

# UNLOCKING YOUR NEW HOME

HALLS GUIDE  
2018/19



Find out more

[www.southampton.ac.uk/welcome](http://www.southampton.ac.uk/welcome)  
[accommodation@soton.ac.uk](mailto:accommodation@soton.ac.uk)

# WELCOME

## Neil Sapsworth - Residential Services

Welcome to our community here at the University of Southampton.  
This guide will provide you with everything you need to know about halls life during your stay here.

We want you to feel part of our residential community. Our aim is to help you reach your academic potential and to develop personal skills that will allow you to live and work independently. We know that moving into halls is a big step, and you can be safe in the knowledge that you will always be supported by a full team of professional services from across the University.

All of our halls are managed in accordance with the UUK code of practice for student accommodation.  
You can find out more about what that means at [www.uukcode.info](http://www.uukcode.info)

We hope that each of you have an enjoyable stay in your accommodation and we look forward to meeting you all over the course of this coming year.

With Best Wishes,  
Neil Sapsworth (Director of Residential Services)  
& The Residential Services Team



## Emily Dawes - SUSU

Hi, I'm Emily, and I'm Union President for the 2018/19 academic year at the University of Southampton Students' Union.

At the Students' Union, we do a load of things to make your time as fun as it can possibly be, from offering support to sports and pretty much everything else you can think of, so make sure you get involved!

You'll also have a Halls Committee, who are there to put on everything from pizza nights to inflatable assault courses, and they also make sure your feedback is heard. Living in halls was one of the highlights of my time at Southampton, and I hope it will be for you too!

## Martin Hand - Student Life

Hello! I'm Martin from the Student Life team, welcome to your new home in halls.

I know that for many of you this will be your first time living independently and with that can come some unexpected new challenges. Our team are available here 24/7 all year round, even on Christmas day! So if you ever feel the need for a chat with a friendly face then just keep your eyes peeled for our purple hoodies around halls.

We also organise a bunch of events here at halls throughout the year, things like table tennis tournaments and video game nights. We hold a few bigger events for things like Earth Day and Lunar New Year so make sure to have a read of our fortnightly newsletter to find out more about what's happening near you.


My top bit of advice for each of you is to save our number into your phone now, **(02380598180)** you never know when you or your mate will need to give us a ring at 3 in the morning! Remember that we can be reached at any hour of the day or night, so don't ever think it's too late to give us a ring. If you would rather send us an email that's fine too, our address is [studentlife@soton.ac.uk](mailto:studentlife@soton.ac.uk).

We can also be found in our office usually so just ask at reception.


Have a fantastic year at University,  
Martin.

## How to use this guide

 This means you can find out more at [soton.ac.uk](https://soton.ac.uk) by using the search function in the top corner

 This means there's a telephone number

 This means you can find out more online by either searching or by following the url we have provided

 This means there's an email address

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# YOUR FIRST DAY

## THE ESSENTIALS




### How do I connect to the WI-FI?

To connect your device to our wireless network you should look for the **eduroam** signal in your connection settings and click it. You will be taken to a log in screen which will ask for a username and password. Your username for eduroam is always your full university email address, including the **@soton.ac.uk** bit e.g. **ab3a17@soton.ac.uk**

Your password is the same one you will have used to set up your online account.

Be aware that not all devices are supported at halls. Please make sure that your device is compatible or can use a **wired connection** before bringing it to halls.\*

If you're having trouble connecting your device or if you're having any IT-related problems then you can search our online IT self-help web page by typing the link below. If you still can't find what you need then you can contact **iSolutions** either by using the details below or by visiting them in the Hartley Library. Their team of tech wizards will be able to help you sort out whatever issues you're facing.

-  Self-help IT portal - <https://goo.gl/NqTEV1>
-  Search for 'iSolutions'
-  Call them on **023 8059 5656**

\*eduroam operates using the 802.1X WPA2 (Enterprise) protocol, rather than the 802.11 (home network) protocol. You can find out more about the eduroam network and compatible devices by visiting the self-help IT portal.

### What's the Inventory Form?

Inside your welcome pack is a multi-coloured form which lists everything that should be in your room at the start of your lease.

It's important that you get this filled in as soon as you can and bring it to your reception. If there's anything you're unhappy with about the condition of your room then write it into the form and we will pass it along to our maintenance team to resolve for you as quickly as we can.

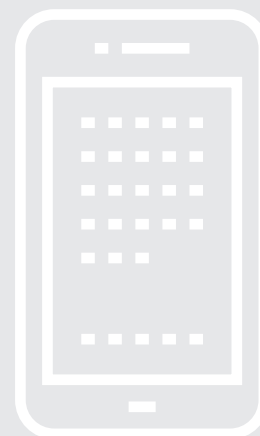


## Are Halls on Social Media?

Whilst we're not yet on Snapchat, Halls have a Facebook page and an Instagram account which we keep jam-packed with free giveaways and useful info!

