

More than just a room.  
Halls of residence guide

# 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,



Neil Sapsworth (Head of Residential Services)  
& The Residential Services Team



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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 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.

## ✓ Find out more about the support on campus:

Enabling Services provides a wide variety of support for students relating to your studies and wellbeing. Find out about the support at [www.southampton.ac.uk/edusupport](http://www.southampton.ac.uk/edusupport)

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

Occasionally there are problems which we aren't aware of until students move in, so if you do not let us know by completing the inventory form we can't help, and can't 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.10 of this guide and other surgeries can be found online. Alternatively register with the University Health Service located on the Highfield campus using the form included in your welcome 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 and find out where anything essential to you is nearby. There is a really useful map at [www.soton.ac.uk/areyouready](http://www.soton.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.soton.ac.uk/areyouready](http://www.soton.ac.uk/areyouready)

## ✓ 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](https://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.southampton.ac.uk/student-services/student-living](http://www.southampton.ac.uk/student-services/student-living)

## ✓ 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.

## ✓ Meet your halls committee

Every halls of residence has a halls committee who represent you for your time in halls and are also there to help you settle in. The halls committee run a programme of events throughout the year which are a great way to socialise and make new friends.

## ✓ Set your budget

Make a note of what money you have coming in, and work out where it needs to go. You can find help planning your finances, funding your living costs and how to manage your money at [www.southampton.ac.uk/student-services/money-matters](http://www.southampton.ac.uk/student-services/money-matters)



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. If you have any issues connecting to the University's network, please use the above link to contact ServiceLine. 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?

For any queries you may have about living in halls, the Residential Services team are on hand 24 hours a day. We also can offer advice or signpost you to University services that may help you during your time in halls.

Our other responsibilities include:

- Providing support to individuals and groups in the event of any emergency or problem.
- Managing the halls environment and estate.
- Ensuring halls maintenance requests are dealt with efficiently and appropriately.



**Residential Services**  
Day team 08.00–18.00

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

**Telephone:**  
02380 595777



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

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

**Telephone:**  
02380 595777 (option 6)



**Emergencies**

If you have an immediate enquiry, please call the relevant number below, and inform Residences immediately afterwards.

111: to speak with the National Health Service (NHS), who will be able to advise you on medical enquiries.

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

999: for an emergency situation that requires urgent attention, or if you have immediate concerns for your safety.





# 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 is 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. It can be a scary prospect, but if you treat your flatmates the way you would like to be treated and respect each others' differences, you'll find life in a shared flat is far more interesting than living alone! Overall, show respect in the communal areas of your flat:

- 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 Residences Support Service is excellent as a source of advice or for resolving differences in a constructive, positive, way.

### Being part of the community

You are also part of a wider community. Many of the halls sites are situated in communities that have been here for years and will be here 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.

### 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.

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

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 off in the future.

