



UNIVERSITY OF
WOLVERHAMPTON

LIVING IN ACCOMMODATION GUIDE

2025- 2026



INVESTOR IN
STUDENTS
2022

SILVER



INVESTOR IN
STUDENTS
2023

SILVER



INVESTOR IN
STUDENTS
GOLD 2024

ACCOMMODATION



INVESTOR IN
STUDENTS
GOLD 2025

ACCOMMODATION

YOUR
RIGHT TO
A QUALITY
HOME

THE
ACCOMMODATION
CODE

WELCOME TO THE UNIVERSITY OF WOLVERHAMPTON

We hope you find this guide useful, if there is anything else you would like to know please do not hesitate to contact us in the Facilities Information Hub on your campus.

The University of Wolverhampton is a member of the Universities UK (UUK) Code of Practice.

Code of Practice

The University of Wolverhampton are amongst 140 other Universities that have signed up to adhere to the UUK Code of Practice. This outlines the University's compliance with all statutory requirements under the housing, building, planning, disability, discrimination, equal opportunities, data protection and other relevant legislation. The Code operates in conjunction with the University's regulations, policies and procedures, if you would like a copy of the Code of Practice please contact tel: 020 7419 4111, or visit Universities UK's website: www.thesac.org.uk/



Opening Hours

City Campus Accommodation Hub - Lomas Street Monday - Friday, 8.45am-5.09pm.

Email: CityAccommodationhub@wlv.ac.uk

Tel No: 01902 321268

Telford Campus Information Hub - Priorslee Campus, Telford Monday-Friday, 8.45am - 5.09pm

Email: Telfordhub@wlv.ac.uk

Tel No: 01902 323900

Walsall Campus Information Hub, - Gorway Road, Walsall Monday-Friday, 8.45am - 5.09pm

Email: WalsallHub@wlv.ac.uk

Tel: 01902 518 961

WHAT IS THE LICENCE AGREEMENT?

To reside within University accommodation, you must have completed and signed the Licence Agreement and paid an advanced rent payment of £500

Please note: this is a legally binding agreement and you will be required to remain in the accommodation until the end of the contractual period. The contractual period is from the date you moved into your accommodation up to the date of your departure..

The Agreement also outlines the regulations you need to observe during your stay in accommodation. If you have mislaid your copy, you can access it through the website: [Licence Agreement](#) or your e:Vision account.

If you have any queries regarding the Agreement, please contact your Facilities Information Hub.

The Licence Agreement will be accompanied by an offer letter that details the dates you are licensed to hold a room. If you arrive before 6am on the first date specified on this letter, you may be charged an extra night's stay. Please contact the Facilities Information Hub if you need to move in before the date specified.

The 'Licensee Occupancy' within the License Agreement, refers to the following;

The University has the right to terminate the agreement if deemed necessary. The Director of Estates and Facilities or the Academic Registrar, if the incident has been passed to conducts and appeals, they have the authority to suspend a student from the accommodation whilst either University disciplinary procedure or criminal proceedings are being conducted. The student will still be liable for any accommodation fees during this period of time.

Cancellation rights

This is a legally binding agreement to occupy and pay for the accommodation offered by Wolverhampton University. If you accept the agreement, on line, you have the right to cancel this Contract by sending a written (email) notice within 14 days, this commences from the day after the Contract was signed. The University will retain an administration fee from the rent in advance

Cancellation of Accommodation after Acceptance

Students who have paid the £500 advanced rent payment should note that if you accept the offer, but later wish to cancel the Accommodation prior to moving in, you should tell us as early as possible as this gives us a better opportunity to find an alternative resident for the Accommodation. .

- If we are successful in finding another resident for your accommodation before the start of your booking, you should refer to [What happens to your advanced rent payment](#) regarding any application fee you may be due to be refunded.
- If we do not find another resident for your accommodation until after the start of your booking, you will be charged for the number of days that the accommodation is unoccupied and you should refer to the [What happens to your advanced rent payment](#) regarding any application fee you may be due to be refunded.
- If we fail to find another resident for your accommodation, you could be held liable for the full amount of the contract.

The 'Licensee' is a student enrolled on a programme of study at the university. If you are not enrolled on a course, you will not be considered a student or be eligible to stay in student accommodation.

The 'Licensee Occupancy' within the License Agreement, refers to the following;

The University reserves the right to transfer a student's occupation to another room or campus for a reason determined by the Facilities Information Hub and without written notice. Where the university exercises this right, the student does not have a right to terminate the agreement.



ESSENTIAL INFORMATION



Termination of Licence Agreement

If you decide that you no longer wish to live in the accommodation after you have received your keys, you are required to submit a request in writing to the Facilities Information Hub accompanied by any evidence to support your request to leave. As you have signed the Licence Agreement, you are legally bound by its terms and conditions and are required to pay fees until the dates specified on the offer letter.

If you are taking a leave of absence or withdrawing from the University, it will be your responsibility to provide the Facilities Information Hub with a copy of the appropriate form, in order to be released from the Licence Agreement.

If you are released from your Licence Agreement, your advanced rent payment will be used to pay any outstanding debts you may have, and you may incur an administration charge.

Overnight Guests

Overnight guests will be allowed to stay in your accommodation for a maximum of 2 nights in any week. Overnight guests should not be staying in your room on a regular basis. Guests must be signed in the visitors book in your hub.

Room changes

Students must NOT swap rooms or move to another room without permission from the Facilities Information Hub.

Emergency plans

The University has procedures in place to respond to emergency situations whether they relate to fire, incidents or accidents. These are written procedures for trained personnel to follow and are located within the Standard Operating Instructions and are available upon request.

Risk Registers

Risk Registers are completed at each campus as your health and safety is paramount to the University; these are available at each campus upon request.

Electoral registration

Occupants are expected to make their own arrangements to register for voting purposes. An electoral role form can be collected from your campus's main reception – don't lose your right to vote!

Insurance

Basic contents insurance is included in your accommodation fees. Please check that all of your possessions are adequately covered by this policy.

Also note that in general, cover is only provided for losses occurring from your bedroom – if you lose something out in town, it would not be covered.

Additional insurance is available for items that are not covered by the basic insurance. Further information is available within the insurance leaflets at your hub or you can log onto the Howden website: [Howden](#)

ACCOMMODATION FEES 2025/26

Campus	Price Per week	42 Week Licence
City Standard	£101	£4,242.00
City Ensuite	£119	£4,998.00
Walsall Ensuite	£119	£4,998.00
Telford Campus	£119	£4,998.00



Rent is all-inclusive. Your fee includes: basic charge rent, electricity, heating and water, Internet provision and basic contents insurance.

