Welcome to all students

We hope you find this guide useful, if there is anything else you would like to know please don't hesitate to contact us in the Accommodation Office.

University of Wolverhampton Accommodation Services are a member of the Universities UK (UUK) Code of Practice.
Welcome to University Accommodation

We are glad you chose to live in University Accommodation, and you will be too!

We really look forward to getting to know you all, so pop in and see us when you move in, or follow us on our social media pages to keep up-to-date with our upcoming social events and trips!

Take a minute to read over this important information and if you have any questions, get in touch.

The main departments responsible for the accommodation are Accommodation Services and Campus Operations.

Accommodation Services manage the student accommodation at all campuses across the University. We will assist you if you have any problems in the accommodation or are experiencing difficulties with the people you live with. We will also help you if you want to change rooms or have any invoice queries.

Campus Operations deal with the day-to-day activities of the whole campus. They are responsible for your security, cleaning and minor maintenance issues.

Accommodation Services Office
You can contact Accommodation Services if you have any queries about:
• Any allocation enquiries
• Room change requests
• Invoice queries
• Service complaints
• Neighbour problems

Opening hours
Campus receptions offer general information and advice in relation to accommodation.

Queries for all campuses can be answered at: 01902 321 268

Security

Personal safety
The University of Wolverhampton safeguarding app Uniguard is available free to all students residing in University accommodation.

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

Here are some tips:
• When out in the dark, walk with someone else.
• Do not take short cuts: stick to well-lit areas.
• Share a taxi with friends.

A Safer Walking Route for the City Campus has been designed by West Midlands Police. Police use this route whilst walking to and from campus.

For further details on your personal security please refer to the Campus Security webpages http://www.wlv.ac.uk/about-us/security-services/

Safety of your belongings:
• Register your belongings on Uniguard
• 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 accommodation that you do not know. If you see someone in your corridor or block that you do not recognise, contact Security and they will investigate.
• Ensure kitchen windows are shut at night.

Security (all sites) 01902 32 2106
Security operate a 24 hour central service and can be contacted on 01902 322 106 or via the Uniguard mobile app.

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.

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. Access to kitchen areas are controlled by means of either a lock on the kitchen door or a unique lock fitted to the corridor entrance.

No one will be permitted access to your room without your written permission to enter the University’s property. Please ensure that you have secured your bedroom window when you leave your room.

Caretaker and 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. Security staff can be recognised by their distinctive uniform and are encouraged to wear their ID badges.

Lost Property:
If you find any lost property, this should be handed in to a member of staff at your Campus Reception. If you have lost an item please report this via the Uniguard App.

Lost Keys:
If your keys are lost or stolen please report this to your Campus Reception. If you displace your keys out of office hours (between 5pm and 9am) or at weekends, you will be given access to your room by a member of Security staff. Replacement keys will not be issued to residents outside normal office hours. Please note, you will be charged for replacement keys if the originals are not found and returned to reception within 10 days. If you continue to lose or forget your keys, you may be charged an administration fee.
What is the Licence Agreement?

To reside within University accommodation, you must have completed and signed the Licence Agreement and paid a pre-payment of £300.

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 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: www.wlv.ac.uk/accommodation or your e:Vision account. If you have any queries regarding the Agreement, please contact Accommodation Services.

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 9am on the first date specified on this letter, you may be charged an extra night’s stay. Please contact Accommodation Services if you need to move in before the date specified.

The ‘Licensee’ is a student enrolled on a programme of study at the University.

The ‘Licensee Occupancy’ within the Licence 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 Accommodation Services.

Room changes

Any student can request to change rooms throughout the academic year, but moves cannot be guaranteed by Accommodation Services. If you would like to move rooms, you must request a change by raising a call on e:vision.

You will be placed on the waiting list and contacted when a room becomes available. There is a fee of £25 to cover cleaning and administration costs.

There will be NO room changes during the first two weeks of the academic year. Students must NOT swap rooms or move to another room without permission from Accommodation Services.