We would recommend following us whilst you're a resident here as we regularly post important updates and run competitions for current residents, and who doesn't love free stuff?

- 📍 Search for '[University of Southampton Residences](#)' on Facebook
- 📍 Search for '[UOSResidences](#)' on Instagram



## Meet your New Flatmates!

Once you've filled out your form, logged in to the Wi-Fi and followed our social media pages, it's time to go and meet some new people!

Your flatmates will be arriving this weekend and now is the perfect time to open your door and say hello.

It can be quite a scary prospect to talk to new people but remember, everybody here is in the same boat. If you don't know where to begin, some conversation starters might be finding out what courses people are on and where they are from. You never know what you might learn about your new flatmates until you get to know them!



# What's my Postal address?

All post you have delivered to halls will be taken to your reception. The team there will log any parcels and send you an email later that day letting you know that they're available for collection. Different sites have different processes for how they distribute letters, ask at your reception to find out the process at your site. For more information on picking up a parcel see page 10.

To get post sent to halls you will have to use the following address template, replacing the below information with the correct info for your hall. If you're still not sure then search online for your hall reception address, just remember to add your ID, name and room number at the top.

In many halls your address can also be found on the back of your bedroom door.



**ID: 27023112**  
**John Smith**  
**B215, South Hill, Glen Eyre Halls**  
**Glen Eyre Road, Bassett**  
**Southampton, Hampshire**  
**United Kingdom**  
**SO16 3RD**

## Example Address

you can also find out your address easily by searching online

## THE NAME ON YOUR PARCEL MATTERS -

Make sure that when you put your name on your parcel that you use your real, full name. When parcels arrive for a name that we don't recognise we have to return it. If you know that someone has sent you a parcel that uses a nickname or a different name to the one you gave us at the start of the year, let your reception know before it arrives.

## RETURNING PARCELS FROM HALLS -

If you have arranged for a courier to collect and return an item from halls, it is your responsibility to print the relevant return label and bring the parcel to reception in time for the courier to collect it.



# How do I use my Bus Pass?

Students living in Southampton will receive a unilink bus pass as part of their welcome pack. When you receive your new bus pass, you will need to register it online to activate it.

You can do this by following the link printed on the card itself. Once you have registered it, you're free to go explore! Your pass can be used on any unilink or Blue Star bus in the Southampton area. For a full list of routes and live bus timetables check online or download the [MySouthampton](#) app.



Search for 'unilink registration'

Search for 'unilink routes'

# YOUR FIRST WEEK

SUSU

LAUNDRY

RECEIVING PARCELS

HEALTH & SAFETY

FACILITIES

BOOKING A SPACE





# YOUR FIRST WEEK

## How do I report a maintenance problem?

Reporting a problem in your flat is super easy, you don't even have to leave your bedroom, just log into SUSSED and find the Planon self service icon.

If however, it is an emergency maintenance issue please contact reception.

Once you're into Planon you should click the following options to register a problem within halls:

**Maintenance Requests > Residential Property**

Make sure you read the text that appears on your screen and then click 'yes' to proceed. Clicking 'yes' means that you're happy for one of our maintenance team to pop in and fix your problem as soon as possible.

Select your problem from the drop-down menus that appear on the next screen. It's really important that you write in your contact number, exact location and a good description of what's wrong so that we can find and fix it quickly.

Once you submit your request it will be assigned a priority and a member of our maintenance team will come along to fix it. If you would like to be around when our maintenance team visit you will need to talk with your reception during daytime working hours. (8am - 6pm)



Search for  
'University of Southampton Sussed'

## How do I set up a Student Bank Account?

Opening a bank account can take a couple of weeks & so it's best to start the process as soon as you can.

You'll need to set up an appointment at a bank that offers an account that interests you. If you're unsure of what you need, there are many comparison websites online that can help you find the account that suits you best.

Different banks will want to see different documents when you go into your appointment, so it's important to ask this when you book your appointment. Your School Office will be able to produce a letter for you with the information you need to provide about your course and confirmation of your halls address.

If you want to use your new account to pay your accommodation fees, let the Student Services Centre know once your new debit/credit card comes through so that the payment can be made automatically on the installment due dates throughout the year.

## USING THE LAUNDRY ROOM

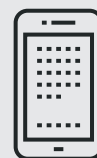


Search for 'Circuit Laundry' on app store

All our halls use Circuit Laundry machines, you can pay for your wash by downloading the free Circuit app and scanning the QR code on the front of the machine.

The Circuit website also has a bunch of useful features including a live update to let you know what machines are currently free and notifications to let you know when your wash is done. If you have any queries about doing laundry, you can ask your site reception who will be able to help.

### DOWNLOAD



Find 'Circuit Laundry' on the app store

### TOP UP



Top up your account using your bank card

### CHECK



View machines online to see what's available

### WASH



Scan QR code to activate your wash



## Meet your Students' Union

The University of Southampton Students' Union is here to represent you, no matter which campus you study at, and make your student experience unforgettable. Come along to the Union Fayre on Monday 24 September to say hello and find out how you can get involved.