- Instalment 1 - 21st October 2025
- Instalment 2 - 13th January 2026
- Instalment 3 - 21st April 2026

Available to nursing students only: Nursing students will receive an invoice with four instalment dates, for more information please contact incomesection@wlv.ac.uk

Single Semester

A Single Semester Licence is only available for students studying at the University for one semester.

- Semester 1 (September 2025 – January 2026)
- Semester 2 (January 2026 – June 2026)

Should you have difficulty paying your accommodation fees, you should contact either the Students' Union, Student Services or the Facilities Information Hub.

SOCIAL ASPECTS/ STUDENT' UNION

Living away from home for the first time can be daunting, but the Students' Union have numerous ways on how to make new friends and get involved in student life. Please visit [Student Union](#) for all information.

Noise

Your License Agreement states that you must be considerate of your neighbours and not cause unnecessary disturbance or annoyance to others. You should reduce the noise level after 11pm then stop at midnight. If you experience a noise problem, please contact Campus security at the time the noise is being made. If the problem continues, you are required to log a call via E-vision.

Parties

You can request a party form from your security team. They will then review the information and grant you permission to host a party (if allowed).



POST & PARCEL COLLECTION

Post is delivered to each of the following places at your halls.

At City Campus, post boxes are located at the entrance of each accommodation block.

At Walsall Campus they are located by the Hub.

At Telford Campus they are located in Main Reception in SA Building.

Registered letters and packages will only be given to the addressee on production of their University ID card and can be collected from designated points.

Collection times

City Campus, MX Building Post Room: Mon–Fri, 8.30am –5:00pm. Parcels and packages only.

Walsall Campus, Goods in/out office: Mon-Fri, 9am- 5:00pm. Parcels and packages only.

Telford Campus, Reception: Mon-Fri, Mon-Fri, 9am- 5:00pm. Parcels and packages only..

These details are subject to change.

LAUNDRY SERVICE

Laundry facilities are available on each campus. The University does not supply washing powder/liquid. You can use any laundry facility at the campus you live on.

Laundries have washers, dryers and hand washing facilities (not at Walsall Student Village), and are usually open 24 hours. Please see specific sites for more information. Times may vary throughout the year.

It is not advisable to dry wet washing in your room. This can lead to condensation build-up that may lead to mould growing around the window or on outside walls. Please use the dryers provided in the laundries.

Laundry prices:

Standard Wash - £2.50

Standard Dry - £3.00

Please ensure you select the correct wash before starting your laundry.

Circuit Laundry App

1. Make sure you have downloaded the FREE Circuit Laundry Go App from the App Store.
2. Follow the registration instructions
3. Follow the top up instructions
4. Now you are ready to do your laundry

STUDENT CONDUCT & WELLBEING

The University wants students to enjoy their time here and enhance their student experience. Ensuring that our students reside within a safe and enriching environment. There are procedures in situ that will assist students to raise queries or report areas of concern to the Facilities Information Hub.

How do I inform someone if I have a problem or need an answer to a query?

This is really quick and easy, log onto e:Vision and log a call on the help desk, this will then be passed onto the relevant member of staff that will get back to you with an answer. The procedure to outline how the Facilities Information Hub deal with Student Queries will provide you with further information.

Student Conduct and Wellbeing Procedure

This procedure will outline how the Facilities Information Hub team will thoroughly investigate all behavioural, conduct, welfare or pastoral concerns that impact upon the student experience of living in University accommodation. The Facilities Information team will manage the security aspect ensuring the residences are a safe, secure and welcoming environment. The University reserves the right to monitor social media accounts with regards to any incidents that arise within University premises.

There are 3 stages within this process and the severity of the misdemeanour will determine at which stage the incident is dealt with. It should be noted that all incidents at stages two and three, will be disseminated to the Conduct and Appeals Unit who may invoke the University Disciplinary Procedures separate or in addition to the Accommodation Student Conducts and Wellbeing procedure. For further information about what is involved with each of these stages, please refer to the Student Conducts and Wellbeing Procedure.

SUBSTANCE MISUSE

Dealing with Substance Mis-use

The aim of this procedure is to provide a healthy and safe working and living environment for staff and students. Where the need for assistance for a student has been identified additional support can be provided through the University, either through Counselling Services, support from the Mental Health and Wellbeing Coordinator or through the University Safeguarding Group.

What is Substance misuse?

Substance misuse is the use of harmful substances/chemicals for non-medical purposes illegal drugs/alcohol. The term "substance misuse" often refers to illegal drugs. However, legal substances can also be misused, such as alcohol, prescription medications, legal highs, caffeine, nicotine and volatile substances (e.g. petrol, glue, paint). Nitrous oxide is also another substance which is being misused within our accommodation which can cause shivering, nausea, vomiting, excessive sweating, fatigue, and dizziness when inhaled.

The Substance Misuse procedure will outline in detail how the Facilities Information Hub and Campus operations investigate any issues that are reported on site.

Moving Out

What happens when I move out?

When you leave University accommodation, you must:

- Remove all personal belongings
- Leave accommodation in the same condition as you found it when you moved in (you may be charged for additional cleaning)
- Lock the bedroom door – someone else from your corridor or block may enter and you would still be liable for any damages.
- Hand in your keys at the Facilities Information Hub and sign the key register (your confirmation that you've returned your keys)
- At the end of your licence agreement you will need to make sure you redirect your mail to an alternative address. In the event of post not being redirected, any post received will be returned back to sender



Your room will be inspected and damages not previously noted on your Room Inventory Form will be charged and you will receive writing notification of the damage charge that has been allocated to your student account.

Left items

Failure to remove all belongings will entitle the University to remove contents from the Room and/or the Common Areas and place them in storage. The University will give You 14 days' notice to retrieve the belongings and if unclaimed after such period the University reserves the right to dispose of them. The reasonable disposal and/or storage costs incurred by the University shall be recoverable from You.



Cancellation of Contract

CANCELLATION RIGHTS

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CANCELLATION OF ACCOMMODATION AFTER ACCEPTANCE

Students who have paid the £500 advanced rent payment should note that if you accept the offer, but later wish to cancel the Accommodation prior to moving in, you should tell us as early as possible as this gives us a better opportunity to find an alternative resident for the Accommodation. .

