

More than just a room.  
Halls of residence  
Guide 2015/16

# Welcome to Halls

Dear Resident,

**Welcome to your accommodation at the University of Southampton.**

Staying in University accommodation will play a big part in your student life at Southampton. You will be living with students not only taking different courses, but also coming from many different parts of the world, introducing you to some great friends and making unforgettable memories. This Guide will provide you with all the information you need to know about halls during your stay with us.

We are committed to playing our part in creating the best possible student experience for you during your time at the University of Southampton. It's our aim to ensure that you enjoy your time in halls and feel safe and supported while you do so. We offer a residential community experience that provides you with the opportunity to reach your academic potential and to further develop the personal skills that support your development towards independent living and working.

During your time here you are supported by a full team of professional services from across the University. Please inform us of any issues you may have so we can work with you to overcome any problems quickly and easily.

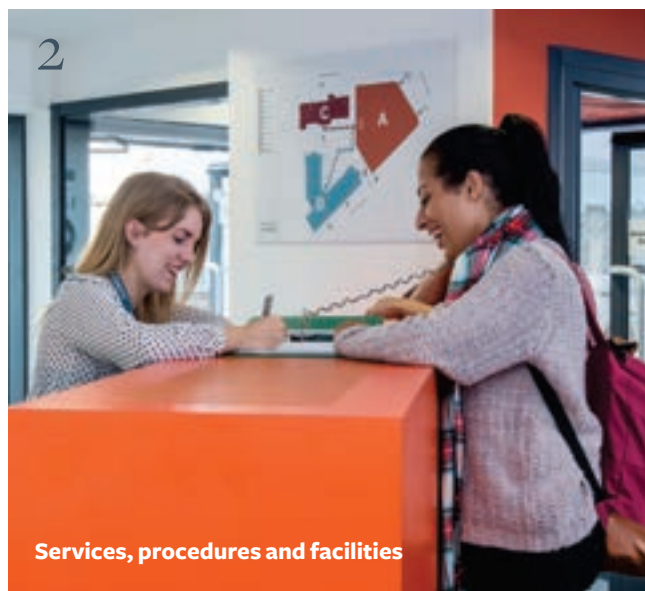
All of our accommodation is managed in accordance with the UUK Code of Practice for the Management of Student Housing. Further details relating to the code can be found at [www.uukcode.info](http://www.uukcode.info)

We hope you have an enjoyable stay in your accommodation and we look forward to meeting you!

With Best Wishes,



Rachel Bell (Residences Manager)  
& The Residences Team





Health, safety and security at halls

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Getting around and transport

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# Arrivals checklist

## Now I've arrived what do I need to do?

### ✓ Locate the fire exit and assembly point for my halls

This information can be found on the back of your bedroom door. Go and find the fire assembly point so you know where it is.

### ✓ Make a note of the Residences day and night (24 hour service) contact details for help, advice and support

Residences contact details, and information on what to do when you have a question or problem can be found on the opposite page.

### ✓ Check everything in my room and complete the inventory

Occasionally there are problems which we are not aware of until students move in, if you do not let us know by completing the inventory form we can't help, and cannot accept liability for any issues not raised until later in the year.

### Register with a local Doctor

✓ Information on your nearest Doctor's surgery is located on p.9 of this guide or other surgeries can be found online. Alternatively register with the University Health Service located on the Highfield campus using the form included in this pack (Southampton halls only).

### ✓ Find out where other important services are

Cash point, food store, pharmacy, bus stop, supermarket etc—Familiarise yourself with the location of your halls, find out where anything essential to you is nearby. There is a really useful map at [www.southampton.ac.uk/areyouready](http://www.southampton.ac.uk/areyouready) under the 'when you arrive' section showing where lots of useful services are.

### ✓ Figure out the best route to my teaching campus from my halls

Work out the best way to get from your halls to campus. Use maps and ask staff if you are unsure (if you are arriving on 'Welcome Weekend' there are activities to assist you with this); [www.areyouready.soton.ac.uk](http://www.areyouready.soton.ac.uk)

### ✓ Join the official UoS Residences facebook page

Keep up to date with important current information and details of events, as well as connecting and interacting with your community of fellow students in halls [www.facebook.com/pages/University-of-Southampton-Residences](http://www.facebook.com/pages/University-of-Southampton-Residences)

### ✓ Download the halls contract and regulations

It is really important that you understand your contract and regulations. These are available to download from the website [www.soton.ac.uk/accommodation](http://www.soton.ac.uk/accommodation)

### ✓ Make a note of key dates

Note down any key dates such as your contract start date and end date, payment dates, induction talks, events and when your academic course begins.

### ✓ Find out who my halls JCR are

Every halls of residence has a JCR (SUSU reps for your halls) who represent you for your time in halls and are also there to help with settling in. The JCR run a programme of events throughout the year which are a great way to socialise and make new friends.



### Wifi

Connect to **Eduroam** (the University's wireless service).

You will need to set up a university computing account in order to connect to the internet. To set up your computing account visit [www.southampton.ac.uk/isolutions](http://www.southampton.ac.uk/isolutions) and follow the instructions for new students. You are not permitted to use your own internet router/wireless system in halls.