## Meet your Halls Committee

Our Halls Committees are here to help you settle into student life, get to know Southampton and make sure your halls experience is the best it can be! They are made up of students who live, or have previously lived, in the same accommodation as you.

From Freshers Week onwards SUSU will elect block reps which is your chance to represent your fellow students at a local level!

Halls Committees represent students and help with day-to-day issues, so if you have an idea or think there's something that needs to change, get in touch! Halls Committees are elected every November through the Students' Union. Find out more at [susu.org/halls](http://susu.org/halls).

## Join a sports club or society

With over 340 sports clubs and societies to choose from, you're bound to find a hobby to enjoy!

From Art Society to Rugby, Cake Decorating to Quidditch, Tap Dance to Hockey, take the opportunity to try something new.

Fundraise for charity with RAG (Raise and Give) or get involved with our media groups: Wessex Scene and The Edge magazines, SUSUtv and Surge Radio. You can meet and greet all the Union's sports clubs and societies at the Bunfight on Wednesday 26 September.



### Freshers' Fayre

Freshers' Fayre is the best event to grab some free stuff and discover everything about student life at Southampton.

Don't miss Freshers' Fayre on Friday 28 September at the Students' Union.

## Party at Freshers' Ball

The most glamorous night of Freshers' Week is the Freshers' Ball! Dance the night away with fantastic entertainment at the Students' Union to celebrate the start of your University experience; it will be a night you never forget.



Tickets are on sale from [susu.org/boxoffice](http://susu.org/boxoffice)

# WHO ARE THE HALLS RECEPTION TEAM?

Your reception  
open 24/7  
365 days a year

At each halls reception there is a team of hardworking, dedicated people who work tirelessly to ensure you have a comfortable and pleasant time here.

During your stay here these are the people who will look after you and keep your halls site clean, efficient and safe. Your reception team can help you with loads of stuff, some of which we've listed below.

## What can they help me with?

- Picking up your post & parcels
- Raising & scheduling maintenance jobs
- Managing site security
- Area/site knowledge
- Replacement keys & lock outs
- Printing
- Pointing you towards helpful University services
- Picking up some parking permits

## What can't they help me with?

- Wi-Fi problems (contact iSolutions)
- Payment issues (contact Student Services)
- Interpersonal issues (contact Student Life)
- The meaning of life



## I've ordered something online, how do I pick it up?

Every letter & parcel you get delivered to halls comes first to the reception. The team there work as quickly as they can to process everything and then email everybody who has a delivery to let them know to come and collect it.

We have to make an accurate log of everything that comes into halls to ensure that your stuff is safely stored and to help you track items that don't arrive.

At busy times of year, such as the start of term, this can take a long time so **please be patient and wait for an email from us before enquiring about your post.** Checking the parcel shelves for parcels that haven't arrived yet slows down the process for everybody! If you haven't received an email from halls about your parcel then it's very likely that it won't be ready for you to collect just yet.

Please note that if you have a food delivery that is arriving at halls, you must be available to collect it yourself as we will not accept these deliveries for you.

## USING THE ONLINE STORE

 'Online Store'

The Online Store is part of the University's website and is used to purchase additional items and services offered by halls. Additionally, if you have been fined for any reason during your stay here you will need to pay via the store.

Some of the items available for purchase include:

### BEDDING PACKS



If you've forgotten to bring some

### REPLACEMENT KEYS



In case you lose yours

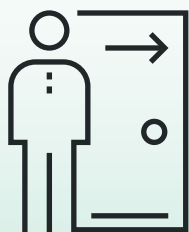
### PARKING PERMITS



So friends can drive over and stay

## What do I do if I've locked myself out of my room?

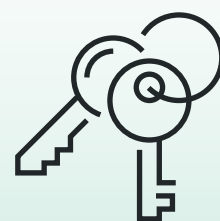
It happens to the best of us! If you've made a mistake and locked yourself out of your room, our team can let you back in if you can prove your ID.



We keep a tally of lockouts and if you have forgotten your key 3 or more times in the last 3 months, there is a £10 charge for letting you back in.

## What do I do if I've lost my keys?

Please visit your hall Reception with your University ID card and explain that you have lost your keys



You will need to purchase replacements for any lost keys, however, you can obtain a refund if you find the original key(s) within 7 days.

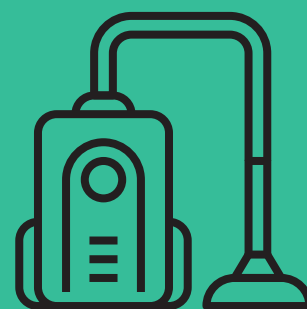
# DO I NEED TO CLEAN?