If we are successful in finding another resident for your accommodation before the start of your booking, you should refer to **What happens to your advanced rent payment regarding any application fee** you may be due to be refunded. If we do not find another resident for your accommodation until after the start of your booking, you will be charged for the number of days that the accommodation is unoccupied and you should refer to the **What happens to your advanced rent payment regarding any application fee** you may be due to be refunded. If we fail to find another resident for your accommodation, you could be held liable for the full amount of the contract.

Debt Policy.

Accommodation offered by the University is dependent upon the student signing a Licence Agreement for the period of their study “Residential Year” and paying a £500 Advanced Rent Payment. The Advanced Rent Payment will be deducted from the sum of the final instalment payment due in April.

Returning students that hold a Licence Agreement for the previous academic year are not required to pay the £500 Advanced Rent Payment and they will be required to pay the April instalment in full.

OUTSTANDING DEBT, FEES, AND CHARGES

Students are personally responsible for ensuring that all accommodation fees, fines, and other charges are paid. In accepting the offer of accommodation, the student accepts a contractual liability to pay the accommodation fee fines and other charges on time. In the event of failure to pay any outstanding fees the student will be processed through the debt recovery procedure and incur an additional referral fee of £200 for this to be managed through the external debt collection agency.

How to Apply

To apply for accommodation you will need do this via your e:vision account and StarRez portal.

You will need to apply via your evision account. If you go onto the accommodation section and then scroll down to the red box with a star, it will take you to a star rez portal. This is where you will then be able to register and apply for accommodation. Once you have submitted your online application, we can then send out your offer and ensure that you are all allocated into your preferred room choice.

Following the steps below you will need to:

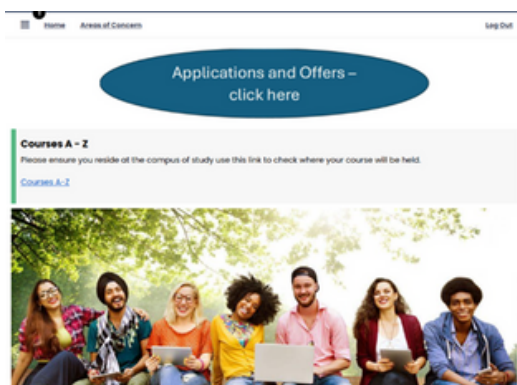
On e:vision you will need to go onto the accommodation section and then scroll down to the red box with a star, it will take you to a .

- Click on Log in (on the top right) and then - Select Forgot Password
- Enter your email address (please use your personal email address as this email is the one we will have in the system for you).



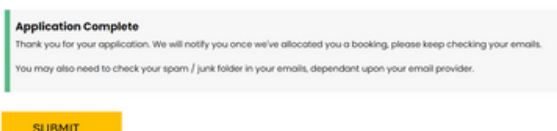
The screenshot shows the StarRez Login page. At the top, there are links for 'Home' and 'Update Credentials (Create Account)'. The main heading is 'Login'. Below it, a message says 'Please enter your login details below.' To the right, a link says 'Register here to apply for an accommodation account.' There are two input fields: 'Username:' with the placeholder 'u.g. example@city.ac.uk' and 'Password:'. Below the password field is a checkbox for 'Remember Login for 1 day(s)'. At the bottom left is a link 'Forgot your password?' and at the bottom right is a 'Login' button.

- Check your emails from City Accommodation Hub and follow the link on there.
- Once you have created your password it will take you to your StarRez portal.
- Select Applications and Offers



The screenshot shows the StarRez 'Applications and Offers' page. At the top, there are links for 'Home' and 'Areas of Concern', and a 'Log Out' link on the right. A large blue oval button in the center says 'Applications and Offers – click here'. Below this, there is a section titled 'Courses A - Z' with a link 'Please ensure you reside at the campus of study use this link to check where your course will be held.' and a sub-link 'Courses A-Z'. At the bottom, there is a photograph of a diverse group of seven students sitting outdoors and smiling.

- Select Save and Continue
- Select Term **The university of Wolverhampton 24/25** and follow the steps.(If you have any medical conditions, please tick the box and download the form. Once completed please upload this back onto the portal) **Please note we need this information prior to sending you an offer, so please upload the form once filled in.**
- Once you have completed all other steps it will say:
- SUBMIT



The screenshot shows a message box titled 'Application Complete'. The text inside says: 'Thank you for your application. We will notify you once we've allocated you a booking, please keep checking your emails. You may also need to check your spam / junk folder in your emails, dependant upon your email provider.' At the bottom of the message box is a yellow 'SUBMIT' button.

Health and Wellbeing

STUDENT SUPPORT

Students With A Disability/Medical Conditions

Disability covers a range of conditions including hearing and visual impairments, mental health difficulties, mobility impairments, Autistic Spectrum Disorders and 'unseen' disabilities such as epilepsy.

If you feel you would benefit from adapted accommodation to help you live independently in your university halls, please get in touch with your Facilities Information Hub and the [Disability and Inclusion Team](#) who can offer advice and get your room ready for your arrival. We offer a number of purpose built rooms including:

- Rooms suitable for wheelchair users with level access bathrooms and lowered kitchen facilities. We have two rooms fitted with a hoist.
- Adjacent accommodation can also be made available for carers, this will need to be paid for by the student
- Several halls have push entry systems for ease of access.
- Rooms adapted for other mobility issues.
- Rooms set up for students with hearing impairments.
- Dog Pens for sensory impairment dogs.

Reasonable Adjustments can be made to your room to suit your individual needs, so we encourage you to come and have a look around the accommodation to make sure everything is in order before you arrive. You will be asked to complete a medical form to ensure the appropriate support is put into place prior to your arrival.

MENTAL HEALTH AND WELLBEING SUPPORT - SSW

Students can register for mental health and wellbeing support using our [Registration Form](#).

Once submitted, a practitioner will aim to contact you within two working days. Appointments are available online (via Teams) or face-to-face, whichever you prefer.

If you have an enquiry about the service, please email MHEnquiries@wlv.ac.uk (this email is for both student and staff use). Responses will be offered between Monday to Friday, 9am - 5pm, either by telephone or email.

Additional resources:

- [Student Minds](#) is a student mental health charity.
- [Togetherall](#) – we encourage you to register with this free 24/7 digital mental health and wellbeing service with self-help resources and online support for students at The University of Wolverhampton.
- Find more [self-help resources](#).