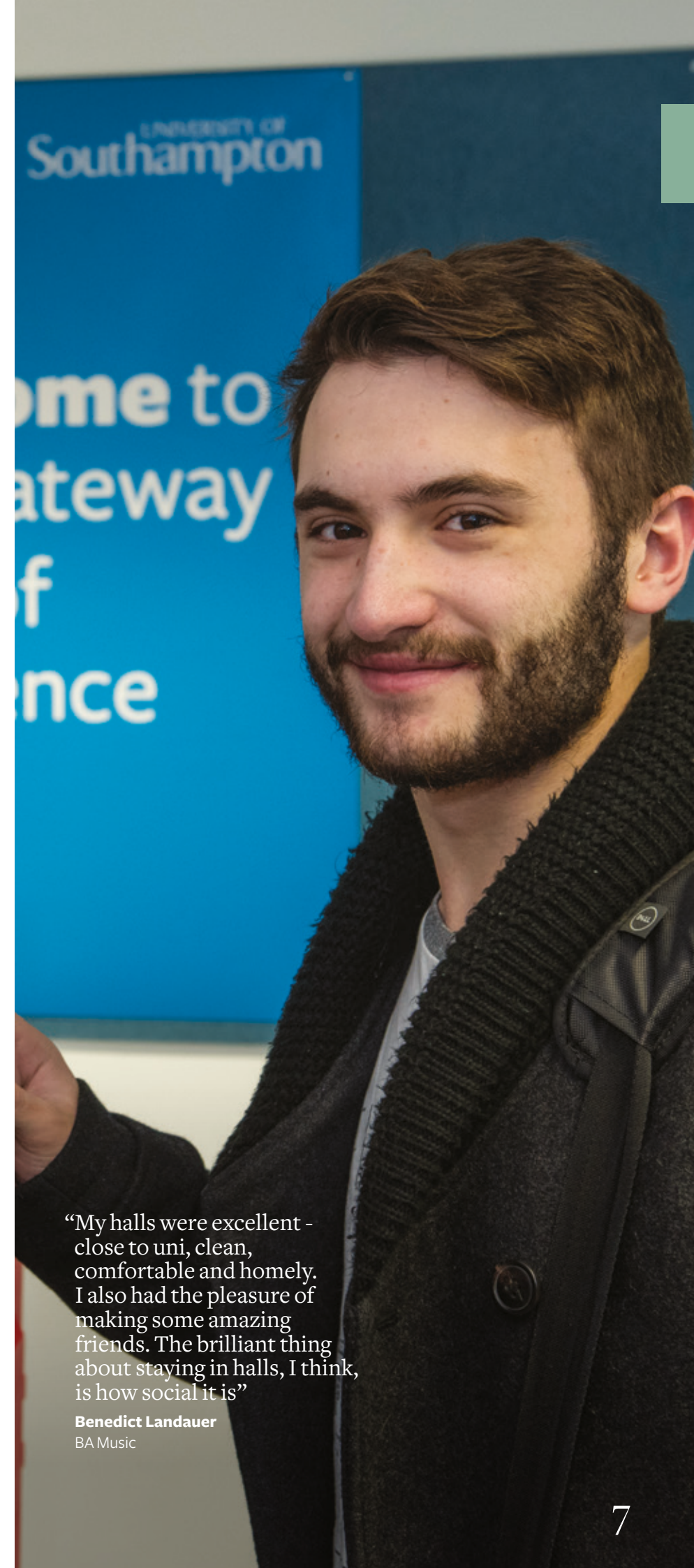
During your time at University you may want to earn some extra money. There are options for everyone, from working with visitors as a student ambassador, to working in shops and cafes. For more information visit [www.southampton.ac.uk/uni-life/careers-employability/work-and-study.page](http://www.southampton.ac.uk/uni-life/careers-employability/work-and-study.page)



### Tips

#### Tips to get along with your flat mates

1. 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.
2. 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.
3. Why not join one of the 300 different student groups at the Students' Union with your flat mates? With over 80 sports clubs and 30 performing arts groups there's a great opportunity to try your hand at something new!
4. Don't worry, everyone is in the same boat so don't be scared about it, it's an experience worth having!
5. 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!
6. Don't worry if you can't remember everything, there's lots to take in! You'll be able to catch up once you settle in and get used to your new environment.



“My halls were excellent - close to uni, clean, comfortable and homely. I also had the pleasure of making some amazing friends. The brilliant thing about staying in halls, I think, is how social it is”

**Benedict Landauer**  
BA Music



# Services, procedures and facilities

## How do I..? A guide to services, procedures and facilities

### Your Reception

All hall sites have a reception available to them (either on site or at a neighbouring hall close by) with staff available to help you with enquiries, and advise you on all of your halls facilities and services. Your halls reception will be able to help with any queries about halls that you may have, or they will signpost you to the best service. Below are just some of the things that reception can help with.

### 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 an Ethernet cable in your room (if you do not have one please contact reception). To find out more, including how to report network issues, please visit <http://www.southampton.ac.uk/isolutions>

### Passenger Lifts

Some of our halls have passenger lifts to upper floors. These are regularly serviced but on occasion do breakdown. In the rare situation that you do find yourself trapped in a lift, please don't panic. Press the alarm button to speak to the University's 24/7 Central Control Room. Please do not try and force your way out of the lift as you could endanger your safety. The University has lift engineers on call 24 hours a day, 7 days a week and will respond to call outs as soon as possible, normally within 60 minutes.



### 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 us 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.



### 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.

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.

