

# STUDENT ARRIVAL INFORMATION



WE HOPE YOU ENJOY YOUR STAY

HERES QUICK AND EASY GUIDE WITH SOME  
IMPORTANT INFORMATION THAT WILL HELP YOU  
SETTLE INTO YOUR NEW HOME.





# COLLECTING YOUR KEYS?

On arrival you will be able to collect your keys from the following:

**City Campus Accommodation Hub reception at Lomas Street  
from: Post Code WV1 1QU**

**Please park on Red Hill Car Park, WV1 1RN**

**Sunday 7th September 2025 - 9am - 5pm**

**Walsall Campus - facilities hub in the Jerome K Jerome  
(WA). Post Code WS1 3BD**

**Sunday 7th September 2025 - 9am - 5pm**

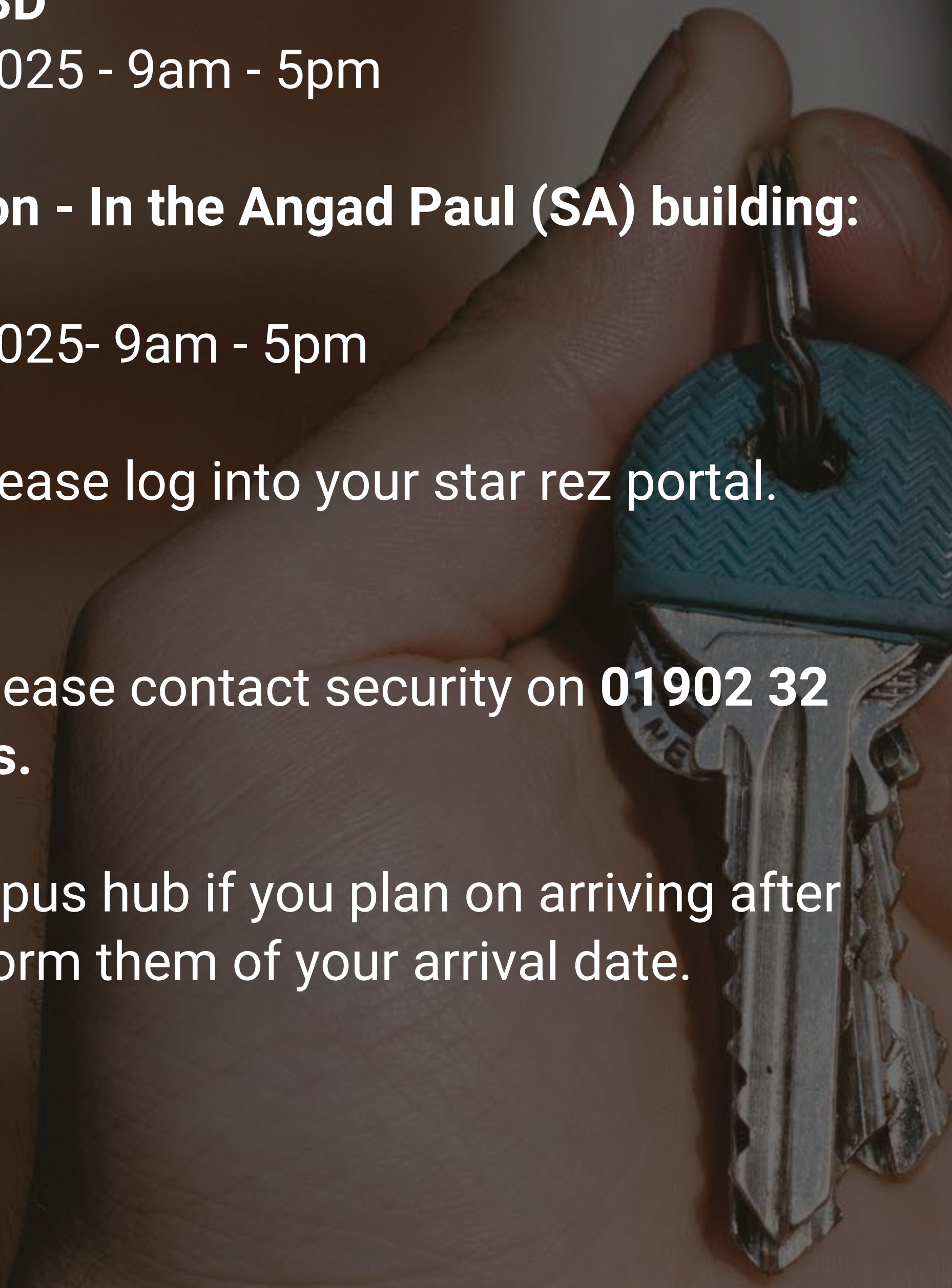
**Telford Campus reception - In the Angad Paul (SA) building:  
Post Code TF1 9NT.**

