotspots throughout the campus. See your IT Support Guide, in your Welcome Pack, for more information.
- Library and 24/7 access to computer rooms – As well as our award-winning library, The Hive, which is open between 8.30am and 10pm daily and is just a short walk from campus, you can also access a computer any minute of the day via the Peirson Study & Guidance Centre with your student ID card.



“ONE OF THE BEST CHOICES I’VE MADE WAS GETTING A ROOM IN HALLS.”

I love living right on campus. Everything is really close by – not just my classes, but the great friends I’ve made here too. And living with fellow students is one of the best parts of Worcester life for me. Plus we get free internet access and gym membership too.”

Ashley, First-year student

ACCOMMODATION INSPECTION GUIDE:

Upon arrival, please ensure you check:

- All areas of your accommodation, including communal areas thoroughly.
- Both sides of your mattress, for any stains, marks or tears.
- Sink, toilet and shower for issues with tile grout and sealant.
- Walls, windows, lights, lamps and general cleanliness of the room.

Please ensure that you take photographic evidence of ANY issues present on the day of moving in. You will then need to access your student homepage to log these as maintenance requests. Each individual fault should be logged by 22 September at the latest. Please attach your photographs to this request, so that any issues can be resolved quickly and efficiently.

It is essential to log and evidence any damage in this way, as it will prevent you from being charged for this at the end of the year.



University
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