Yes, there is a level of cleanliness that we expect you to uphold in your flat. This includes:

- Keeping all surfaces clear and clean - **including dining table and worktops**
- Washing up dirty kitchen items daily - **use your housekeeping rota**
- Ensuring all personal items are stored in your kitchen cupboards or room
- Keeping your fridges clean, disposing of any out of date items
- Mop, sweep or vacuum any mess on the floor
- Using the waste bins responsibly & recycling - **see bin poster in kitchen**
- When bins are full, taking rubbish bags to the external bin compounds
- Taking room rubbish straight to the external bin compounds
- Keeping corridors clean and clear of personal belongings
- Keeping your personal space clean & tidy including your bedroom & ensuite bathroom

To help you out our Domestic Services team will pop in once weekly to shared kitchens and twice weekly to shared bathrooms to:

- Deep-clean oven & microwave
- Disinfect surfaces and sinks
- Vacuum and mop floors
- Clean furniture
- Wash walls including bin area
- Degrease cooker hoods (if applicable)
- Dust all areas
- Clean landings and stairwells
- Clean common areas and entranceways
- Clean shared bathrooms facilities where applicable



They will also help by removing rubbish four times weekly from kitchen bins provided that they are not overflowing or inaccessible (not applicable in Montefiore 3, Wessex Lane) Check your kitchen rota for Domestic Services schedule



# FIRE SAFETY

## WHAT YOU NEED TO KNOW:

Find your nearest fire exits and locate your fire assembly point – this information can be found on the back of your bedroom door but please ask at reception if you are unsure.

Fires in halls are rare but can quickly have a devastating impact. If you see, or genuinely suspect a fire, then raise the alarm by hitting the nearest alarm call point which are usually near the entrance to your flat or floor.

If you hear or see that a fire alarm has been raised anywhere in the University this means it is a fire evacuation. You must leave the building immediately and go to the fire assembly point.

You must only return to the building when a fire warden or security officer has authorised you to do so.

Fire safety is everyone's responsibility, and you need to make sure you read the information poster in your kitchen, and the Halls Regulations to make yourself aware of what your responsibilities are in relation to this. To try and make this straightforward we have highlighted some of the day-to-day things you need to remember;



Fire doors must be kept shut – This includes any with a Fire Door sign, and your bedroom door. Rather than propping your bedroom door open and shouting at someone across the corridor it's much more social to all meet in the kitchen or common room together. (Just remember to close the door behind you)



Practice evacuations are a necessity – These take place in the first semester and are a requirement of living in halls. We know that these can feel like an inconvenience but please cooperate during practice evacuations; this will honestly make them quicker and easier for everyone.



Cooking and kitchen equipment – Nearly all student fires start in the kitchen from cooking, or heated appliances. Don't leave your cooking unattended, don't obstruct the hob, and do not use kitchen appliances in your bedroom.



Fire safety equipment is there for emergency use only - It is there to protect you so please don't break or misuse it. Intentionally misusing or tampering with any fire safety equipment e.g. covering smoke detectors or unnecessarily using fire extinguishers is actually a criminal offence as you are putting yourself and others at serious risk by doing so.



Please note that all of our buildings are strictly non - smoking. If you are found to be smoking indoors anywhere in halls you will face disciplinary action and a potential fine. You may additionally be required to attend a fire awareness course.



# FACILITIES

	Archers Road Hall	Highfield Hall	Mayflower Hall	Glen Eyre Hall	Erasmus Park Hall	Wessex Lane Hall	City Gateway Hall
Common Room	Gateley & Romero on ground floors	JCR 1st floor Aubrey	Large Common Room in A Block, Small in B & C	Several Common Rooms on site	Common Room by Reception	Connaught JCR & Boiler House	Main Common Room above Reception
Music Room				Above Glen Eyre Main Building Common Room		Connaught Music Room	
Bicycle Storage	Behind Gateley & far side of Romero	In car park outside of Reception	Underneath B Block	Multiple Locations	Bike Loops near most flats	Multiple Locations	Near rear entrance
Gym/Sports Facilities			Next to Co-op near A Block	Gym & Squash Courts near Reception		Connaught Gym	Non-University Gym near Reception
BBQ Area		Grassy area outside Wolfe		Multiple Locations	Multiple Locations	Multiple Locations	
Quiet Study Space			C Block Student Learning Centre	Chamberlain B & Glen Eyre Main Building		Next to Connaught Common Room	
Pool/ Snooker Table	Romero Hall Common Room	Aubrey JCR Common Room	A Block Common Room	Glen Eyre Main Building Common Room		Connaught Hall Pool Room	
Table Tennis		Aubrey JCR Common Room	A Block Common Room	Multiple Locations	Multiple Locations	Multiple Locations	
Computer Room		Upstairs in Aubrey		New Terrace Computer Room		Connaught Library	Common Room above Reception

However you like to spend your time at halls, there are lots of different facilities on offer to you here. Below we've listed but a few of the things on offer, talk to your reception team to find out more about them.

## Bike Storage & Security

All residents can use the bike sheds, using either their ID card or a fob (fob access only at Gateway, Mayflower or Chamberlain halls).

The unilink office on Highfield Campus can add halls bike shed access to your ID card for free. Please note however that bike shed access at Highfield Campus costs £10.