DISABILITY AND INCLUSION

Students are encouraged to declare their disability or medical need as soon as possible; they can do so via a [self-declaration form](#), and they will then need to upload their medical or diagnostic evidence along side it.

The Disability and Inclusion Team are here to provide advice and support for students and applicants who have a disability or Specific Learning Difference, Disability or, long term medical condition which may affect their ability to study. They can support students to assess what reasonable adjustments and support may need to be put in place to remove any barriers to their success.

We can help you to:

- discuss [disability or Specific Learning Difference \(SpLD\) support](#)
- apply for <https://www.wlv.ac.uk/current-students/student-support/student-support-and-wellbeing-ssw/disabled-students-allowances-dsas/>
- seek advice as a [deaf or hearing impaired student](#)

Additional support upon your arrival

Once you have arrived in the accommodation, the University has numerous support mechanisms in place to assist any students. The Student Support and Wellbeing should be the main contact and will assist with any queries you may have. There are also additional services provided by the [Mental Health and Wellbeing department](#) to enable students to receive the appropriate support whilst studying

Student Pregnancy

If a student becomes or is pregnant at the time of moving into the accommodation, you must notify your local campus Facilities Information Hub immediately. The student must:

- Provide your Facilities Information Hub with notification either from their GP or Midwife.
- Liaise with their Faculty Office to discuss whether the student needs to defer, withdraw or require additional support.
- The student will be required to find alternative accommodation as the student accommodation is not a conducive environment to reside within whilst pregnant.
- Ground floor accommodation may be considered by the Facilities Information Hub until you have found alternative accommodation (dependant on availability)

CARE LEAVERS AND ESTRANGED STUDENTS

Specialised support and advice is available for:

- Care Leavers (students who have previously been in the care of a Local Authority for 12 weeks or more around their 16th birthday)
- Estranged Students (aged 25 or under) who have no communicative relationship with either living biological parent.

Students can register for support, at any time, by completing the Registration and Consent Form.

Find more information and advice at: wlv.ac.uk/care.

Unfortunately Disabled Student Allowance is not currently available for students from overseas.

Check out the Self help leaflets from the University's Mental Health and Wellbeing team:

STUDENT SUPPORT

STUDENT FUNDING

The university has significant funding in place to support students who are struggling with financial hardship, including the [Dennis Turner Hardship Fund](#), a range of specific bursaries, and emergency loans.

You can get in contact with the Funding Support Team:

- by email: money@wlv.ac.uk
- call the helpline: 01902 321070
- or book a [drop-in virtual appointment](#)

For information on the hardship fund and how to apply go to wlv.ac.uk/fund.

SUPPORT TO STUDY

The University defines Support to Study as the means by which we support and enable students, to participate, with reasonable adjustments where necessary, in the programmes of study and/or in university life in general, without negatively impacting the safety or wellbeing of themselves or others, and with full opportunities to meet the learning outcomes for their programme.

SAFEGUARDING

The University of Wolverhampton takes seriously its responsibility to safeguard and promote the welfare of any member of the University community and to work together with other agencies to ensure that adequate arrangements are in place to identify, assess, and support any member of the University community who may be suffering from abuse, harm, or neglect; or is at risk of being drawn into terrorism or being radicalised.

CRISIS SUPPORT

If you are a student who is concerned that you might harm yourself, you need to contact an emergency or crisis support service.

- You can always contact the emergency services by calling 999 in a crisis.
- Make your way to any hospital that has an accident and emergency department. It might help to ask someone to accompany you.
- Contact your doctor or GP and ask for an urgent appointment.
- You can find local crisis support services on the NHS site.
- You can telephone Samaritans on 116 123 from your mobile or landline (not a University phone) or send an email to: jo@samaritans.org.
- The CAM Crisis Messenger text service provides free, 24/7 crisis support across the UK. If you are experiencing a mental health crisis and need help, you can text CAM at 85258.



Equality, Diversity and Inclusion

To a university like Wolverhampton which has a proud record of serving its communities going back over 180 years, the issues of Equality, Diversity and Inclusion are of paramount importance.

As the University of Opportunity, it is crucial that we do everything we can to enable all individuals to succeed. This is not simply about promoting acceptance of equal opportunity for all, that is giving everyone the identical opportunity but is more about recognising the different journeys people have in front of them, understanding and meeting their needs.

For more information please click on the link below

<https://www.wlv.ac.uk/about-us/corporate-information/equality-diversity-inclusion/>

Students With A Disability/Medical Conditions

Disability covers a range of conditions including hearing and visual impairments, mental health difficulties, mobility impairments, Autistic Spectrum Disorders and 'unseen' disabilities such as epilepsy.

If you feel you would benefit from adapted accommodation to help you live independently in your university halls, please get in touch with your Facilities Information Hub and the Disability and inclusion Team who can offer advice and get your room ready for your arrival. We offer a number of purpose built rooms including:

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- Adjacent accommodation can also be made available for carers, this will need to be paid for by the student
- Several halls have push entry systems for ease of access.
- Rooms adapted for other mobility issues.
- Rooms set up for students with hearing impairments.
- Dog Pens for sensory impairment dogs.

Reasonable Adjustments can be made to your room to suit your individual needs, so we encourage you to come and have a look around the accommodation to make sure everything is in order before you arrive. You will be asked to complete a medical form to ensure the appropriate support is put into place prior to your arrival.

Student with a Medical Condition may be required to complete a Personal Emergency Evacuation Plan (PEEP). this is a simple form that will be documented and in the event of an emergency, our security team will know they you would need assistance. Your Hub Manager will contact you to complete this prior to you arrival.

Wifi information



The internet in the accommodation is provided by Glide. The bedrooms at all campuses have both wired internet and wireless outlets. These networks are available to use free of charge however, students do have the option to upgrade the offer through Glide themselves and would have to pay directly to them. Information of how to connect to the internet is emailed to you before your arrival.

Terms of use, including limits on the number of devices
Average demonstrable fibre or broadband speed (achievable by at least 50% of the user base between the peak times of 8.00 pm and 10.00 pm)
Accommodation advertisements which include the service provider's speed-checking facilities, where possible
Details of any service level agreements relating to the internet
A warning that the internet is suitable for most study purposes but may not be adequate for gaming and other leisure activities.

IIS Survey and information

We asked, you answered — and now it's time to spill the tea! 🍵💬

Our Investors in Students Survey dives into what life's really like in our Halls of Residence — straight from the people who matter most: YOU.