**Sunday 7th September 2025- 9am - 5pm**

To book an arrival slot please log into your star rez portal.

If you arrive after 5pm, please contact security on **01902 32 2106** to collect your keys.

Please contact your campus hub if you plan on arriving after the 7th September to inform them of your arrival date.







# **WANT TO SET UP A DIRECT DEBIT?**

TO MAKE ONLINE PAYMENTS

OR

TO SET UP A DIRECT DEBIT PLEASE VISIT:  
[WWW.WLV.AC.UK/APPLY/FUNDING-COSTS-FEES-AND-SUPPORT/HOW-TO-PAY/](http://WWW.WLV.AC.UK/APPLY/FUNDING-COSTS-FEES-AND-SUPPORT/HOW-TO-PAY/)



# ACCOMMODATION INSURANCE

ALL OF THE UNIVERSITY BEDROOMS ARE  
COVERED BY HOWDEN INSURANCE.

YOU CAN UPGRADE YOUR INSURANCE  
POLICY BY VISITING ENDSLIEGH INSURANCE  
ONLINE.

TO VIEW THE POLICY JUST VIST:

[HOWDEN INSURANCE POLICY](#)





# FIRE ALARM ACTIVATION PROCEDURE



- 1** On hearing the alarm make your way to the designated Fire Assembly point.
- 2** Remain in your corridor/flat bubble where possible whilst evacuating the Building.
- 3** Once you reach the assembly point, remain in your corridor/flat bubble and social distance with all other Residents of the Buildings.

**FOR MORE INFORMATION, CONTACT YOUR LOCAL  
HUB :**

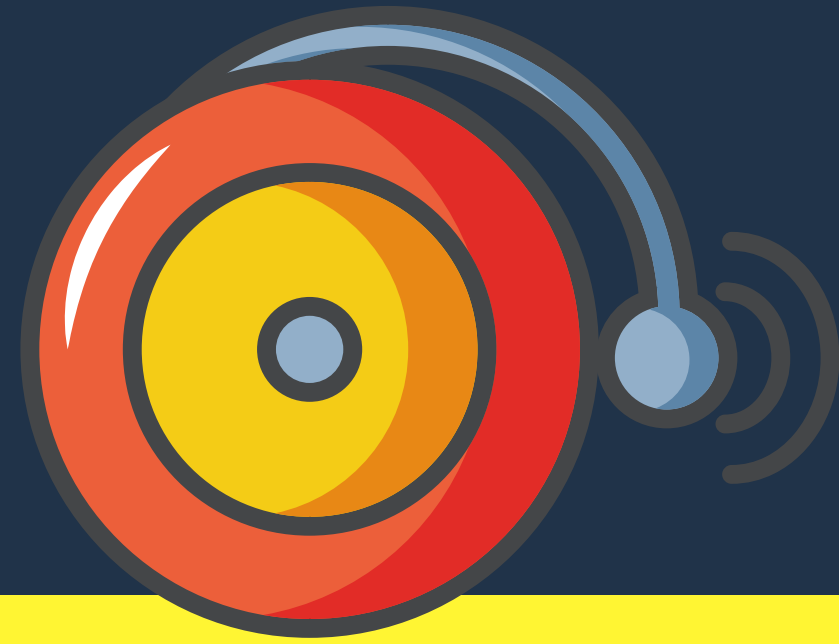
- [CITYACCOMMODATIONHUB@WLV.AC.UK](mailto:CITYACCOMMODATIONHUB@WLV.AC.UK)
- [WALSALLHUB@WLV.AC.UK](mailto:WALSALLHUB@WLV.AC.UK)
- [TELFORDHUB@WLV.AC.UK](mailto:TELFORDHUB@WLV.AC.UK)