We also recommend that you buy a good quality D-lock for your bike as an extra precaution.

## Gym & Fitness

There are several gyms and fitness areas across the university which you are able to use. To use them you will need to become a member of Sport & Wellbeing. To sign up and for more information you can head to the Jubilee Sports Hall on campus.



'Sport and Wellbeing'

## Common Rooms

Each of our halls have their own common room(s) equipped with comfortable seating and some leisure facilities. Each has a TV and at some of our sites we have pool tables, table tennis and more. As a resident you're free to use any of the facilities in any of our halls.

## BBQs & Outdoor Spaces

Most of our halls have their own BBQ pits which you are free to book out and use. Mayflower, City Gateway and Archers Road however, unfortunately don't have the space to facilitate them.

In the Summer time the BBQs are used almost every day, they are one of the greatest successes that have arisen from the end of year feedback questionnaire that we ask residents to complete. If you would like to use the BBQs we simply ask that you only use the designated BBQ areas and clean up after yourselves.

## Study Spaces

All sites open up areas for quiet study around exams and we have three dedicated quiet study facilities at halls located at Connaught, Glen Eyre and Mayflower Halls.

If you need to study outside of regular exam time just ask a member of staff, we will always prioritise finding somewhere for you to study in peace.

## Music Rooms

We have music rooms for you to use at both Glen Eyre and Wessex Lane halls. If you need a space to practice, simply pop in and ask about them at the reception of either hall.

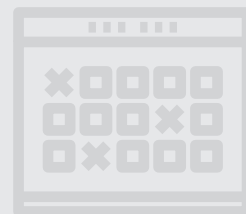
We also have a large gig/ event space at Wessex Lane called the Boilerhouse. Students and societies can book this space for their own events if they wish.