# Supporting you 24/7

Who do I contact and where do I go if I need information help and advice in halls?



**Residences**  
Day team 08.00–18.00

**Email:**  
accommodation@soton.ac.uk  
**Telephone:**  
02380 595777

- Provide advice and information on all accommodation matters.
- Provide support to individuals and groups in the event of any emergency or problem.
- Signpost services which may be needed or help in your time at halls.
- Manage the halls environment and estate.
- Ensure halls maintenance requests are dealt with efficiently and appropriately.
- Provide information and advice on halls services and facilities, and how you can use and book these where required.



**Residences**  
Support Service  
Night team 18.00–08.00

**Email:**  
residencesupport@soton.ac.uk  
**Telephone:**  
02380 595777 (option 6)

- Provide advice and information on all accommodation matters.
- Provide support to individuals and groups in the event of any emergency or problem.
- Signpost services which may be needed or help in your time at halls.
- Guide residents on how to live in a healthy, safe and secure environment.
- Arrange social events to bring residents together.
- Help everyone to live in halls with consideration for other residents in halls, and nearby.
- Promote an understanding and explanation of the halls contract and regulations.



**Emergencies**

For medical enquiries call 111 to speak with the National Health Service (NHS) who will be able to advise you on what to do next.

To report a crime that has already happened or to speak to the Police about general enquiries or concerns call 101.

If there is a medical or emergency situation which requires immediate attention, or you have immediate concerns for your safety then please call 999 to reach the emergency services. Inform Residences immediately afterwards.

Please note Residences staff are not trained to deal with medical or emergency situations, they will contact the emergency services.





# Welcome to your new home

## How do I make the most of my time in halls and settle into my new home?

Living in your halls of residence is a fun and exciting time for both you and those around you. Being part of such a diverse student community is a great opportunity to find out and learn more about the world around us. University life and communal living will be a new experience for most residents and it is perfectly natural to feel nervous about being away from home. Try to relax and go and meet your flatmates – remember that they will be experiencing some of the same feelings as you.

### Shared living

For most of you, this will be the first time you've shared a flat with others. One piece of advice: Treat people the way you would like to be treated and respect their right to be different. Share your day with your flatmates, get to know them and let them get to know you. You'll find life is far more interesting with other people in it! Overall though, respect one another:

- Behave with respect and consideration.
- If you want to borrow something, ask first.
- Do not use other residents' possessions or toiletries, or eat their food without their permission.
- Throw away out of date food.
- Clean up after yourself which includes doing your washing up.
- Respect the privacy of your flatmates, don't disturb them when you know they are asleep!
- You have neighbours - both within your own flat and probably above and below you – noise travels more than you think. Between the hours of 11pm and 8am, please be as quiet as possible - you may not have an early start but your neighbours might.

Whilst we know that almost all flatmates will adjust to living together over time, we understand that this may not always be possible. We will not tolerate any form of bullying or harassment, whether it be based on someone's faith, gender, sexuality, disability, or anything else. Neither should you. We encourage you to try and resolve any differences that you have with your flatmates independently. If, however, you are unable to do so, please make use of the expert support services available across all halls every day of the year, every hour of the day. The Resident Support Service is excellent as a source of advice or for resolving differences in a constructive, positive, way.

### Community – living with the unknowns

You are also part of a wider community. Many of you will be living in and around communities that have been there for years and will be there for years afterwards. Whilst the vast majority of students and non-student neighbours live in harmony, lifestyle differences can cause distress. Things that may not seem important to you can be a major source of irritation and upset to non-student residents. The most common complaints about students received by the University involve:

- Excessive noise (day or night).
- Anti-social behaviour (including litter).
- Inconsiderate parking (parking on residential streets around halls).

The University is committed to responding to concerns in the community about student behaviour and aims to encourage high standards of conduct. Student rules and regulations include a disciplinary procedure for student misconduct in the community.

Get to know some of your neighbours and take advantage of the local facilities. On your doorstep are a huge variety of

café's, sports facilities, cultural sites, libraries and community activities. Your life is really enriched by taking advantage of mixing with people outside of your flat and your studies. Why not:

### Say hello!

Introduce yourselves to your neighbours. Find out if they have young children who need to go to bed early or if they are elderly. Do they work? If you are on friendly terms it will be easier for you to appreciate any concerns they may have and they will be more likely to approach you rather than the police, council or university if they have a problem.

### Make yourself at home

This will be your home for at least the next year, so make an effort to become part of the community. This way you'll get a chance to escape the student bubble and to make friends with a much wider range of people.

Consider joining your local residents association. If there is a neighbourhood watch, join in; students are prime targets for burglaries so it makes sense to do everything you can to protect yourself. The Hampshire police website has more information about crime reduction and community safety.

Look for opportunities to make a positive contribution to your area; student volunteering opportunities are listed here [www.southampton.ac.uk/careers/students/volunteering](http://www.southampton.ac.uk/careers/students/volunteering) As well as learning transferable skills, a high percentage of students stay in Southampton after graduation so your efforts may pay in the future.