Code of Practice

The University has signed up to the UUK Standing Conference of Principals 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.universitiesuk.ac.uk

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.

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.

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 reception or you can log onto the Endsleigh website: www.endsleigh.co.uk/halls

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!
You will sign for keys the day you move in to accommodation. Keys are the sole responsibility of the occupant. It is strictly forbidden to obtain any copies of the room keys except through Campus Operation/ Accommodation Services Staff. Do not under any circumstances give your keys to anyone else. This is a breach of your Licence Agreement and will be dealt with via the disciplinary procedure.

If you leave the accommodation over the Christmas or Easter break, you can leave your keys with us for safe keeping. This will also omit you from any communal charges your corridor receives. Our 24 hour security staff will be available to receive or return your keys outside the normal office hours.

When you vacate your room you must sign the key register and hand in your keys to the Campus Reception. This will stop an extra charge on your accommodation account.

What's Included in your bedroom and kitchen
Bedrooms include a bed, mattress, desk, chair, wardrobe, curtains/blinds and bin. Ensuites have their own bathroom. Your kitchen will have a cooker, microwave, kettle, fridge, freezer, your own cupboard and work surfaces to prepare your food.

Room Inventory Form
Upon arrival you will be given a Room Inventory Form. This form is very important so please take a few minutes to go through each point, inspect the condition of your room and note any problems.

If you have any maintenance issues in your bedroom (i.e. light is flickering, any damage) these should be reported by you via the FixIT! Maintenance Reporting system and not logged on your Room Inventory Form. This form is for record only and any maintenance requests noted here may not be acted on.

This form must be completed within 48 hours of collecting your keys. If you have not stated something on your form that you later claim was not your fault, you may be charged for the damage/loss. You will not be able to add to your Room Inventory Form once you have submitted it to Campus Reception. It is important that you inspect the room closely to ensure you are not held responsible for damage that is not your fault.

It is important that you log any damage on your Room Inventory form, so that you are not charged for any existing damage during our end of year audits.

Accommodation fees 17/18
Rent is all-inclusive. Your fee includes: basic charge rent, electricity, heating and water, internet provision, basic contents insurance and limited car parking.

For prices on couple’s accommodation, please contact Accommodation Services.

Prices for 2017-2018
Instalment 1: 17th October 2017
Instalment 2: 9th January 2018
Instalment 3: 17th April 2018

Full Year
Available to nursing students only: Nursing students will receive an invoice with four instalment dates, for more information please contact the Finance Office.

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

Semester 1 (September 2017 – January 2018)
Semester 2 (January 2017 – June 2018)

Should you have difficulty paying your accommodation fees, you should contact either the Students’ Union, Student Services or Accommodation Services.
Social aspects

Living away from home for the first time can be daunting, but we have put together a list of fantastic social opportunities to help you settle in! Don’t forget to follow us on social media keep up to date with what’s going on in halls and around campus.

Noise

Your License agreement states that you must be considerate of your neighbors and not cause any unnecessary disturbance or annoyance to others, you should reduce the noise level after 11 pm the stop at midnight. If you experience a noise problem, please contact Campus security using the Uniguard App at the time the noise is being made. If the problem continues, you are required to log a call via e:vision.

Parties

Students may be permitted to hold a party provided that prior authority is granted as follows: Complete the Request Form and send it to Campus Operations, giving at least 48 hours’ notice. Adhere to noise regulations and may be allowed to continue until 12.00 am. The named organizer will be responsible for the event. Do not advertise your party on any social networking sites. Ensure that the area is left clean and tidy after the event.

Guests

Students are allowed an overnight guest in the accommodation as long as they comply with the terms of the License Agreement, and the guest stays no longer than two nights. It will not be acceptable to stay overnight on a regular basis. You must sign your guest in at reception as soon as they arrive. Please take note that you will be responsible for your guest’s behavior. If they cause damage or nuisance, you will be held responsible. The University has the right to prohibit guests at any time if necessary.