# BOOKING A SPACE



## BOOK USING OUR iSURVEY

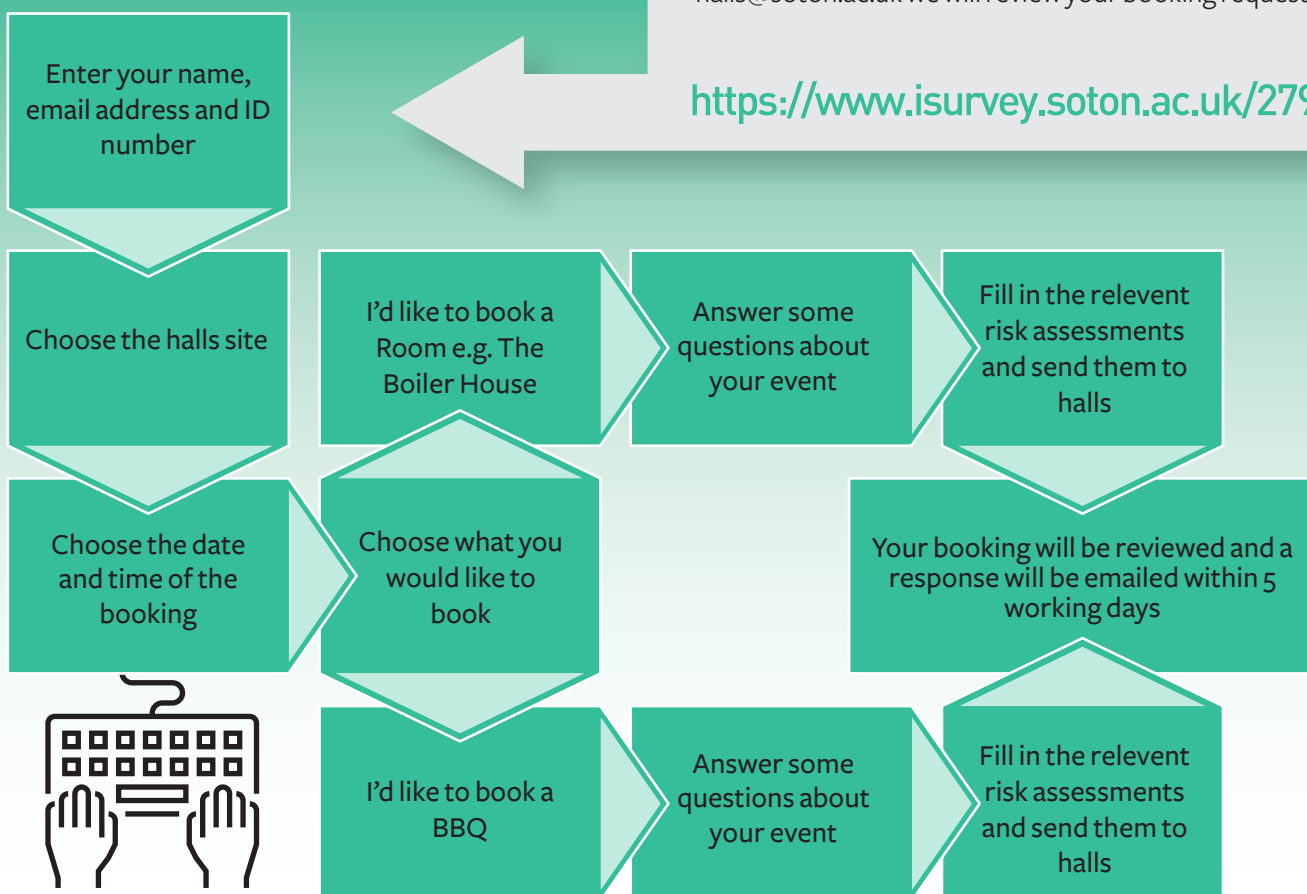


There are lots of different things to do in halls, whether it's booking a space in the music room or playing on the Student Life PS4 & VR kit. Your reception team will be able to loan you items such as pool cues and ping pong balls & bats and will usually ask you to leave your student ID at the desk whilst you use them.

Some of our facilities and spaces need to be booked out ahead of time however, such as a large BBQ of over 10 people or one of our large rooms such as the Main Hall at Glen Eyre. If you or your society would like to book one of these spaces please follow the below process to do so.

If you are looking to book out one of the larger bookable spaces, there is an online iSurvey which you must first complete to let us know more about your event. The diagram here shows what information you will need to know before you can book. Once you have submitted the iSurvey and sent your risk assessment form to halls@soton.ac.uk we will review your booking request.

<https://www.isurvey.soton.ac.uk/27927>







# THE YEAR AHEAD

**SUPPORT SERVICES**

**ROOM INSPECTIONS**

**YOUR CONTRACT**

**NEXT YEAR**

**KEY DATES**

**COMPLAINTS**

# THE YEAR AHEAD

University can be an amazing experience and we hope that you have the time of your life whilst studying here. Juggling the work-life balance can be tough though and it's okay to feel a bit overwhelmed.

We employ a vast array of support staff here at the University to help make sure that you're able to get the most out of your studies. If you're ever in need of support whether it be academic, personal or otherwise then all you need to do is ask one of the teams below.

## I'D LIKE SUPPORT WITH...

### My wellbeing in accommodation

Who can help?  
Student Life team

What support is available?  
Pop in to see them in their offices at halls or give them a ring

Available 24/7 every day of the year

 [studentlife@soton.ac.uk](mailto:studentlife@soton.ac.uk)

 023 8059 8180

 Search for 'Student Life'

### My physical or mental health

Who can help?  
Enabling Services

What support is available?  
Enabling run a drop-in service at Building 37 for physical & mental health support including support for dyslexia

1pm – 3pm      Monday to Friday - Term time  
1pm – 3pm      Mon, Wed & Fri - Out of term

 [enable@soton.ac.uk](mailto:enable@soton.ac.uk)

 023 8059 7726

 Search for 'enabling'  
Search for 'enabling live chat'

### Significant difficulties / dealing with a crisis

Who can help?  
First Support team

What support is available?  
First Support can help in a crisis. If you need to get in touch, call or email them to book an appointment

8am - 6pm      Monday to Friday - All year round

 [firstsupport@soton.ac.uk](mailto:firstsupport@soton.ac.uk)

 023 8059 7488

 Search for 'first support'



# I NEED...


## To talk during the evening

Who can help?  
SUSU Nightline

What support is available?

Student volunteers are available during open hours for a chat (only available during term time)

8pm - 8am - Phone lines      8pm - 1am - Online Live chat

 023 8059 5236

 southampton.nightline.ac.uk

## Some independant advice


Who can help?  
SUSU Advice Centre

What support is available?

The Advice Centre is open each weekday and can give support on a number of issues including housing, finance & academic appeals

9am - 5pm      Monday to Friday - Term time

 advice@susu.org


 023 8059 2085

## Academic skills support

Who can help?  
Academic Skills workshops in Hartley Library

What support is available?

There are a wide variety of support services available in the library. Check out their website to see what is currently available

 Search online for:  
library.soton.ac.uk/sash

## Any further support or advice


Who can help?  
Student Services is a good first point of contact when you have an issue. They are located in building 37.


What support is available?

They can help you with issues involving student living, support & wellbeing and financial matters.

8.30am - 6pm      Monday to Friday - All year round

 ssc@soton.ac.uk

 023 8059 9599

 Search for 'Student services'

# ROOM INSPECTIONS

A couple of times throughout the year, we'll pop in to make sure everything's ok with your room and flat. We're mainly looking for health and safety-related issues (broken appliances, any issues with fire/security-related equipment & overall cleanliness), but will also let you know if you have any banned items in your room or if we need you to make any changes. For more information about banned items see your Halls Regulations. You will be given 7 days' notice before your inspection and will be issued with either a pass or a fail. Failure to pass a re-inspection will result in a charge so make sure to amend any issues raised during your inspection.



## What if I have a complaint?

While we'll try to make sure that everything runs smoothly for you, there might be points throughout the year where you need to let us know about something you're unhappy with.