### 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 our online fault reporting system. 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 room you must inform us straight away, as this is an immediate risk to the security of both you and your neighbours. 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 and you can pay via [store.southampton.ac.uk](http://store.southampton.ac.uk).



### Reporting a maintenance problem

From time to time things may need fixing or replacing. If you have a 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 <https://planon.soton.ac.uk>. Click 'Maintenance Requests' and then 'Residential Property' and follow the form to report the issue. If you wish to be present when that visit takes place or you require access to your room to be at a specific time, you will instead need to raise your maintenance request by contacting your halls reception between 8.00 am – 6.00 pm Monday to Friday. Please be aware that there may be a delay in responding to your maintenance request whilst reception make the access arrangements for you.  
**Red – Emergency requests should be reported immediately to your hall reception. Call 02380 595777 or visit your reception.**

### Halls committee

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 halls committee.



### 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. Some of these communal spaces are bookable for specific events or activities, ask at reception if you are planning something.

### Car parking

Residents of our halls are strongly discouraged from bringing cars to the University of Southampton. The proximity of University locations to each other and the quality of public transport systems means it is not necessary – this also helps keep positive relations with our neighbours.

Parking permits will only be issued in cases of certified medical conditions or exceptional circumstances, and must be applied for via email to [parking@soton.ac.uk](mailto:parking@soton.ac.uk). The City Council will not issue parking permits for use on residential roads or council car parks to residents of University accommodation.

All residents in halls, excluding City Gateway and Mayflower, can purchase three visitor permits per term for use when family and friends visit throughout the year. Purchase these on the online store via [store.southampton.ac.uk](http://store.southampton.ac.uk), and collect them from your halls reception.

### 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 look out for the notices or contact the Residences team to enquire.



### 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 or fob. These are issued by the unilink service who require a £10 deposit to use this facility. Please contact the unilink office (contact information can be found on p.23) for full instructions on how to access the bike stores.

### Other facilities on site;

Gyms, bbqs, bars, music rooms, pay as you go restaurants, computer rooms, outdoor areas, games and learning spaces are all available in various locations across our sites. Please note some of the above may require additional membership or advance booking. Bookings can be made at your halls reception.

Download a map of your halls site: <http://www.southampton.ac.uk/uni-life/accommodation/halls.page>





# Protecting the environment

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

The University is committed to being sustainable in as many ways as possible and has an Environmental Management System certified to the internationally recognised standard, ISO 14001.

We believe every member of the University community has a role to play to help us achieve this. There is a lot you can do to support – and get involved in – our commitment to sustainability.

- There are a number of ways you can get involved with sustainability initiatives and events at the University. Visit the **events section** on [www.southampton.ac.uk/sustainabilityaction](http://www.southampton.ac.uk/sustainabilityaction) to see the full range of upcoming events.
- 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)
- Recycling in University halls may be different to what you are used to at home so take a moment to familiarise yourself with the recycling system below:



### Energy efficiency

The University has a Sustainability Policy with energy reduction commitments. 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 TVs, consoles, music equipment or computer equipment on standby. All of these measures can reduce energy consumption.

### Please note

The drainage system in your halls is not designed to dispose of products such as face wipes, cotton buds, sanitary products, contraceptive products etc. Blockages do occur which are inconvenient and unpleasant. Please remember, the only man made product that should be flushed is toilet paper.

### 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).

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

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 if someone is seriously ill or injured, and their life is at risk.

## Waste And Recycling In Halls What are you recycling?

UNIVERSITY OF  
Southampton

#### Food Waste

Including vegetable waste, meat, bread, teabags & coffee granules...

Should be placed in the kitchen food caddy...

From where it is taken to the external food Bin

#### Mixed Recycling

Including paper, card, all plastic, cans, metal cans and foil, but no food or liquids...

Should be placed in your kitchen's internal recycling bin...

From where it is taken to the external mixed recycling bin place recycling in clear bags

#### Glass

Including green, brown and clear glass bottles, and jars

Should be taken to the external mixed Recycling bin

#### Batteries

Take your used batteries to Reception

Where a battery recycling box is available

#### General Waste

For waste that cannot be recycled. Please keep General Waste to a minimum

Should be taken to the General Waste bin

#### Unwanted items can be donated as follows

#### Unwanted textiles and clothing

Unwanted items can be taken to the charity banks on site for re-use

#### Waste Electrical & Electronic Equipment

Broken or beyond reuse Waste Electrical and Electronic Equipment can be taken to Reception for recycling and recovery



# 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 a criminal offence 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)



**98% of our residents said they feel safe in halls**  
(Residences Exit Survey 2016)



## 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 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 rule **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.