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 Accommodation Services, Dealing with Student Queries (https://www.wlv.ac.uk/media/departments/accommodation-services/documents/Dealing-with-Student-Queries.pdf) will provide you with further information.

Student support

Students with a disability

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 an adapted Accommodation to help you live independently in your university halls, please get in touch with Accommodation Services and the Student Enabling Centre 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.
- Adjacent accommodation can also be made available for carers.
- Several halls have push entry systems to increase ease of access.
- Rooms adapted for other mobility issues.
- Rooms set up for students with hearing impairments.
- Dog Pens for sensory impairment dogs.

Adaptations can be made to your room to suit you 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.

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

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 Enabling Centre should be the main contact and will assist you with any queries you have.

There are also additional services provided by the University Counseling Services and the Mental Health and Wellbeing Coordinator that will be able to assist with signposting to the relevant support agencies or University staff to enable students to receive the appropriate support whilst studying. For more information please visit the following web page https://www.wlv.ac.uk/study-here/student-support/student-support-and-wellbeing-ssw/

Student Pregnancy

If a student becomes or is pregnant at the time of moving into the accommodation, they must notify Accommodation Services immediately. The student must:

- Provide Accommodation Services with notification from either their GP or midwife of their pregnancy.
- Liaise with their Faculty Office to discuss this with them and ascertain whether the student needs to defer, withdraw or require any additional support during the pregnancy.
- The student will be required to find alternative accommodation as the student accommodation is not a conducive environment to reside within whilst pregnant.

Accommodation Services will agree a time scale with the student to seek alternative accommodation. They will not be levied any additional financial penalties for terminating the contract early and if there are any ground floor bedrooms available, the student will be required to move until such time as agreed with Accommodation Services at the initial meeting that they can find alternative accommodation.

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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 Accommodation Services.

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 Accommodation Services, Deal with Student Queries will provide you with further information.

Student Conduct and Wellbeing Procedure
This procedure will outline how Accommodation Services and Campus Operations will investigate all behavioural, conduct, welfare or pastoral concerns that impact upon the student experience of living in University accommodation. The Campus Operations team will manage the security aspect ensuring the residences are a safe, secure and welcoming environment.

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 Conduct and Wellbeing Procedure. For further information about what is involved within each of these stages please refer to the Student Conduct and Wellbeing Procedure.

Dealing with Substance Misuse
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 the Counselling Services, support from the Mental Health and Wellbeing Coordinator or through the University Safeguarding Group

What is substance misuse?
Substance misuse is the harmful use of substances (like drugs and alcohol) for non-medical purposes. 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).

The Substance Misuse procedure will outline in detail how Accommodation Services and Campus operations investigate any issues that are reported on site.

Sexual Violence and Inappropriate Sexual Behaviour.
The University wants students to enjoy their time here. It has a responsibility for the health, safety and welfare of its students and aims to provide a safe environment in compliance with this requirement. This includes offering support and signposting student to the most appropriate specialist service following incidences of sexual violence or inappropriate sexual behaviour that are reported to the University.

The Sexual Violence and Inappropriate Sexual Behaviour procedure will detail the University's expectations on how to address allegations of sexual violence and inappropriate sexual behaviour involving students living in University accommodation across all campus sites. It will summarise how this will be achieved, ensuring all measures are undertaken to demonstrate that Accommodation Services and Campus Operations have acted reasonably to protect the health, safety and wellbeing of its students.

FixIT!

Maintenance
If you notice any maintenance or repair issues in your room, you are required to report this via the FixIT! maintenance reporting system, which is available online. Your request will be processed Monday-Friday, 8am-5pm. Once a job has been reported you will receive an email to confirm what action is being taken.

Completing a maintenance report provides members of staff permission to gain access into your bedroom to resolve the issue in your absence. Outside of these hours emergency jobs should be reported directly to your local caretaking team.