## Tips

### Tips to get along with your flat mates

1. Find out everyone's name but don't worry if you can't remember, you can always ask again and just address them when you are alone or talking directly to each other.
2. Be reasonable: if one or some of your flat mates are less up for going out then try not to keep them awake all night with noise. If you prefer spending time alone and feel nervous about socialising then try and get to know your flatmates individually, good communication is really important when living with others.
3. Add your flat mates on Facebook (or other social media) and get their numbers as soon as you can and feel comfortable, as it makes contacting them a lot easier, especially if you have a problem or you get lost when out and about.
4. Plan activities and fun things together – watch films, talk about books, go shopping, go to gigs, talk about music, have a games night. It could be the thing that makes you bond with each other.
5. Don't worry, everyone is in the same boat so don't be scared about it, it's an experience worth having!
6. Your kitchen is always a popular place to gather - why not organise a flat dinner in the first few weeks? Cook together, get to know each other, share the cost and effort of preparing a meal and tidying up and have fun!



“Before coming to Southampton, I was nervous about making friends. The atmosphere in the University's halls of residence is really friendly, with a community feel. Everyone is in the same situation and I fitted in and made friends really easily.”

**Ivan Zhang**

BSc Economics and Finance, second year

# Services, procedures and facilities

## How do I..?

### A guide to services, procedures and facilities

**Internet connection** – We understand how critical a reliable and fast internet service is, therefore as well as Eduroam the wireless connection (see p.4) there is also a high speed wired internet connection available to you in halls. Your computer needs an Ethernet network card or adaptor; this is usually already built-in, and you will be provided with a Ethernet cable in your room (if you do not have one please contact reception).

**Cleaning** – Maintaining a healthy environment in halls is essential. Not only is it part of your contract agreement but it can have a big impact on your experience and for those around you. Cleaning procedures are as follows;

**Your responsibilities:** you are responsible for your room, which includes your ensuite bathroom if you have one. You must also do your own washing up and clearing up of your own food and mess. Communal areas must be left clear and tidy for the domestic services team to be able to do their job. You will be provided with equipment such as a vacuum cleaner and mop, and clear bin liners but you will need to supply your own products which are suitable for cleaning to the required standard.

**Domestic Services responsibilities:** communal areas, kitchens and shared bathrooms are regularly cleaned by Domestic Services. Details of what the cleaners do can be found on the notice board in your kitchen.

**Reporting a maintenance problem** – From time to time things may need fixing or replacing. If you have maintenance request then follow these steps;

1. **How urgent is the request?** The following system is useful in deciding:  
**Red – emergency! Immediate risk to health, security, or wellbeing.**  
**Amber – Important but not immediate risk to health, security or wellbeing.**  
**Green – not urgent but needs fixing as soon as it can be done.**
2. **Report the problem** – Green and **amber** requests should be reported online at [planon.soton.ac.uk](http://planon.soton.ac.uk) click 'Maintenance Requests' and then 'Residential Property'. Please note if you report maintenance issues that are not immediate risk to health, security or wellbeing at reception or to a member of staff you will still be advised to submit the request online via the planon service, so it saves you time to report online first.

**Red – Emergency requests should be reported immediately to your hall reception. Call 02380 595777 or visit your reception.**



#### Warning

Room inspections are carried out, with notice, throughout the year to ensure that cleaning is being carried out and there is nothing in your room causing potential health and safety risks!





Doctors and medical assistance – you should register with your local doctors surgery as soon as you can. The table below shows the doctors surgery closest to your halls of residence, or you can find one by visiting [www.nhs.uk / service-search](http://www.nhs.uk/service-search). If you have any medical concerns you can also call 111 to speak with the national health service who will be able to advise you. Only call an ambulance in a definite medical emergency.

Hall	Closest Doctor's Surgery	Contact Details
Archers Road Halls	Walnut Tree Surgery	14 Carlton Road, Southampton, SO15 2HQ Tel: 023 8033326
Bencraft Court	Burgess Road Surgery	357a Burgess Road, Southampton, SO16 3BD Tel: 023 80676233
Erasmus Park	St Clements Surgery	Tanner Street, Winchester, SO23 8AD Tel: 01962 852211
Glen Eyre Halls	Highfield Health	31 University Road, SO17 1BJ Tel: 023 80595545
Highfield Hall	University Health Service	Building 48, University of Southampton, SO17 1BJ Tel: 023 80557531
Wessex Lane Halls	Stoneham Lane Surgery	6 Stoneham Lane, Southampton, SO16 2AB Tel: 023 80555776
City Gateway	Stoneham Lane Surgery	6 Stoneham Lane, Southampton, SO16 2AB Tel: 023 80555776
Mayflower	St Mary's Surgery	1 Johnson St, Southampton, SO14 1LT Tel: 023 80333778
Liberty Point	St Mary's Surgery	1 Johnson St, Southampton, SO14 1LT Tel: 023 80333778



**Heating and hot water** – Temperature is different for everyone, some of you may find the halls too hot some may find them too cold so getting the balance right can be difficult. In most buildings, controls for hot water and heating are automatic. If your room is too warm please turn your radiator or heater down using the control valve or panel. If your room remains too hot or too cold due to a fault please report online using Planon. In most buildings heating is generally switched off during the night between approximately 12am – 6am. Central heating is normally operated from October to May when the external daytime temperature is below an average of 18 degrees Celsius. If you are cold, make sure you are wearing appropriate clothing and take regular breaks to move around. Our body temperature drops when we are not moving around and this can make a room feel colder than it is.