UNIVERSITY OF  
WOLVERHAMPTON



# FIRE ALARM TESTING



Fire alarm testing take place in the Halls of residence to ensure our students become familiar with the assembly points and how to respond in fire incident.

Below are the time the tests take place:

City Campus Lomas Street - Sunday Afternoon between 12pm-5pm

City Campus North Road -Sunday Afternoon between 12pm-5pm

Walsall Campus Student Village - Saturday Afternoon between 12pm - 5pm

Telford Campus Residences - Monday Afternoon between 12pm - 5pm

The alarm will last from approximately 15-30 seconds. In the event it goes on longer, be prepared to evacuate.

**FOR MORE INFORMATION, CONTACT YOUR  
LOCAL HUB :**

- **CITYACCOMMODATIONHUB@WLV.AC.UK**
- **WALSALLHUB@WLV.AC.UK**
- **TELFORDHUB@WLV.AC.UK**







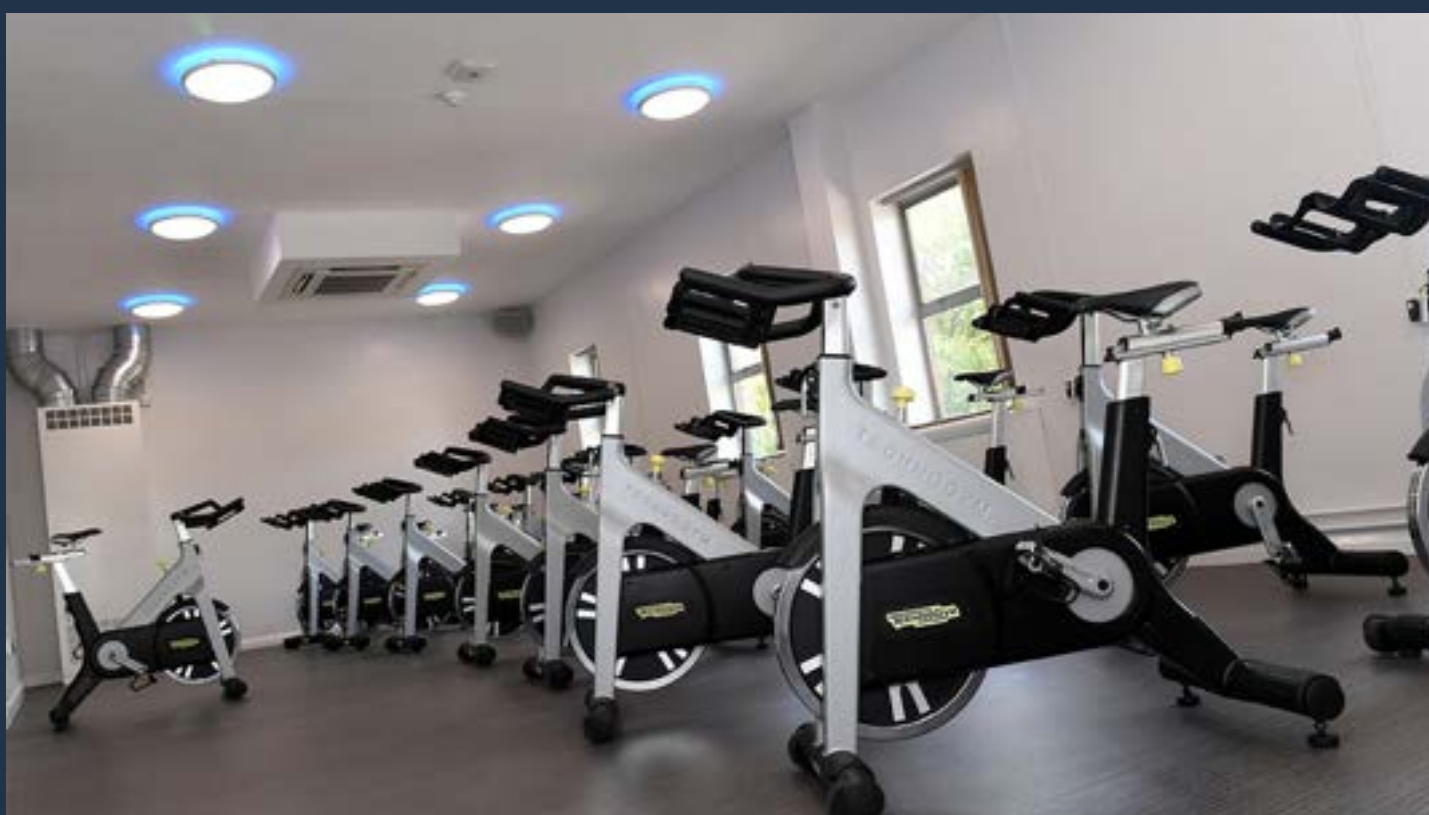
We are pleased to announce our new partnership with all WV Active Leisure Centres. WV Central, Aldersley and Bilston- Bert Williams Site.