To use the online reporting system, you will need to register for an account:
- Visit: http://facts.wlv.ac.uk
- Click on ‘Register’
- Follow the instructions
- Complete the following fields on the Add Requester details window

Please note software is only compatible with Internet Explorer and Windows 6 and above)

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Some repair jobs can be completed instantly while others may take a few days or weeks to complete. It is important that you do not report the same repair more than once it will not be completed any quicker and you will waste administration time. For further assistance please contact either your campus reception or the Network Advisor.

Upon a maintenance issue being reported via FixIT!, you will receive an email confirming that your issue has been reported and the times scales for this to be rectified. A caretaker will come and check the issue to ascertain if they can undertake the repair without this being escalated to the maintenance department.
IT and Communication

Internet
The University provides networks for you to connect your own computer or other mobile devices to the internet. The bedrooms at City, Walsall and Telford campuses have both wired ethernet outlets and wireless available within the kitchens. Wireless coverage and speed will vary. These networks are available to use free of charge to students and are supported on a best effort basis. Please note that home broadband routers do not work on either the wired or wireless networks.

Hardware/software requirements
Your computer can run Windows, Mac or Linux. Games consoles and mobile phones can also be connected. If you have a Windows computer, it is essential that your copy of Windows is genuine, and that it is kept up-to-date with Microsoft security patches, in order to comply with the security system that protects the University network. You will need anti-virus software with a valid subscription in order to receive updates. Windows is genuine, and that it is kept up-to-date with Microsoft security patches, in order to comply with the security system that protects the University network. You will need anti-virus software with a valid subscription in order to receive updates.

TV through your computer
The University provides a television service for students living within its accommodation available via the wired internet connection on PC or MAC. This service provides a number of Freeview channels. However, occupants will require a TV licence to use this service legally.

TV licences
If you decide to bring a television to University, you will be required to obtain a TV licence. There will be information about TV licences available when you arrive. TV Licensing make regular visits to accommodation and fine any students that do not have a valid licence. The fine is upwards of £2,000, so get your TV licence as soon as possible.

Facilities on campus

Post
Post is delivered to each of the following places at your halls.
- At City Campus they are located at the entrance of each accommodation block.
- At Walsall Campus they are located in WA Building.
- 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: Mon–Fri, 9am – 5:00pm.
- Parcels and packages only.
- Walsall Campus, Walsall Reception: Mon–Fri, 9am – 6:30pm. Weekends, 10am– 4:00pm. All post items.
- Telford Campus, Telford Reception: Mon–Fri, 10am–5:30pm. Parcels and packages only.

Waste disposal
Any materials that can be recycled i.e cans, bottles, tins etc should be put into a clear rubbish bag and disposed of in the recycling bins provided. These are the grey bins with the green lids. Any general rubbish and food waste must be disposed of in a black rubbish bag and disposed of in the plain grey bins.

Still need help?
You will receive a detailed guide in order to assist you in connecting to the network when you move into accommodation. For more information call: 01902 321 268 or visit: www.wlv.ac.uk/selfhelp

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Fire safety whilst living in accommodation

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 warning and a £50 fine; 2nd offence, £100 and a final warning. Thereafter, the student will be charged £300 each time they are caught or there is evidence of smoking within the room. All of the student’s details will be passed to the Conduct and Appeals Unit. The student may then be issued with a Notice to Quit as per the Incident Reporting Procedure. When the occupant leaves the room they will be deep cleaned and a charge of £250 will be raised. Please note: E-cigarettes are not permitted within the Accommodation.

Fire safety
Details of fire regulations are posted throughout the accommodation. All doors within University accommodation are fire doors and are 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 Offence £250.00 and a Final Warning and Acceptable Behaviour Contract (ABC). If the occupant breaches the terms of the ABC they will receive a £250.00 fine and a suspension or a notice to quite accommodation may be served.