We're talking everything from:

- 👯♂️ Making friends
- 🏠 Building community
- 😊 Friendly vibes from staff
- 🛡️ Safety
- 🧠 Mental health support

Want the inside scoop?

See what students just like you had to say for us to receive our GOLD award



"I'm not good at remembering their name but the office and cleaning staff are exceptional at their work"

City

"Tabitha Lloyd. She has supported me in a number of ways like helping me do my washing when I didn't know what to do. Always supportive"

City

"All the staff are very friendly and approachable"

Telford

"Jan the cleaner is always so lovely and I have often chatted to her when in the kitchen with my guide dog, she's lovely"

Walsall

"All of the staff in the accommodation hub have been incredible as well as all of the security, coming whenever we call them and helping us carrying our shopping :)"

Walsall

"The receptionists at Telford have been really lovely and helpful with everything I've needed!"

Telford

"Sonia and Dion they have both been amazing when it comes to needing help or receiving packages and they are always nice to talk to and respond fast on emails too!!"

Telford

"Paul, David and Khalil all members of security that I genuinely feel safe and comfortable around they are extremely friendly and kind"

Walsall

TRANSPORT AROUND CAMPUS



Car /Motorcycle parking

Limited car parking is available in the accommodation blocks at all campuses. To be able to use these facilities contact your local Facilities Information Hub regarding access permissions. You will only be allowed to park in designated bays.

Dedicated parking spaces will also be allocated for motorcycles to be parked and you will be asked to provide a copy of your insurance documentation.

Parking on yellow lines, grass or curbs is prohibited and the Facilities & Support Services will revoke your access and you may face disciplinary action.

We do not guarantee spaces and having access permission does not mean that a space has been reserved for you.

Please remember that the roads around the campuses may be subject to local by-laws. The local authority or the police can and do ticket cars parked on double yellow lines.

The University does not accept any responsibility for loss or damage to vehicles and it is your responsibility to ensure your car is fully insured. All cars parked on University property must be fully taxed and in a roadworthy condition.

Bicycles

Cycle storage is available on all campuses by request.

Please note that you are not allowed to keep your bicycle within University accommodation. If you are found with a bike inside the building you will be asked to remove it. If it is left unattended, Facilities & Support Services may remove it. To store your bicycle, please contact your local Facilities Information Hub and access can be granted to a storage area.

The basic insurance supplied by the University does not include bicycles. Please obtain additional insurance if you wish to have a bike at University. Insurance information can be found at all reception points

E-Scooters and Electrical Bikes

Electric Bikes and electric scooters are NOT permitted anywhere on Campus and should not be charged within the accommodation. Any items found in the accommodation will be confiscated.



Sustainability and Recycling

Recycling is a simple yet powerful way to reduce waste and protect our environment. At our student halls, we've made it simple for you to recycle and do your part for the environment.

Start off by placing items in the correct bin ; check the label on your bin! You should always have 2 bins: one for general waste and one for mixed recycling. General waste goes in black bags and recycling goes in clear bags.

The Bins in your kitchen will be labelled to help you identify where items should be placed. They are as follows

WHAT GOES INTO YOUR DRY MIXED RECYCLING (DMR) BIN?		WHAT GOES INTO YOUR FOOD WASTE BIN?	
 Yes please Items that can be recycled, including...	 No thanks Please do not place the following in with your DMR	 Yes please Items that can be recycled, including...	 No thanks Please do not place the following in with your food waste
 Paper	 Paint cans, motor oil, petrol	 Raw food	 Non food waste
 Cardboard	 Rubble, bricks, gravel	 Cooked food	 Packaging
 Metal cans	 Electrical items	 Tea bags and coffee grounds	 Liquids
 Plastics	 Hazardous waste	 Fruit and vegetables	 Plastic bags
 Tin foil	 Medical waste		 Garden waste
 Clear bin bags	 Glass (if separate collection)		 General waste
	 Food		 Glass
	 Black bin bags		

 www.bandmwaste.com 0330 1234 100

Further information regarding recycling and sustainability can be found on the link below

<https://www.wlv.ac.uk/university-life/accommodation/residential-life/sustainability--recycling/>



SUSTAINABILITY GUIDELINES

At the University of Wolverhampton, we are committed to Sustainability and reducing our impact on the environment.

ENERGY

Turn off lights & electronics when not in use
Use LED bulbs & natural light
Avoid portable heaters/fans

WATER

Take shorter showers
Turn off taps when brushing teeth
Report leaks quickly

TRANSPORT

Walk, cycle, or use public

CONSUMPTION

Choose pre-loved items
Avoid single-use plastics
Carry reusable bottles & bags

SPECIAL RECYCLING

Drop off batteries, electronics at campus points
Don't forget bathroom recyclables!
Together, we can build a greener, cleaner campus!

 **Get involved. Share your eco tips. Make a pledge today!**

Health and Safety Information

Emergency plans

The University has procedures in place to respond to emergency situations whether they relate to fire, incidents or accidents. These are written procedures for trained personnel to follow and are located within the Standard Operating Instructions and are available upon request.

Risk Registers

Risk Registers are completed at each campus as your health and safety is paramount to the University; these are available at each campus upon request.

Electrical Safety

Please be aware that all electrical items can be dangerous especially when they not looked after or used correctly.

- Do not attempt to plug in any appliance that uses a European plug without using an adaptor.
- Please do not overload a plug socket with extension leads.
- If you are not using it - unplug it!
- Overloading plugs and using too many extensions leads is deemed a hazard and you will be asked to remove them.
- If you do have extension leads, please ensure they are high quality leads.

Plugs Information

British electricity works on 230 volts and most sockets take 12 amp fused plugs, with three square pins. If you will be bringing your own electricity equipment with you, make sure it can be used safely on this voltage and find out whether you need a UK adaptor.

Portable Appliance Testing (PAT)

The University do not PAT test equipment students bring onto campus, it is the students responsibility to ensure the appliance is in a safe working condition.

Sustainability friendly accommodation

All students are encouraged to turn off appliances that are not being used or once you have finished using them. Do not leave items on standby or leave lights on when you go out. Do not leave loud music playing if you are not in the room.



HEATING & HOT WATER

The hot water is on 24 hours a day everyday. Please be careful as it can be very hot. You can adjust the temperature in your rooms by turning the valve on the side of the radiator. The central heating pipes that run through most of the bedrooms are also very hot. Be careful when you are near them. The University complies with all Electricity and Gas Safety regulations and obtains the necessary certification on an annual basis.