Full access to gyms, swimming pools and fitness classes for:  
**£10 per month**

You will also be able to access a range of sports activities – including badminton, five-a-side football, netball and basketball at Aldersley Leisure Village at discounted rates.



Scan here for locations, classes and activities



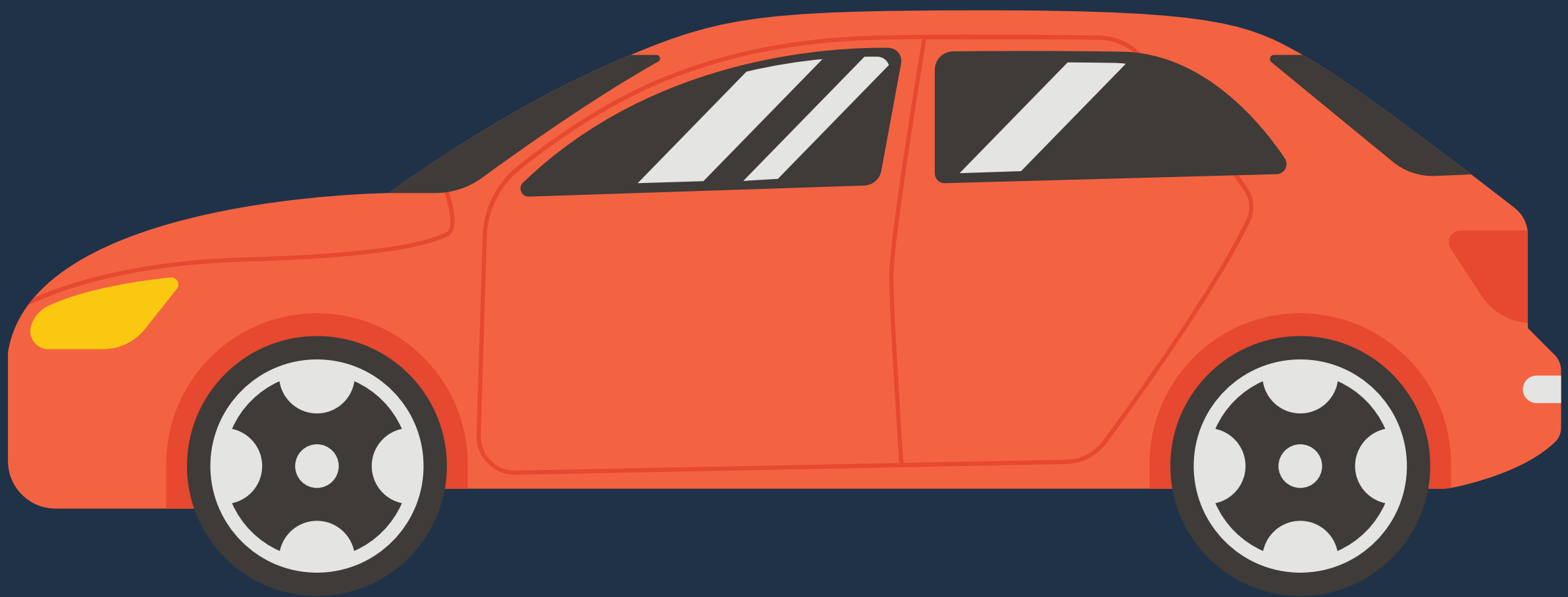
To access the facilities, students can visit their chosen WV Active leisure centre and present a valid **University ID badge**.