The first step is to let us know of the problem. Whether you speak to us or Student Life, we'll try to resolve the issue quickly and with minimal disruption to you. Your reception is often the best place to start; speak to the staff there and they can point you in the right direction.

If you've spoken to us and feel that we've let you down by not resolving your issue, you can raise a formal complaint. This type of complaint must be made in writing and there's a specific form you need to fill out -

<https://www.southampton.ac.uk/student-admin/appeals-complaints/index.page>

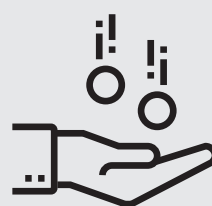
If you register a formal complaint, we'll get back to you with an outcome within 30 days. From there, you can make a choice of what to do using the guidelines in the link above.

## CAN I WORK FOR THE UNIVERSITY?

It can be really helpful to earn some money while you're at University and many students find part-time work throughout the city.

If you'd like to work for any department within the University, you'll need to register with Uniworkforce.

Search for 'UniWorkforce'



If you'd like to work for Residential Services at some or all of our annual events please fill out this ISurvey form

<https://www.isurvey.soton.ac.uk/26229>

# YOUR CONTRACT

If you haven't already, it's really important that you go online and read through the [Hall Regulations](#). These are the set of rules and the code of conduct we expect you to follow whilst living here, to enable everyone to enjoy their time in Halls.

Most of the regulations are common sense but understanding what is and what isn't allowed can help you avoid getting in trouble during your stay. Below are four of the top contract questions we get asked and a quick answer. You can get in touch with Residences if you want to know more.



Search for 'Halls Contract'

## Can I sub-let my room?

The contract that you have made with us is legally binding, relates to you and is non-transferable.

If you are found to have sub-let your room to someone else, the person sub-letting the room may be asked to leave and you may remain liable for the rental payments.



## Can I have guests?

You are very welcome to have guests stay with you in halls, it's a lot of fun to show a friend around your new city! All we ask is that you let us know that they're with you if they're going to be staying for 3 days or more, please make sure they are aware of the Halls Regulations as they will need to follow them as well.

The only thing to remember is that your flats aren't designed to house additional people for long, 7 days is the maximum that we will allow. Please be respectful of your neighbours, your guest is your responsibility!



## Can I change my room?

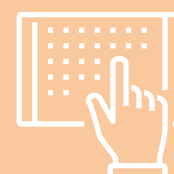
From mid-October we allow you to swap your room with another willing resident on the basis that you both together contact the Residences team to let us know that you'd like to swap. You can't change your room without letting us know as doing so is classed as breaking your contract and you can be fined or even excluded from University accommodation. For more information check the 'Moving rooms' tab on the Halls Contract page by typing the term above into the University of Southampton web search.

If you're really unhappy and are having difficulty in your new surroundings please contact and engage with our Student Life team, in exceptional circumstances they can help you with a supported room move to alternative accommodation.



## Can I loan my key / share my door code?

The simple answer is no! The security of you and your housemates is very important and the access information to your block should not be shared with anybody. We put a lot of effort into keeping your home secure and so we ask that you're careful with your keys/fobs and codes.





# WHAT ARE MY OPTIONS FOR NEXT YEAR?

**Come back into halls** - This September we allocated over 1000 of our rooms to people who wanted to come back and stay for an additional year in halls. For some people, that place is guaranteed (if you're a Non-EU international undergraduate student) whilst for others it's not. Either way, if you'd like to return to halls get your application in to us by January 2019. The exact deadline will be emailed to all residents nearer to the time. If we can't house you, you'll still have time to look at other options so don't fret.



**Move into a house or flat** - This is the most common route for students after spending their first year in halls - you find a house with some friends that you made in first year and have a go at living in the real world! Residences have a website called SASSH where you can find properties and speak to other house-hunting students. There's also loads of support available from our Students' Union. Have a look at SUSU Lettings and speak to the Advice Centre once you've been sent your contract so that they can help you check it over.



**Stay in private halls** - Southampton is host to over 10 different private halls in a variety of locations and at a variety of prices. You can find out more by looking on the SASSH Private Halls page, where we show you which halls in Southampton are under the ANUK accreditation scheme.





# WHAT DO I NEED TO DO BEFORE I LEAVE?

When you leave halls, all we ask is that you leave your room in the condition in which you found it. Once you have handed back your keys to us, any additional cleaning we may have to carry out in your room could incur a charge so make sure to clean up before you leave!

You can't leave any property behind after the point of departure. Any property found around halls (including external areas and bike sheds) will have to be disposed of by halls staff. We can't keep your property for you to collect later as we simply don't have the space to do so.

You'll need to take time to empty out your kitchen cupboards, fridge and freezer and clean up any residual mess in your kitchen and on the appliances.

If you want to donate any unwanted food and goods instead of putting them in the bin, there are stations for you to do just that. You can donate clothes, electrical items, non-perishable goods such as tinned foods and much more.