Heating Times

Monday-Friday:

6.00am-9.30am, 12.30pm-1.30pm and 3.30pm-11.00pm

Saturday and Sunday:

6.00am-11.00am, 12.30pm-1.30pm and 3.30pm-11.00pm

Contact your local Facilities Information Hub in normal office hours, or call 01902 32 2106 out of office hours.

The University aims to provide a minimum temperature of 19°C and maximum of 21°C. Please remember the external temperature will also affect the timing of the heating. If you feel your room is below this temperature, report this via the Online Maintenance Reporting System; if it is below 19°C this will be reported and rectified within the University set time scales.



Environmental Health and Communal Issues

We understand that living with strangers can come with it challenges. We try to room students who are on similar courses however, this can not always be done. Our aim is for students to feel they have a safe space to live whilst making new friends on their learning journey.

To help you please click on the link below to for all information

<https://www.wlv.ac.uk/university-life/accommodation/residential-life/communal-living/>

Communal Kitchens

Communal cleaning

As an occupant living in University accommodation, you are communally responsible for cleaning the kitchen. Cleaning Services will assist where possible, but it is ultimately the residents' joint responsibility to maintain hygiene standards within the kitchen, corridor and communal bathrooms.

Kitchen inspections

Communal and kitchen areas are checked on a weekly basis. If a dirty kitchen is found, occupants will be given 24 hours' notice to improve the cleanliness of the communal area. Any occupants will have the opportunity to appeal against this decision, but appeals must be made in writing to the Cleaning Supervisor before 2pm on the day of inspection. If the kitchen remains dirty after the 24-hour period, the University will instigate disciplinary procedures against all residents on the corridor. If you are having problems organising your fellow housemates or you are at risk of failing your kitchen inspection, contact The Accommodation Hub.

Cleaning services

Cleaning staff work on all sites, 8am-2pm*. They visit all areas sporadically to ensure that they are clean and hygienic and perform tasks in kitchens, communal bathrooms and corridors.

*varies by campus

*Standard Accommodation Bathrooms cleaned daily.

Kitchen Appliances

The university provides the following appliances in your kitchen

Cooker

Microwave

Kettle

Fridge/Freezer

Please see the link for all of the appliance manuals.

<https://www.wlv.ac.uk/university-life/accommodation/residential-life/communal-living/>

Party Requests



Most popular question!! Can we have a party? The answer will always be yes. You would need to complete a party request via Planon at least 48 hours before the event. More information can be found on the link below

<https://www.wlv.ac.uk/university-life/accommodation/residential-life/communal-living/>

Banned Items

If any student does decide to bring any electrical equipment into accommodation, it is advised that they are PAT tested for safety. You can arrange this by contacting the Accommodation Hub. There will be a small cost for this service if provided.

If items are deemed a risk to health, safety, welfare, or in conductive to communal living, they will be confiscated without notice and this will be construed as an automatic breach of the Licence Agreement. Any Student(s) found using banned items may be subject to disciplinary action. This may include loud stereo systems, speakers, television equipment and musical instruments. This list is not exhaustive and items may be added to at the management's discretion. Please see the list below of items we ask student not to have in their bedrooms

Bedroom Area

Cooking appliances (such as toasters, rice cookers etc)
Kettles
Candles
Joss Sticks
Oil Burners
Smoking Equipment (such as bong, shisha, ashtrays etc)
3D Printers
Electric & Halogen Heaters/Fans
Mini Fridges/Freezers
Ceremonial knives
E-cigarettes/Vapes
E-Scooters

Kitchen Area

Deep-Fat Fryers
Chip Pans
Rice Cookers (can only be used if they have a 3 pin plug conforming to British Standards)



Any banned items that are removed from your room or kitchen, a note will be left in the relevant area to inform the student the item has been removed and why. The items are bagged up with the student name, student number and room number and given to Security for safe keeping.

The student will also be informed that they can collect their item from Security at the end of their licence agreement, upon them leaving their accommodation, the item/s will not be returned to the student whilst they remain in University Accommodation. Students are not permitted to have posters in the corridors or on the front of bedroom doors. This is a fire risk and any items will be removed by members of staff where necessary.

Safety and Security

SECURITY

Security (all sites)

Security operate a central service and can be contacted on:
01902 322 106.



SafeZone



You can contact Security about:

- Any aspect of Halls security
- Emergency repairs
- Accidents and illness
- Lost keys
- Lost property
- Excessive noise complaint
- Incident handling
- Fire response

Recognising a Security Officer

Security staff can be recognised by their distinctive black uniforms and blue body vests. Security staff are encouraged to wear their ID badges.

Body Cameras are also worn when attending an incident.



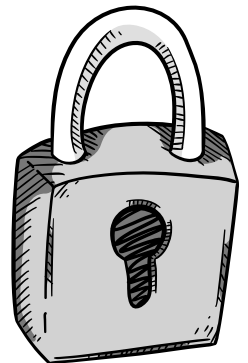
Personal Safety



You must think about your own personal safety when in and around the campus.

Here are some tips:

- When out in the dark, take a safer walking route or walk with a friend if possible.
- Do not take short cuts: stick to well-lit areas.
- Try to avoid taking taxis alone. Instead share with a friend/s or let a friend know of your whereabouts.



Safety of your belongings

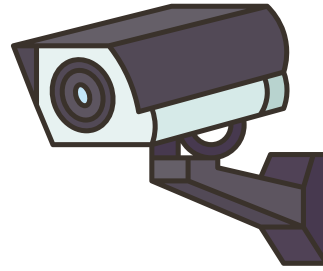
- Do not leave expensive equipment out on display.
- Close your curtains at night (especially if you live on the ground floor)
- Do not keep large amounts of cash in your room.
- Do not let anyone into the accommodation that you do not know. If you see someone in your corridor or block that you do not recognise, contact security.
- Ensure your kitchen windows are shut at night.
- Ensure windows and bedroom doors are locked before going out.



Security

CCTV

We actively use CCTV to help protect our University community. You are made aware of where CCTV is in operation by the means of clear notices at the entrances of University buildings. Our Security Team have new Police officer style uniform with a body camera to record any events or anti social behaviour as evidence for your safety.



Lost Property

If you find any lost property, this should be handed in to a member of staff at your Local Facilities Information Hub. You can also contact security if this is out of hours.