**Lost/replacement keys** – Keep your keys safe! If you lose your keys or fob to your halls you must inform the Residences team straight away, as this is an immediate risk to both yours and other resident's security. Contact your reception and do not leave any doors unlocked or open whilst you are not there, reception will provide you with a replacement key. Replacements cost £10 for your room/flat keys and £20 if you have lost your post box key also. You can pay by debit/credit card at reception or online (no cash payments).

**Post and deliveries** – Your full address (full name, room number, building/block name, road name, postcode) is required to ensure your post reaches you. Your address can be found on the back of your bedroom door. Most standard size non-recorded letters will be delivered to the mailboxes for your flat. Parcels and recorded mail that needs to be signed for will be held at reception (maximum 2 weeks) and you will receive an email from Residences when they are ready

to collect. You will need your student ID card or photographic ID to collect any items.

If you order food deliveries please note receptions will not be able to accept these therefore you must be available to receive them personally.

**Car parking** – If you wish to bring a car with you to halls you must apply for a permit at [parking@soton.ac.uk](mailto:parking@soton.ac.uk) in advance. Parking is extremely restricted and is patrolled so you will get parking fines without a valid permit. Parking in halls is operated by the University Parking Services and not Residences, we therefore have no control or authorisation relating to permits and/or parking fines. Guest and visitor parking permits can be purchased from your halls reception by debit/credit card (no cash payments). Spaces are subject to availability and cannot be guaranteed even with a permit.

**Reception** – All hall sites have a reception available to them (either on site or at a neighbouring hall close by) with customer service staff available to help you with enquiries, and advise you on all of your halls facilities and services. To find out the opening times of your specific hall reception either pay them a visit or email [accommodation@soton.ac.uk](mailto:accommodation@soton.ac.uk)

**Laundry** – There are washing machines and tumble dryers available for your use. Please check your notices around your halls or ask at reception for where these are located. You will need to provide your own washing detergent and products. If there is a problem with the machine make a note of the machine number, and call the telephone number on the label on the machine to report this. If you experience further problems then contact reception.

**Communal areas and common rooms** – Communal areas and common rooms are available across halls which can be used for a variety of different things including events, games nights, movie nights and studying and group work. If you wish to use the common room or communal space for a specific event or activity then ask at reception to find out more.

**Bike storage** – In order to gain access to the bike stores (at your halls site and on campus) you will need to have your card activated or in some cases you will need a key. These are controlled by the unilink service who require a £10 deposit to use this facility. Please contact the unilink office or reception for full instructions on how to access the bike stores.

**Study spaces** – We understand that there are times you will want to study somewhere else other than your bedroom or in your flat, and to help with this there are dedicated study spaces. To find out where your closest ones are and when they are available then look out for the notices or contact the Residences team to enquire.

**JCR** – These are your student union representatives throughout your time in halls. They organise social events and a range of activities, and also represent you to your students union. Become involved and represent your community with your JCR.

**Other facilities may include;**

Gyms, bbqs, bars, music rooms, pay as you go restaurants, computer rooms, outdoor areas, games, learning spaces.

Please note some of the above may require additional membership or advance booking. Bookings can be made at your halls reception.



# Protecting the environment

## What are my roles and responsibilities in halls to help protect the environment?

Every single person has an impact on the environment we live in and we should all be working together to reduce our environmental footprint in halls. The University was recently awarded the EcoCampus Platinum Award, thanks to our students and staff, here's how you can maintain this and help even further:

- Sign up to Student Switch-off to save energy and win some fantastic prizes; last year enough energy was saved to boil the kettle for 6 million cups of tea! and the winning Hall won a Ben & Jerry's ice cream and games party. Find out more by:
  - o visiting [www.studentswitchoff.org](http://www.studentswitchoff.org)
  - o joining our facebook group at [www.facebook.com/sotonstudentswitchoff](http://www.facebook.com/sotonstudentswitchoff)
  - o contacting the society via [susos@soton.ac.uk](mailto:susos@soton.ac.uk)
- Use the food and mixed recycling bins. The recycling scheme is likely to be different to the one at home so take a moment to see how much more you can recycle here. Recycling in Halls is simple:
  - o Food and tissues go in the green caddy bin.
  - o Carry glass to the big recycling bins outside.
  - o Everything else goes in the mixed recycling bins in your kitchen.

## Energy efficiency

The University has an Energy Management Policy. Residents are urged to be responsible in their consumption of energy and water by switching off lights and electrical appliances and by turning off taps and showers after use. When you've finished charging your phone/laptop/tablet make sure you turn off the switch at the wall. Don't leave TV's, consoles, music equipment or computer equipment on standby. All of these measures can dramatically reduce energy consumption.