# BRINGING YOUR CAR OR MOTORBIKE TO UNI?

THERE ARE LIMITED PARKING SPACES AVAILABLE ON EACH ACCOMMODATION SITE.

IF YOU WISH TO BRING YOUR CAR/MOTORBIKE TO UNIVERSITY YOU MUST BRING YOUR INSURANCE & VEHICLE REGISTRATION DOCUMENTS OR HAVE A COPY READY.



WHEN YOU MOVE INTO YOUR ACCOMMODATION, YOU WILL NEED TO SCAN THE ABOVE DOCUMENTS TO YOUR CAMPUS HUB ALONG WITH STUDENT NUMBER, STUDENT NAME, NAME OF BUILDING YOU ARE LIVING IN AND THE ROOM NUMBER.

IF NOT ALL OF THIS INFORMATION IS SUPPLIED, THEY WILL NOT BE GIVEN ACCESS.

THEY WILL GIVE YOU ACCESS ON YOUR STUDENT ID TO OPEN THE GATES AND PARK YOUR VEHICLE.



# DON'T FORGET TO REGISTER TO THE LOCAL DOCTORS & DENTISTS

## MEDICAL INFORMATION

IT IS YOUR RESPONSIBILITY TO REGISTER WITH A DOCTOR AND DENTIST WHILE YOU ARE AT UNIVERSITY.

THE NHS 111 HAS REPLACED NHS DIRECT - TELEPHONE: 111 (24 HOURS) OR AT- [NHS 111](#)