Malicious Break Glass Activations
If an occupant maliciously activates the fire alarm via the ‘Break Glass’ point without due cause a fine of £20 and a first warning will be issued to the student. If this is repeated again a fine of £70 and a final warning will be imposed. Thereafter, the student will be charged £70 each time they are caught or there is evidence that they are responsible for the malicious activation. Please note, the student(s) may be asked to leave the accommodation through a Notice to Quit or suspension.

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 £30 fine and a first warning, if this happens a second time the student will be issued with a £50 fine and a final warning, thereafter the student will be charged £50.00 each time they fail to evacuate and may then be issued with a Notice to Quit.

Covering or tampering with smoke detectors
If an occupant covers the smoke detector heads in either their bedroom or communal area, or otherwise interferes with the fire detection or fire safety equipment, the student will be issued with a fine of £30 a final warning and an ABC, if this happens a second time the student will receive a final warning and a £150 fine, thereafter the student will be referred to Conducts & Appeals, charged £150, Notice to Quit or suspension.

Banned 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 kitchen areas.

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.

Items banned in accommodation include:
- Cooking appliances in bedrooms (kettles, toasters etc.)
- Candles, incense sticks and oil burners
- Smoking equipment (such as bongs, sheesha, ashtrays etc.)
- Electric lights, oil and halogen heaters/fans
- Mini fridges/freezers
- Ceremonial knives
- Deep-fat fryers and chip pans in bedrooms or kitchens
- E-Cigarettes

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.

Portable Appliance Testing (PAT)
If you decide to bring any electrical equipment into accommodation, it is advised that it is PAT tested for safety. You can arrange this by contacting Accommodation Services, please be aware that there is a charge for this service; the cost will be provided upon request dependent upon how many items you require testing.

If items are deemed a risk to health, safety, welfare, or not conductive to communal living, they will be confiscated without notice and this will be construed as an automatic breach of the Licence Agreement.

Hot water
The hot water is on 24-hours-a-day, every day. 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 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
Room heating operates from October until the spring. The set times of the heating are:

Monday-Friday:
- 6.00am-9.30am, 12.30pm-1.30pm and 3.30pm-11.00pm

Saturday and Sunday:
- 6.00am-9.30am, 12.30pm-1.30pm and 3.30pm-11.00pm

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, contact the Campus Operations team. They will arrange for a member of staff to check the temperature of your room; if it is below 19°C this will be reported and rectified within the University set time scales.

Please remember that all electrical items can be dangerous, especially when they are 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 plug sockets with extension leads.
- If you are not using it – unplug it!
- Overloading plugs and using too many extension 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 13 amp fused plugs, with three square pins. If you will be bringing your own electrical equipment with you, make sure it can be used safely on this voltage and find out whether you need a UK adapter / European plug without using an adaptor.

Alternatively, if you do have extension leads, please ensure they are high quality leads.

Environmentally 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 stand-by or leave lights on when you go out.

Electricity safety

Environmentally friendly accommodation

A British 3 pin plug

A 2 pin plug

Plugs Information
British electricity works on 230 volts and most sockets take 13 amp fused plugs, with three square pins. If you will be bringing your own electrical equipment with you, make sure it can be used safely on this voltage and find out whether you need a UK adapter / European plug without using an adaptor.
Keeping things clean in the kitchen

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 Campus
Operation Manager/Co-ordinator before 3.30pm on the day
of inspection. If the kitchen remains dirty after the 24 hour
period, the University will arrange to have it cleaned and each
occupant will be charged £15 to cover costs.

If you are having problems organising your fellow housemates
or you are at risk of failing your kitchen inspection, contact
Accommodation Services.

Oven and microwave
After every use, occupants must:
• Clean the top of cooker, including the rings and underneath
  the rings
• Keep the grill area and grill pan grease-free, wash after
every use
• Clean the inside of the oven, including the shelves, and
wipe down the front oven door
• Wipe down the microwave surfaces, inside and outside,
  including the plates.

Fridge and freezer
Occupants must weekly:
• Wipe down all surfaces
• Remove and dispose of mouldy/over ripe food.