## Waste and recycling

Which bin do I use?

Green bin for recycling  
Please do *not* clean anything together in clear bags




recycle here

							
<b>aerosols</b>	<b>household metal packaging</b>	<b>cartons</b>	<b>foil</b>	<b>foil trays</b>	<b>household plastic packaging</b>	<b>mixed glass bottles &amp; jars</b>	<b>mixed paper &amp; card</b>
✓ empty aerosols	✓ all flat and clean	✓ empty cartons	✓ clean foil	✓ clean foil trays	✓ all plastic including crushed polystyrene trays	✓ all glass bottles and jars	✓ all paper and card flattened



**Food Waste Recycling**

All food waste should be placed in the food waste caddies in your kitchen or in the food waste bin in the bin compound.

batteries



Batteries should be placed in the dedicated collection boxes located at reception.

**Purple bin for General Waste**



**General Waste**

General waste is waste that cannot be recycled. Keep general waste free of liquids.

Do

- Empty waste in correct bin
- Recycle as much as you can
- Reuse - keep bags for recycling

Don't

- Don't place waste in areas marked "Keep Clear"
- Don't place waste next to bins
- Don't place bins down in bins
- Don't use black bags

If you wish to recycle white items or have any queries, please contact Reception and Facilities via email on [R\\_Facilities@oton.ac.uk](mailto:R_Facilities@oton.ac.uk). Alternatively please check out the A-Z of Waste and Recycling on [www.soton.ac.uk/green/ac-a-z-of-waste-and-recycling](http://www.soton.ac.uk/green/ac-a-z-of-waste-and-recycling).

# Health, safety and security at halls

How can I have the best time possible in halls; conduct myself responsibly and in a safe manner with my fellow residents and the buildings in which I live?



It is an offence in law to interfere with or misuse anything provided in the interests of health and safety, including fire detection systems, fire alarms and fire-fighting equipment. The University will take disciplinary action against any resident found to be endangering the welfare of other residents or members of the University Community. A copy of the University Health and Safety Policy can be viewed at [www.southampton.ac.uk/healthandsafety/hsms](http://www.southampton.ac.uk/healthandsafety/hsms)



**96% of our residents rated 'feeling secure in halls' as good or very good**  
(Residences Exit Survey 2013)





### Electrical safety

All electrical supplies in your halls operate at 240 volts and if used incorrectly can give fatal electric shocks. Faulty or damaged electrical equipment can also cause fires.

The electrical equipment provided by the University is routinely checked to ensure it is safe. If you bring electrical equipment into the residences it must be in good condition and be fitted with a UK 3-pin plug with an appropriate fuse. Continental two or three-pin plugs and adaptors should not be used. The University reserves the right to remove, without warning, electrical appliances it deems to be unsafe or appliance leads that are not CE or BS kite-marked.

For your own safety and that of your fellow residents, you must stop using equipment immediately if you notice the following danger signs:

- Plugs or wall sockets which are overheating or are scorched or cracked
  - Cables or wires which are loose, exposed or fraying
  - A burning smell when appliances are switched on
  - Fuses which blow frequently.
- If you are concerned about any of the electrical installations or appliances in your Residence, please speak to your halls Reception.

### Fire safety

If you find a fire, sound the alarm immediately by hitting the nearest alarm call point – they are usually near the entrance to your flat/floor. When you hear a loud electronic siren anywhere in the University, or see a flashing fire alarm beacon light this means this is a fire evacuation and you and any guests must leave the building immediately and go to your designated assembly point or Reception if directed to do so. **You must only return to the building when a Fire Warden or Security Officer instructs you to do so.**

The fire-fighting apparatus is supplied for use only in an emergency. If you do have to use this equipment please report this to your hall Reception as soon as possible so it can be replaced. **Tampering with any fire safety equipment, e.g. fire alarms, unnecessarily discharging fire extinguishers, propping open fire doors or covering smoke detectors is a criminal offence.**

Fire evacuation practices are arranged during the First Semester. You are required to cooperate with the instructions of University staff during practice evacuations. If you have a disability or there is anything which may affect you evacuating from halls please inform Residences, and we will work with you to create a personalised emergency evacuation plan (PEEP). Please note that fire escapes/exits should only be used in emergencies. Fire doors must be kept shut at all times.

They are indicated by a sign that says 'Fire Door Keep Shut' and include main entrance, kitchen, and bedroom doors. Nearly all the fires in student housing start in the kitchen and most involve cooking; as a result residents must never leave their cooking unattended. You should take reasonable steps to prevent a fire e.g. do not use kitchen appliances in your bedroom, never fill a pan more than one-third full of oil, keep grill pans clean, make sure hobs are kept unobstructed and are not used for anything other than cooking, and be especially cautious if you are tired or under the influence of alcohol or any other drug.

### Gas safety

If you smell gas you should report this to your halls Reception immediately. Gas appliances in the Residences are serviced and safety checked annually by 'Gas Safe' qualified contractors.

Landlords Gas Safety Certificates are displayed in relevant buildings and are also available to view by prior arrangement at the Student Services Centre.