You absolutely must vacate your accommodation and return key/fob by no later than 10am on the end date of your contract. There are no storage facilities at halls for residents' belongings, but Residential Services can supply details of local storage companies.

If you withdraw or suspend from your course, you are no longer eligible to remain in halls and must move out. You will be charged for 28 days from the date you notify us that you are leaving, so please ensure you notify Residential Services by email of your intended move-out date as soon as possible. Failure to do so could cause you to be charged unnecessary fees.

If you are not leaving your course, you are liable for the payment of your room rent up to the end of your licence, even if you leave earlier. If there are extenuating circumstances and you believe your contract should be ended earlier, you can apply for an early release from the contract. Such applications are considered on a case-by-case basis, and are only granted in exceptional circumstances. Even if we can't grant you an early release from your contract, we may be able to arrange a re-let if a suitable replacement tenant can be found. In that case you'd need only pay until the date that the new tenant moved in.

# GLOSSARY

A list of common terms we use in halls. Some are obvious but others you might not be familiar with.

## Part-Catered

Some of our halls are part-catered. If you would like to know more about what the part-catered offer includes please visit [catering.soton.ac.uk/halls](http://catering.soton.ac.uk/halls)

## Day team

This refers to the Residential Services team that run the halls sites during weekday working hours. This includes Receptionists, Domestic Services & Management

## Ensuite

Ensuite refers to a room that has its own self-contained bathroom unit. Ensuite rooms in halls come with a sink, toilet & shower

## Faculty

Faculty is the term used to describe a specific educational department within the University. Your faculty are responsible for your teaching & assessment

## Flat

A flat is the term we use to refer to a collection of student rooms, usually centred around a shared kitchen facility

## Fob

A fob is an electronic key that allows access to a specific location in halls. Around a third of our halls use fobs whilst the rest use keys

## GA

GA stands for General Assistant. These are the helpful members of staff who you will likely see around halls helping keep things running smoothly

## Halls Regulations

This is the list of rules and the code of conduct that we expect you to abide by during your time in halls. You can find a link to these online

## Intake

The term used to describe the period right at the beginning of your contract in which you move in to halls. There are several intakes during each year

## Licence

We sometimes use the term licence when referring to your halls contract. Both terms refer to the contract that you have signed before you arrived at halls

## Link Week

This is the transition week between one academic year and the next. It predominantly affects pre-sessional & 51 week contract students

## Night team

This refers to the Security team that run halls sites during evenings and weekends. Student Life are also available throughout the night & weekends

## Non-Ensuite

Non-Ensuite refers to a room that does not have its own bathroom unit inside. These rooms share communal toilet & shower facilities

## Occupancy team

Occupancy are the team responsible for the allocation of students into rooms and handle all issues & queries concerning contracts

## Outtake

The term used to describe the period right at the end of your contract in which you are required to vacate halls and return your key or fob to us

## Pre-sessional

A Pre-sessional is a student who arrives during the summer before the autumn term to complete a pre-University English language course

## RCP

RCP stands for recurring card payment. It's important that you let the Student Services Centre know if you get a new credit/debit card so that the payment can be taken automatically on the due date

## Studio

A studio is a larger room that comprises of both a sleeping & food preparation area as well as a bathroom

## Sub-let

If you move out of your room and allow somebody else to move in without telling us then you are sub-letting. This is not allowed in halls and is considered a breach of your contract

## unilink

unilink are the company that operate the University's buses. They have an office above the SUSU shop and issue the bus passes given to new residents

# KEY DATES

## SEPTEMBER 22

The beginning of Welcome weekend, when the majority of students move in

## DECEMBER 16

Christmas holidays begin - students are welcome to stay in halls if they wish

## MARCH 31

Easter holidays begin -

Students on 36 week contracts are required to move out over this period

## APRIL 29

3rd Accommodation payment due

# 2018

## OCTOBER 08

1st Accommodation payment due

## JANUARY 07

2nd Accommodation payment due

## APRIL 28

Easter holidays end -

Students that have vacated may return to their rooms

## SEPTEMBER 14

Moving date for students on 51 week contracts

## MID JULY

Pre-session course B students move in

## JULY 01

Move out for majority of students on 40 week contracts

## JUNE 15

Moving out begins for students on 38 week contracts

# 2019

## SEPTEMBER

Moving dates for Pre-session students

## JULY 01

4th Accommodation payment due (51 week contracts only)

## LATE JUNE

Pre-session course A students move in





Find out more:

[www.southampton.ac.uk/  
uni-life/accommodation](http://www.southampton.ac.uk/uni-life/accommodation)

[accommodation@soton.ac.uk](mailto:accommodation@soton.ac.uk)

+44 (0)238059 5959



Relevant web links are shown throughout the Halls Guide document. Please also consult [www.southampton.ac.uk/accommodation](http://www.southampton.ac.uk/accommodation) for further details and/or any changes which have appeared since first publication of the Halls Guide or phone +44 (0)23 8059 5959 for more information.

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