Worktops, sink and floor
Occupants must weekly:
• Ensure that all work surfaces and cupboard doors are
  wiped down and free of marks
• Keep kitchen sinks, draining boards and work surfaces
  free of washing-up
• Brush and mop floor.

Refuse and recycling
Occupants must daily:
• Remove all rubbish from the kitchen to the external bins.
• Remove all recycling to the appropriately marked external
  bins.

In each compound there are recycling facilities for glass and
mixed recycling. You can dispose of a combination of mixed
waste which includes care, plastic, cardboard and paper.

Keeping things clean
in your bedroom

Your bedroom
During your time within University accommodation, your
bedroom is your responsibility. Members of staff have access
to your bedroom: but only for the following reasons, with at
least 24 hours’ notice given where possible.
• Mid-term inspections.
• Maintenance inspections.
• Routine maintenance or repairs.

Accommodation Services will give you reasonable notice of
7 days when access is required to your room for planned/
programmed repairs and/or inspections.

Should you report a maintenance problem within your bedroom
through the FixIT! reporting system this gives members of
staff permission to access your bedroom without providing 24
hours’ notice or you being present.

In an emergency, staff may need immediate access to your
bedroom. In these instances, 24 hours’ notice cannot be given.
This also refers to checks in the event of a fire alarm activation,
flooding and electrical failure.

Bedroom and en-suite
As an occupant, you will be responsible for cleaning your
bedroom and en-suite (if applicable). The cleaners will not do
this for you. Hoovers are available and each kitchen has a mop
and bucket. Please note: The use of blu tack on the walls is not
permitted as it causes stains and you may be charged; please
use the noticeboards provided

Cleaning services
Cleaning staff work on all sites, 8am-3pm. They visit all areas
sporadically to ensure that they are clean and hygienic and
perform tasks in kitchens, communal bathrooms and corridors.

Communal bathrooms
Occupants must ensure that the communal bathrooms are
in an acceptable condition at all times. Excessive mess or
uncleanliness will be reported to Campus Operations and may
not be cleaned by the staff.

Condensation and damp
Condensation can often be seen as water droplets on
windows or water pooling on window sills. If left unattended,
condensation will cause damp and mould.

Main causes of condensation:
• No air circulation around the room.
• Not using extractor fans when showering or cooking.
• Drying wet clothes in an enclosed space with little or no
  ventilation.

It is very important to ensure bedroom windows are open on
a regular basis to air out the room. If you notice water on the
window, window sill or walls, use a clean, dry cloth to wipe the
surfaces. If the condensation is left, it may develop into black
marks. If you notice these, clean the wall with soap and water
to remove the marks and keep the area dry afterwards.

The extractor fan in your en-suite bathroom (where applicable)
will start automatically when you turn on the light in the
bathroom. It should then stay on for approx. 2 minutes after
the light has been turned off in order to properly ventilate the area
after use. Any excessive mould growth may be charged as
cleaning after your departure. Please report any mould issues
via FixIT! immediately.

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use the noticeboards provided

Cleaning services
Cleaning staff work on all sites, 8am-3pm. They visit all areas
sporadically to ensure that they are clean and hygienic and
perform tasks in kitchens, communal bathrooms and corridors.
Car & Motorcycle Parking
Limited free car parking is available at each campus accommodation. To be able to use these facilities contact your campus reception regarding access permissions. You will only be allowed to park in designated bays.

Packing on yellow lines, grass or curbs is prohibited and Campus Operations 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.

Cycle storage
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, Campus Operations may remove it.

To store your bicycle at City Campus, please contact Accommodation Services and access can be granted access to a store 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.

University shuttle bus
A fleet of free University shuttle buses operate between the campuses during term-time and weekdays only. Operational constraints mean that the University cannot guarantee the provision of the transport services or to convey all students wishing to use any particular service. ID cards must be shown to use this service.

Timetables are available from: www.wlv.ac.uk/bus

Your room will be inspected shortly after you leave and damages not previously noted on your Room Inventory Form will be charged. If any purchased bed linen is left in your bedroom upon departure it will be donated to a homeless shelter.