### General health and safety

- If you have an accident or a ‘near miss’ accident or you spot a safety hazard you should report this to your halls Reception, or to Residences, or the University 24 Hour Security Office. All accidents must be formally reported on a University Incident Report Form.
- Bicycles, additional furniture or other large items may not be brought into Residence buildings; they must not be stored externally where they obstruct access to doors or stairs.
- You must not obstruct doors, corridors, stairs or communal areas.
- You may not burn candles, joss sticks or use naked flames or ‘hookah’ pipes in Residences. The use of candles, incense, other naked flames, or storage of flammable materials in University accommodation is prohibited.
- Residents are not allowed to bring into the Halls any substance or equipment which might be hazardous to health or safety, e.g. petrol, solvents, laboratory equipment etc.
- You may not bring weapons or replica weapons into halls including guns, air guns, swords, knives etc.
- Residents who have children are responsible for their safety whilst in University buildings. English Law does not specify a particular age at which a

child can be left unsupervised. However, parents may be prosecuted if they leave a child alone ‘in a manner which is likely to cause unnecessary suffering or injury to health’ (Children and Young Persons Act 1933). University residences should be regarded as high risk areas for young children. Babies and toddlers should never be left alone in any circumstances.

- University staff have the right to carry out their duties without fear of intimidation and abuse. Such behaviour, directed at staff, is a very serious offence and will lead to disciplinary action.

### Your personal security

Though all of our halls are safe and secure, with 24 hour security and closed circuit television cameras (CCTV) on all sites, it is advised that you take the following precautions:

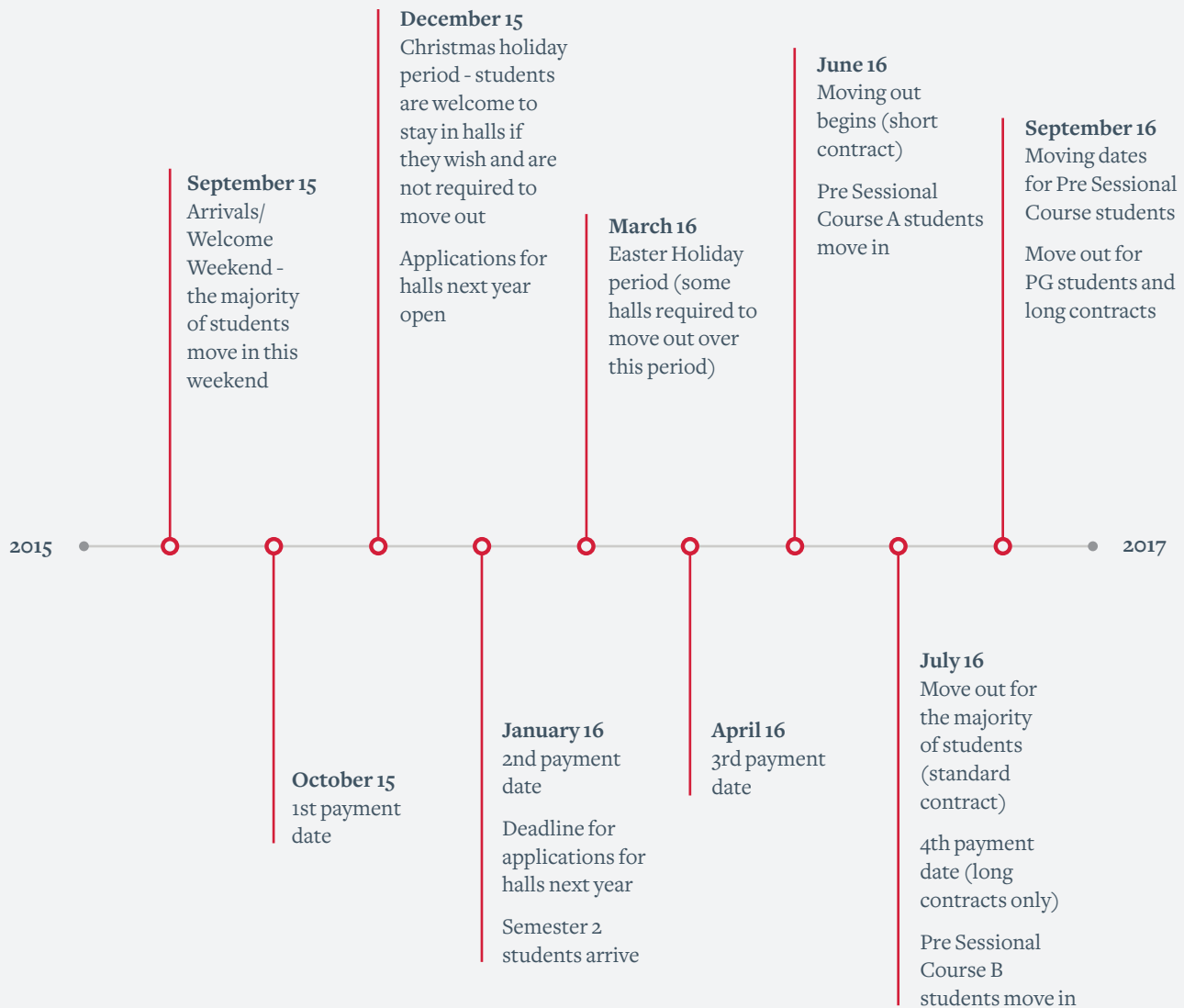
- If you lose the keys to your room it is important you let us know straight away to ensure you and your neighbours security.
- Keep all unattended rooms locked and windows shut.
- Don’t let any strangers onto the halls premises.
- Don’t share door access codes.
- Don’t tamper with window restraints.