## Warning!

Room inspections are carried out, with 7 days 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.

Failure to pass a re-inspection will result in a charge!





### 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. Two or three-pin plugs with 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.

### Staff access

University staff will access the communal areas in your flat for cleaning, health and safety inspections and maintenance of these areas. We'll always let you know who we are and what we're doing, as well as carry identification. We may have to enter your room at times throughout the year for similar purposes. We will let you know a week in advance via email for any planned inspection, but we reserve the right to enter your room in an emergency. You should always know who is entering your flat, so do stop to find out who we are and what we're up to. If you have any concerns, ask to see identification and call your halls reception.

### Gas safety

If you smell gas you should report this to your Halls reception immediately. Gas appliances in halls 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 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 halls 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 halls. 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 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 accommodation 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) it is advised that you take the following precautions:

- Always keep your room key or fob on your possession at all times.
- 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.

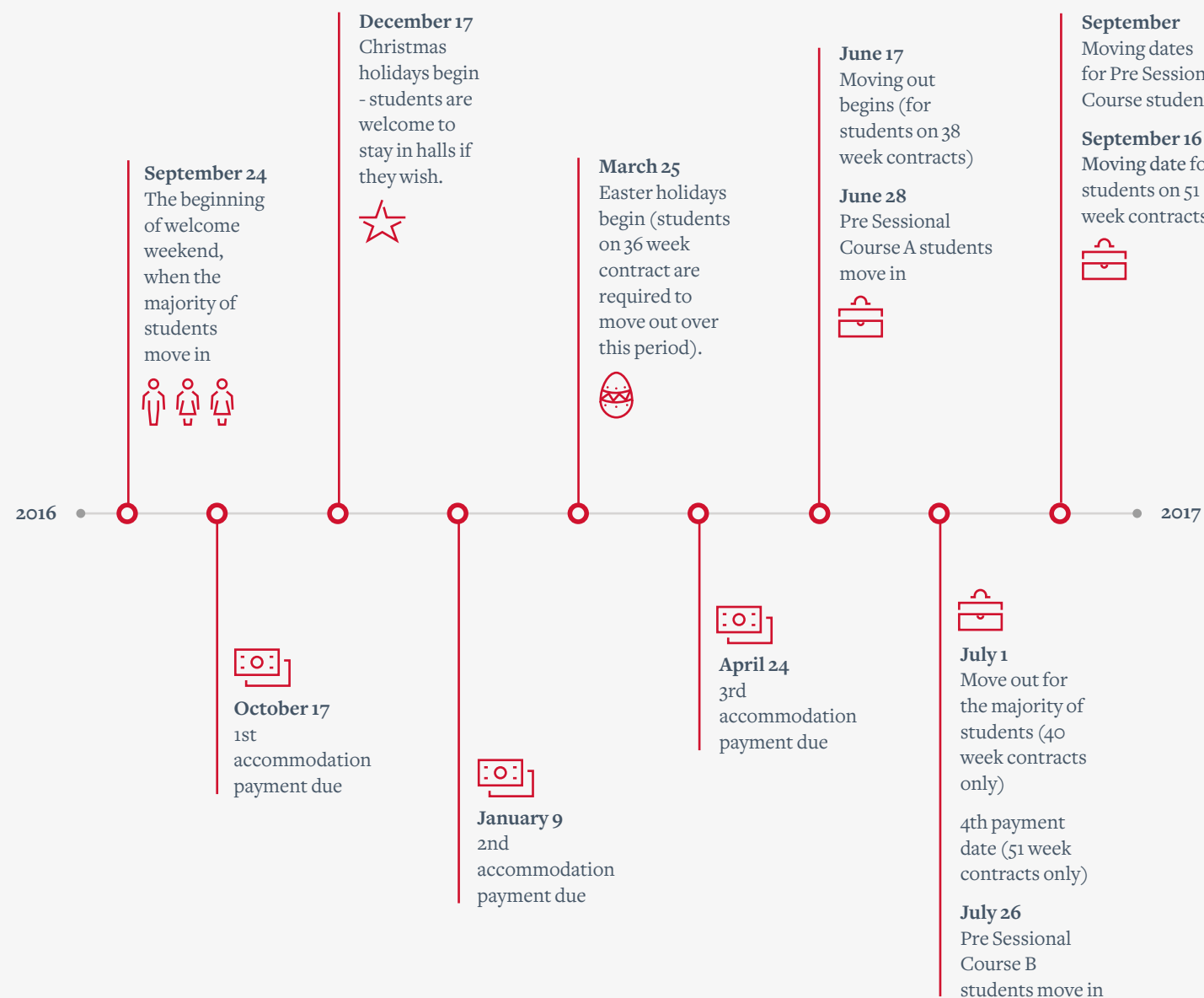
To contact Halls Security please call +44 (0)23 8059 5777. You will be offered options to access either security or the Residences Support Service. You may also contact the University Central Control Room (+44 (0)23 8059 2811) in an emergency.