## DR WHITING AND PARTNERS

SHIFNAL AND PRIORSLEE SURGERY  
GATCOMBE WAY - TELFORD  
TEL: 01952 460 414

## WALSALL MANOR HOSPITAL

MOAT ROAD  
WALSALL  
WS2 9PS

## RUSSELLS HALL HOSPITAL

DUDLEY DY1 2HQ

## PRINCESS ROYAL HOSPITAL

APLEY CASTLE  
TELFORD  
TF1 6FT  
TEL: 01952 641 222

## LOCAL DOCTORS SURGERIES:

THORNLEY STREET SURGERY  
49 THORNLEY STREET  
WOLVERHAMPTON  
TEL: 01902 688 500

## LICHFIELD STREET SURGERY

19 LICHFIELD STREET  
WALSALL  
TEL: 01922 620 532

## G V BARKER

7 PARK ROAD WEST  
WOLVERHAMPTON  
TEL: 01922 620 532

## THE LIMES MEDICAL CENTRE - 5 BIRMINGHAM ROAD, WALSALL.

TEL: 08443 878090/01922 612048

## DUGAS AND PARTNERS

111 BIRMINGHAM ROAD WALSALL  
TEL: 01922 624 320

## NEW CROSS HOSPITAL

WEDNESFIELD - WOLVERHAMPTON,  
WV11 1UK

## DRS M M L & U PASSI

LEICESTER STREET MEDICAL  
CENTRE  
WOLVERHAMPTON  
TEL: 0845 072 4619

## SEXUAL HEALTH CENTRE

HATHERTON CENTRE  
HATHERTON STREET  
WALSALL  
TEL: 01922 775 040

## LOCAL DENTAL PRACTICES:

A J ACQUAYNE  
183 NEWHAMPTON ROAD  
EAST  
WOLVERHAMPTON  
TEL: 01902 421 704

## ARGO DENTAL PRACTICE

THE GLENN COTTAGE  
TELFORD  
TEL: 01952 200 710

## BROADWAY MEDICAL CENTRE

213 BROADWAY  
WALSALL  
TEL: 01922 622 064

## J WORSLEY

150A CALDMORE ROAD  
WALSALL  
TEL: 01922 623 144



# USEFUL CONTACTS

## UNIVERSITY SWITCHBOARD

TEL: 01902 321 000

## CHAPLAINCY

TEL: 01902 322 903

E: [CHAPLAINCY@WLV.AC.UK](mailto:CHAPLAINCY@WLV.AC.UK)

## STUDENT SUPPORT AND WELLBEING

E: [MHWENQUIRIES@WLV.AC.UK](mailto:MHWENQUIRIES@WLV.AC.UK)

## CAREERS ENTERPRISE AND THE WORKPLACE:

TEL: 01902 321 414

W: [WLV.CAREERS](http://WLV.CAREERS)

## UNIVERSITY FINANCE DEPARTMENT

TEL: 01902 321 231

E: [INCOMESECTION@WLV.AC.UK](mailto:INCOMESECTION@WLV.AC.UK)

## STUDENT FUNDING AND SUPPORT

TEL: 01902 321 070

E: [MONEY@WLV.AC.UK](mailto:MONEY@WLV.AC.UK)

## IT SERVICES

TEL: 01902 322 000

W: [IT.SERVICES](http://IT.SERVICES)

## DISABILITY AND INCLUSION

TEL: 01902 321 074

E: [SEC@WLV.AC.UK](mailto:SEC@WLV.AC.UK)

## HOWDEN INSURANCE

TEL: 0800 028 3571

W: [HOWDEN.INSURANCE](http://HOWDEN.INSURANCE)

## ASK

TEL: 01902 518 518

E: [ASK@WLVHELP](mailto:ASK@WLVHELP)

## WEST MIDLANDS POLICE

TEL: 0845 113 5000

W: [WEST.MIDLAND.POLICE](http://WEST.MIDLAND.POLICE)







Whether your favourite TV show makes you cry with laughter or puts you on the edge of your seat, it's really important you know when you need a TV Licence.

You need to be covered by a TV Licence if you're watching or recording television programmes as they're being shown on TV.

This applies whatever device you're watching on – a TV, laptop, tablet, mobile phone or games console, and however you're receiving the programmes – via an aerial, satellite, cable or streaming through the internet.

You'll also need a licence if you download or watch BBC programmes on demand - including catch up TV - on BBC iPlayer (this applies to all the devices listed above).

Please note: If you or one of your flatmates has a TV licence for their room, this will cover a TV in the communal area.

It's the law, and anyone in Accommodation who watches or records television programmes as they're being shown on TV without a valid TV Licence is at risk of prosecution and a fine of up to £1,000.

Visit the TV Licensing website at [tvlicensing.co.uk/studentinfo](http://tvlicensing.co.uk/studentinfo) for more information or speak to your halls manager.