Lost Keys

If your keys are stolen, you will need to report this to the police. This will prevent charges. If you have simply lost or misplaced the keys, you will need to contact your hub in office hours (8.45am - 5.09pm) or security out of hours. On weekends, you will be given access to your room by a member of Security staff. Please note if your keys are not found, there will be a charge for the replacement and you will have 10 days to return the extra set of keys. If you continue to lose or forget your keys, you may be charged an administration fee.



Room Safety



Your accommodation is provided with layers of security protection. Each building entrance has a swipe card operated lock and a unique lock on your bedroom door ensuring you are the sole person able to access your bedroom.

No one will be permitted access to your room without your written permission other than University staff on authorised business or in an emergency. Please ensure that you have secured your bedroom window when you leave your room.

Security staff are on duty 24 hours, 7-days-a-week. They carry out regular patrols around the campus sites, however; if you spot anything suspicious please report it straight away.

Download the Safezone app

What is Safezone?

Accessible to both students and staff, the safezone app provides a useful source of reassurance to people working and studying on campus. The app promotes safety in a number of ways, including giving fast access to the University's security team whenever and wherever you are on campus. It allows users to call for help and assistance when they need it most. Click on the link below for more information: [Safezone](#)



SafeZone



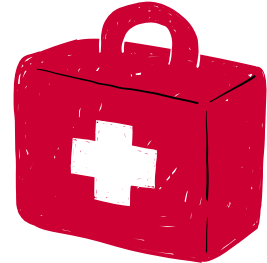
Emergency contacts

First Aid

The Security team provide first aid support across all campuses. If you need assistance and cannot find a Security Officer, you'll need to contact the Security Control Room.

Security Control Room

- Available 24/7 for general security-related advice
- External: 01902 322106
- Internal: 2106



Emergency Support

- External: 01902 321555
- Internal: 5555

If someone on campus becomes sick or injured we ask that you follow these steps:

- If the illness or injury is suspected to be life-threatening, call 999 immediately. Ask someone to call the Security Control Room and inform them that an ambulance is on its way. Alternatively, you can use the Safezone App to alert security.
- If the illness or injury is not life-threatening and there are no first aid trained staff around, contact the Security Control Room and request a first aider.

Crime and Suspicious Activity

If you suspect a crime has taken place or someone is acting suspiciously. In the first instance contact the University Team. You can also contact 101 for a non-emergency situation or 999 if you are fearful for your personal safety.



West Midlands Police
T. 101
www.west-midlands.police.uk



Fire Safety

Smoking

The University aims to promote the health and wellbeing of its students, staff and visitors by providing a smoke free environment. Therefore, all accommodation is no smoking and anyone found smoking will be issued with a first offence warning. After the 2nd offence, a final warning will be given to the student and an anti-social behavioural contract will need to be signed. Thereafter, the student's details should be passed to the Conducts & Appeals unit and the student may be served with a Notice to Quit or suspended from the accommodation pending the conduct and appeals hearing outcome. Upon the occupant vacating the room, a deep cleaning charge of £250 will be levied against the student by raising an invoice (if the room has a smell of smoke).

Fire Safety

Details of fire regulations are posted throughout the accommodation. All doors within University Accommodation are fire doors and there to protect you in the event of a fire. Do not wedge open fire doors - it is a disciplinary offence.

Malicious activations

Tampering with or vandalism to these fire safety devices will result in disciplinary action and financial penalties, you may be reported to the Police. First malicious activation will result in a final warning and an Anti - Social Behavioural Contract signed. Second Malicious activation of fire alarm will be passed to the Conducts & Appeals Unit and this may result in the student receiving a Notice to Quit or suspended from the accommodation pending the conduct and appeals hearing outcome.

Electrical items

Students wishing to bring additional electrical cooking items (i.e. rice cookers, juicers, smoothie makers, sandwich toasters) should ensure that those items conform to current EU standards. Items that do not conform to these standards will be confiscated. These items must only be used in the kitchen area.

If you decide to bring any electrical equipment into accommodation, it is advised that it is PAT tested for safety. If any items found in accommodation are deemed to be a risk to health, safety and welfare, or not conducive to communal living, they will be confiscated without notice and this will be construed as an automatic breach of the Licence Agreement. Any student(s) found using banned items may be subject to disciplinary action. This may include loud stereo systems, speakers, television equipment and musical instruments. This list is not exhaustive and items may be added to at the management's discretion.

Malicious Break Glass Activations

If an occupant maliciously activates the fire alarm via the "Break Glass" point without due cause a first warning will be issued to the student. If this is repeated again a final warning will be imposed and an Anti-social Behavioural contract will need to be signed. Thereafter, the student will be passed to the Conducts and Appeals Unit.

Failure to evacuate

If an occupant does not evacuate the building upon hearing a fire alarm without due course, they will be issued with a first warning, if this happens a second time the student will be issued with a final warning & an Anti - social Behavioural contract will need to be signed. After the third offence the student will be passed to the Conducts and Appeal unit and may then be issued with a Notice to Quit accommodation or suspended from the accommodation pending the conduct and appeals hearing outcome.



Fire Doors

Fire doors are a vital lifesaving safety feature of any building in which students sleep, as they resist the spread of fire and smoke allowing occupants time to escape safely once alarms have been activated.

It is a legal requirement that fire doors within student accommodation are checked at least four times a year. On regular intervals your facilities hubs will contact within reasonable time scales informing you of when fire door checks are to take place.

All bedroom, kitchen and any communal hallway doors in student accommodation are fire doors. These checks will be carried out by university staff and on occasion doors may need to be repaired or replaced to ensure safe exits from the building in the event of a fire.

If at any time a student feels something is wrong with any doors within their accommodation block this must be reported immediately to your student facilities hubs to be rectified.

These images are examples of damaged fire doors in student accommodation.

As they are fire doors they cannot be replaced with a general door. Therefore, the cost of replacing this will be in excess of £2,400. Please ensure that you do not damage these doors as they are integral in keeping you safe in the event of a fire.



Please Note:- These prices could vary from the stated cost but are correct at the time of publication April 2025

Damage Charge Information

You will be charged for any damage, loss or additional cleaning that you or the other students on your corridor are responsible for causing.

You must inform us immediately if you suspect another occupant or visitor of causing damage or removing University property. All communal areas are inspected several times a year and should any damage or vandalism be detected, this will be noted and occupants contacted. Students will be contacted as soon as possible to make them aware of any communal area damage.

A request for information will be made and students requested to contact the Facilities Information Hub by a certain time with any details that may lead to the identification of the individual responsible. Should this not be achieved, all occupants will be charged for the repair and no further appeals will be taken.