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.
- Presence at events on the Highfield Campus, including a monthly surgery where they advise on personal security.
- Communication and updates via Twitter @HantsUniCop
- 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 Residential Services. Those who swap rooms without prior permission will face disciplinary action that can include a fine, and may be excluded from accommodation in future years.

Room swaps, where two residents agree to swap rooms with each other authorised by Residential Services, are permitted from mid-October. Further details will be available on our facebook page, Residential Services website or you can contact us directly. If you are really unhappy in your new home in halls or are having difficulty settling into your new surroundings, please contact and engage with the Residences Support Service. 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 your guests 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 whilst living in halls. The regulations can be found at [www.soton.ac.uk/studentsservices](http://www.soton.ac.uk/studentsservices)

**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. Issues can be raised with receptions, Residential Services 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.

**Guests** – Please be considerate when inviting guests into your flat. Do not share door codes or allow them access without you being present. You are responsible for them and their actions whilst in halls. Consent from the Residences Support Deputy Manager must be granted before arrival of any guest who you intend to have staying with you for more than 7 days.



# 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 over 1100 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 your in January / February 2017 if your application has been successful.

All international current students are guaranteed a place in halls, providing applications are made by the relevant deadline. Please visit [www.soton.ac.uk/unilife/accommodation](http://www.soton.ac.uk/unilife/accommodation) for more information.

## 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.

More information can be found on our website

[www.soton.ac.uk/unilife/accommodation](http://www.soton.ac.uk/unilife/accommodation)



## 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, this summer 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 local charities 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 parts 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 Residential Services can supply details of local storage companies. If you withdraw or suspend from your course, your licence to occupy University accommodation ends when you move out and return the key (you have up to 28 days from the date of your withdrawal/suspension to do this). Please ensure you notify Residential Services by e-mail of your intended move-out date, as 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.



Last year 3394 bags of unwanted goods were donated by students raising over £45,000 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 27.15 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 at [www.soton.ac.uk/areyouready](http://www.soton.ac.uk/areyouready) 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 Southampton Halls of Residence. 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, travel to the train station and the city centre and close to the WSA campus.

The University of Southampton and Students' Union run a free shuttle bus service for staff and students, connecting the Winchester School of Art and Highfield campuses.

Running Monday to Friday, the shuttle bus provides easier access to Highfield campus, helping you make the most of everything Southampton has to offer.

## 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.



For more information on routes and timetables please visit [www.unilinkbus.co.uk](http://www.unilinkbus.co.uk) or contact the unilink office on (0)23 8059 5974





#### 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).

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/studentservices](http://www.soton.ac.uk/studentservices) for further information about our services.

**University Security (24 hour):**  
023 80592822

**Unilink**  
Unilink travel office  
Above Students Union Shop  
Highfield Campus  
09:00-16:00 term time  
09:30-14:00 vacation time  
External: 02380595974 Internal: 29574  
Email: [talk2us@unilinkbus.co.uk](mailto:talk2us@unilinkbus.co.uk)

**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.

**Residences Support Service:**  
External: 02380595777 | Internal 25777 |  
Email: [residencesupport@soton.ac.uk](mailto:residencesupport@soton.ac.uk)

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