To contact halls Security please call your halls reception, or call +44 (0)23 8059 5777. You will be offered options to access either security or the Residence Support Service. You may also contact the University Central Control Room (internal 22811, external +44 (0)23 8059 2811) in an emergency.

We have an excellent relationship with our local police constabulary. These are some of the benefits for your personal security:

- Safe Neighbourhood Engagement Officers whose responsibilities include the University.
- Present at events on the Highfield Campus, including a monthly surgery where they advise on personal security.
- Communication and updates via Twitter @UniCopsSoton
- Part of the IMMOBILISE national property register (UK wide campaign). When registered with IMMOBILISE in the unlikely event you have something stolen this will increase the chances of recovering the item.

# Your halls contract and key dates







### Room moves/swaps

You may not change or move rooms without the agreement of Residences. Those who swap rooms without prior permission will face disciplinary action that can include a fine and maybe excluded from accommodation in future years.

Room swaps, where two residents agree to swap rooms with each other authorised by Residences are permitted from mid-October. Further details will be available on our facebook page, Residences website or you can contact Residences directly. In exceptional medical or financial circumstances with evidence and support, a room change may be permitted. For further details and to collect the appropriate form please visit Student Services Centre. In exceptional circumstances and with prior consultation the University reserves the right to move residents to alternative accommodation.

### Sub-letting of rooms

Accommodation is available for the exclusive use of the person to whom it is let whilst they are a full time registered student of the University. **You may not sub-let or allow anyone else to use your room.** Please note random spot-checks occur throughout the year to check the ID of residents. Failure to comply with this regulation will result in disciplinary action being taken. You also place yourself at risk. If the person you have sub-let to (or swapped with without permission) causes damage to the room or flat, you will be liable for those damages. We have had instances where students have been charged £600 for damages to rooms that they had sub-let to others.

**Halls regulations** – The halls regulations as outlined in your contract, establish rules and a code of conduct for yourself and those

living around you. Many of these regulations are common sense but it is really important that you read and understand them so that you know what is expected of you while living in halls. The regulations can be found at [www.soton.ac.uk/accommodation](http://www.soton.ac.uk/accommodation)

**Complaint process** – We want your time in halls to be a happy one. However sometimes problems arise and we encourage you to contact us so that we can resolve issues as they occur. If we don't know about the problem we can't help. Issues can be raised with receptions, Residences day and night team, or by email to [accommodation@soton.ac.uk](mailto:accommodation@soton.ac.uk) The full complaints process can be found in the halls regulations.

We do our best to ensure our standards are met and are signed up to UUK Student Accommodation Code.



# Applying for halls next year and moving out

Want to stay in Halls next year? We encourage continuing students to apply; we have a good supply of rooms, and you can apply as a group or individually. This year there are nearly 1000 continuing students in halls. Our policy is outlined below:

## Current students

All UK and EU current students are welcome to apply for accommodation but a place is not guaranteed. Applications must be made by the relevant deadline. We will contact you in January / February 2016 if your application has been successful.

All international current students are guaranteed a place in halls. Applications must be made by the relevant deadline.

## Current students on Placement

Priority for accommodation is given to those returning from placement. If the placement is for 1 semester and a compulsory part of their course we will guarantee a place in halls for the other semester of that academic year. Students will need to apply by the relevant deadline.

## Summer residence

We may be able to offer accommodation during the summer holidays for students and academic visitors. Those on a summer internship are guaranteed accommodation providing they apply by the relevant deadline.



## Where do I apply?

You will need to apply online via [studentaccommodationservices.soton.ac.uk](http://studentaccommodationservices.soton.ac.uk) (you'll already be registered with this service to have applied for halls this year).





### Moving out

Obviously all good things must come to an end and, for most of you, Summer 2016 will be when you leave. We would ask that you leave your room in the condition in which you found it. Also take time to empty your kitchen cupboards, remove any items from the fridge and freezer and clean any mess. We would also really like it if you would consider recycling and donating your unwanted goods. We provide bins for donations to the British Heart Foundation for non-food items. We also have an arrangement with Basics Bank to donate non-perishable food items. Please do make use of this as your donations can make a difference to people locally and internationally.

You may not leave property behind anywhere in the halls after you vacate your room. If any property is found in or about your room after you have left (including property left in or around any other part of the University e.g. bikes in cycle sheds) then the University may dispose of such property in the manner it finds appropriate.

### You are required to vacate your accommodation and return keys by 10am on the end date stated in your licence agreement.