Please note: due to the different standards of finish in the different accommodation, charges listed are indicative only and all include the standard Percentage at the time of Print. .

- You will receive notice if you are being charged for anything.**
- All prices correct on date of printing.**
- These prices are for a single repair and do not cover any call out charges.**
- All charges will be kept to a minimum.**

A full list of damage charges for this year can be found on the next page. To ensure you are not charged for previous damage, please complete your room inventory form as soon as possible and as thoroughly as possible once you've moved in. Should you leave the accommodation for a period of more than one day, please return your keys to reception where they can be kept safe for you while you are away



Damage Charges

Doors. Keys and Lock	Cost
Replacement Corridor Door (including fitting and Decoration) - Unglazed	£1,800 inc VAT
Replacement Corridor Door (including fitting and Decoration) - Glazed	£2,400 inc VAT
Replacement bathroom door (including fitting and decoration)	£280.00
Replacement Bedroom Door	£400 Plus VAT
Replacement Bedroom/Post box Keys (£10 per key)	£20.00
Bedroom lock change	£55.00
Replacement Door access fob	£40.00
Kitchen Damages/Communal	
Kitchen work surface (Sink work top) including fitting	Variable
Kitchen work surface (standard area)	Variable
Replacement TV in communal area	£800.00
Damage to fire equipment (fire/heat/smoke detector)	£180.00
Replacement fire Blanket	£35.00
Replacement fire extinguisher	£54.00
Replacement Faux leather sofa (communal)	£400.00
Redecoration of kitchen wall	£55.00
Kitchen Stool	£130.00
Remote control	£24.00
Broken/missing vacuum cleaner	£180.00
Sanitary ware damage	Variable
White good items/Electrical	Variable.

Bedroom Damages

Bedroom/Bathroom Damages	
Replacement light/vanity shades Missing/ Broken Socket	£90 plus VAT
Replacement vanity light (Complete Unit)	£90.00
Deep Clean Ensuite Bedroom inc Bathroom	£90.00
Standard Bedroom Clean	£60.00
Repair to walls before redecoration (filling/plastering etc) Per Wall	£54.00
Redecoration of walls (Per wall Bedroom or bathroom)	£50.00
Redecoration of Ceiling (Bedroom or Bathroom)	£50.00
Redecoration of full bedroom and ensuite	£390.00
Bedframe	£150.00
Mattress (3/4 bed)	£140.00
Mattress (Single)	£100.00
Bedside drawers	£180.00
Carpet (whole room)	£600 plus VAT
Replacement Carpet Tiles	£10.00 (per tile)
Desk Chair	£105.00
Replacement door signs	£40.00
Any other furniture	Variable
Mirror(Ensuite)	£60.00



Useful Contacts

University Contacts

Careers, Enterprise and the Workplace
T. 01902 321414
E: careers@wlv.ac.uk
w: www.wlv.ac.uk/careers

Chaplaincy
T. 01902 322 904
E: chaplaincy@wlv.ac.uk

Mental Health and Wellbeing
T. 01902 322 572
E: MHWenquiries@wlv.ac.uk

Endsleigh Insurance
T. 0800 028 3571
www.endsleigh.co.uk

Student Funding and Hardship
T. 01902 321 070
E: Money@wlv.ac.uk
W. wlv.ac.uk/fund

IT Services
T. 01902 322 000
www.wlv.ac.uk/its

Digital Print Services
T. 01902 321 990
E: psu@wlv.ac.uk

University Switchboard
T. 01902 321 000

Students' Union Advice and Support Centre
T. 01902 322 021
E: info.wolvesunion@wlv.ac.uk
www.wolvesunion.org/advice

Finance (Invoice queries)
E: incomesection@wlv.ac.uk

Disability and Inclusion
T. 01902 321 074
E

Local Medical Practises

Medical information

**It is your responsibility to register with
a Doctor and dentist while you are at University.**

Local doctors' surgeries:

Thornley Street Surgery
40 Thornley Street
Wolverhampton
T. 01902 688 500

Lichfield Street Surgery
19 Lichfield Street Walsall
T. 01922 620 532
Broadway Medical Centre
213 Broadway
Walsall
T. 01922 622 064

The Limes Medical Centre,
5 Birmingham Rd, Walsall
T. 08443 878090 /
01922 612048

Dugas and Partners,
111 Birmingham Rd, Walsall
T. 01922 624320

Dr Whiting & Partners
Shifnal and Priorslee Surgery
Gatcombe Way
Telford
T. 01952 460 414

Drs M M L & U Passi
Leicester Street Medical Centre
Wolverhampton
T. 0845 072 4619

Sexual Health Centre
Hatherton Centre
Hatherton Street
Walsall
T. 01922 775 040

The NHS 111 has replaced
NHS Direct – telephone:
111 (24 hours) or at
www.nhsdirect.nhs.uk

Local hospitals

New Cross Hospital
Wednesfield
Wolverhampton
WV11 1UK

Walsall Manor Hospital
Moat Road
Walsall
WS2 9PS

Russells Hall Hospital
Dudley
DY1 2HQ

Princess Royal Hospital
Apley Castle
Telford
TF1 6TF
T. 01952 641 222

Local dental practices:

A J Acquayne
183 Newhampton Road East
Wolverhampton
T. 01902 42 1704

Argo Dental Practice
The Glenn Cottage
Telford
T. 01952 200 710
G V Baker

7 Park Road West
Wolverhampton
T. 01902 426 640
J Worsley
150a Caldmore Road
Walsall
T. 01922 623 144

**ACCOMMODATION**

University of Wolverhampton
Lomas Street
Wolverhampton
WV1 1QU
Tel: +44 1902 32 1268
wlv.ac.uk/university-life/accommodation/

City Accommodation Hub

Tel: 01902 321268
Email: cityaccommodation@wlv.ac.uk

Telford Hub

Tel: 01902 323900
Email: Telfordhub@wlv.ac.uk

Walsall Hub

Tel: 01902 513200
Email: Walsallhub@wlv.ac.uk

ASK HELPDESK

You can drop in and speak to a member of the
ASK@WLV team,

Monday to Friday, on one of the main University campuses.

Find us on City Campus in the Ambika Paul Building, next to the Harrison Library.

Find us on Walsall Campus in the foyer area of the Performance Hub, next to the Library.

Find us on Telford Campus on the ground floor of the Darby Building.