There are no on campus storage facilities for residents' belongings, but Residences can supply details of local storage companies. If you decide to move out of residence before the end date of your licence you must give notice to leave by letter or email. Please note that you may be liable for the payment of your room rent up to the end of your licence unless we are able to re-let your room earlier. In the event that we are able to arrange a re-let, you need only pay until the date that the new tenant moves in. If you leave before the end of your licence you'll be required to continue paying until your account is cleared in full. If you cease to be a student, because you withdraw from your course or the University terminates your course, your licence to occupy University accommodation and therefore your liability for rent ceases when you move out and return the key. Please ensure you notify Residences in writing of your intended move-out date so all necessary arrangements can be made.



Last year 1871 bags of unwanted goods were donated by students raising an estimated £30,000 for the British Heart Foundation. 100% of the profits raised went into the fight against heart disease and to help fund the British Heart Foundation's life-saving research. Whilst contributing to a very worthwhile cause the University benefited by a reduction of the amount of waste by 17.2 tonnes!

# Getting around and transport



## Walking

Almost all of our Southampton halls are less than 2 miles from the main University teaching campuses and are within walking distance, and our Erasmus Park hall is just under 1 mile away from Winchester School of Art campus. Use maps online to work out the best walking routes and ask at reception if you are not sure. Walking to and from halls in groups is a great way to exercise and catch up with friends before and after being at Uni (always make sure you walk in groups if it is dark).



## Bus

Southampton: unilink buses connect the University's Southampton campuses and halls of residences with the city's main railway stations and the airport in Southampton. Travel on unilink and blue star buses is included in the cost of your accommodation if you are in a Southampton based halls of residence (excluding Shaftesbury Avenue flats). Visit [www.unilinkbus.co.uk](http://www.unilinkbus.co.uk) for further information.

Winchester: Stagecoach buses operate approximately every 15 minutes from the Tesco store opposite Erasmus Park which travel to the train station and the city centre and close to the WSA campus.



## Bike

Both Southampton and Winchester are cycling friendly cities, with cycling routes and paths. Each hall has the facility to store or secure bicycles but you will need to bring your own lock. Cycling is a great way to get around as a student but if you are going to cycle make sure you have all the protective equipment such as a helmet and lights, and you wear high visibility clothing.



# The unilink bus service Southampton

unilink buses connect the University's campuses and halls of residences with the city's main railway stations and the airport in Southampton. Travel on a unilink bus is included in the cost of your accommodation if you are in a Southampton-based Halls of Residence\*.







CAMPUS INFORMATION

- University buildings
- Halls of residence

TRANSPORT INFORMATION

- Airport
- Ferry terminal
- Railway station



# Useful contacts

## General Halls Reception

### (24 hour contact for all halls):

External: 023 8059 5777 | Internal: 25777

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

## Student Services Centre:

External 02380 59 9599 | Internal 29599 |

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

Building 37 Highfield Campus

This should be your first port of call for all queries regarding accommodation (not including repairs or room transfers).

We can also assist you with queries regarding; fees, funding and studentships, ID cards, graduation, accommodation and can give general advice and guidance on a range of issues.

Please see [www.soton.ac.uk/student-services](http://www.soton.ac.uk/student-services) for further information about our services.

## University Security (24 hour):

023 80592822

## University Security Emergency:

023 8059 3311

The University's internal security service operates 24hours a day, 365 days a year, and is always available to students, staff and visitors about any security related issue

## First Support:

External: 023 8059 7488 (office hours) | 023 8059 3311 (out of hours contact University Security) | Email: [firstsupport@soton.ac.uk](mailto:firstsupport@soton.ac.uk)

First Support provides practical support to students who are emotionally and psychologically affected by a significant incident or event.

## Residence Support service:

External: 02380595777 | Internal 25777 |

Email: [residencesupport@soton.ac.uk](mailto:residencesupport@soton.ac.uk)

## Disclaimer:

The University of Southampton will use all reasonable efforts to deliver advertised programmes and other services and facilities in accordance with the descriptions set out in its prospectuses, student handbooks, welcome guides and website. It will provide students with the tuition, learning support, services and facilities so described with reasonable care and skill.

The University, therefore, reserves the right if it considers it to be necessary to alter the timetable, location, content or method of delivery of events provided such alterations are reasonable.

## Financial or other losses:

The University will not be held liable for any direct or indirect financial or other losses or damage arising from changes made to the event timetable, location, content or method of delivery of various services and facilities set out herein.

## Force majeure:

The University will not be held liable for any loss, damage or expense resulting from any delay, variation or failure in the provision of services and facilities set out herein, arising from circumstances beyond the University's reasonable control, including (but not limited to) war or threat of war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, interruption in power supplies or other services for any reason, fire, boycott and telecommunications failure.

In the event that such circumstances beyond the reasonable control of the University arise, it will use all reasonable endeavours to minimise disruption as far as it is practical to do so.

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This information can be made available, on request, in alternative formats such as electronic, large print, Braille or audio tape, and in some cases, other languages. Please call +44 (0)23 8059 7726 to request an alternative format.

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