Left items
Items left in rooms after the occupant has vacated will be disposed of. Should very valuable items be left e.g. computer equipment, televisions etc., a letter will be sent to the student’s last known address advising them to make arrangements for collection. If there has been no response within two weeks a further letter will be sent. Failure to respond to this letter will result in the property being disposed of after 10 days.
Damage charges

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 are also held accountable for any damage your guest/visitor causes.

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 Accommodation Services 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 subject to current rates of VAT.

- 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 damages, 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 a day, please return your keys to reception where they can be kept safe for you while you are away.

<table>
<thead>
<tr>
<th>Item</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bed frame &amp; standard bedroom area clean</td>
<td>£40</td>
</tr>
<tr>
<td>Private bathroom (WC, basin &amp; storage)</td>
<td>£75</td>
</tr>
<tr>
<td>Bed frame (if come with drapes)</td>
<td>£200 + VAT</td>
</tr>
<tr>
<td>Bed frame (if come with drapes)</td>
<td>£10 + VAT</td>
</tr>
<tr>
<td>Toilet seat replacement</td>
<td>£40 + VAT</td>
</tr>
<tr>
<td>Damage to furniture</td>
<td>Variable</td>
</tr>
<tr>
<td>Mirror</td>
<td>£82 + VAT</td>
</tr>
<tr>
<td>Replacement fire hydrant</td>
<td>£100</td>
</tr>
<tr>
<td>Replacement mattres (single)</td>
<td>£15</td>
</tr>
<tr>
<td>Replacement mattres (double)</td>
<td>£30</td>
</tr>
<tr>
<td>Replacement bedside drawer (half size) only</td>
<td>£150</td>
</tr>
<tr>
<td>Replacement door chain</td>
<td>£15</td>
</tr>
<tr>
<td>Light fitting missing/flicker/replacement socket</td>
<td>£150 + VAT</td>
</tr>
<tr>
<td>Replacement vanity light (if complete unit is required)</td>
<td>£172.02 + VAT</td>
</tr>
<tr>
<td>Replacement coal hooks</td>
<td>£5</td>
</tr>
<tr>
<td>Replacement shower curtain</td>
<td>£10</td>
</tr>
<tr>
<td>Damage to Fire/Smoke/Visor detector</td>
<td>£150</td>
</tr>
<tr>
<td>Damage to fire extinguisher</td>
<td>£190</td>
</tr>
<tr>
<td>Replacement fire blanket</td>
<td>£40</td>
</tr>
<tr>
<td>Replacement fire extinguisher</td>
<td>£45</td>
</tr>
<tr>
<td>Replacement bedroom door (including fitting &amp; decoration)</td>
<td>£320 + VAT</td>
</tr>
<tr>
<td>Replacement bathroom door (including fitting &amp; decoration - glazed)</td>
<td>£190 + VAT</td>
</tr>
<tr>
<td>Replacement bedroom door (including fitting &amp; decoration - glazed)</td>
<td>£210 + VAT</td>
</tr>
<tr>
<td>Replacement bathroom door (including fitting &amp; decoration - glazed)</td>
<td>£210 + VAT</td>
</tr>
<tr>
<td>Replacement door sign</td>
<td>£40</td>
</tr>
<tr>
<td>Window double glazed</td>
<td>£300</td>
</tr>
<tr>
<td>Window single glazed</td>
<td>£150</td>
</tr>
<tr>
<td>Window restriction</td>
<td>£15.75</td>
</tr>
<tr>
<td>Replacement kitchen work surfaces (standard including replacement, fitting)</td>
<td>Variable</td>
</tr>
<tr>
<td>Replacement kitchen work surfaces (standard including replacement, fitting)</td>
<td>Variable</td>
</tr>
<tr>
<td>Replacement car leather seat</td>
<td>£250</td>
</tr>
<tr>
<td>Replacement sides (in kitchen)</td>
<td>£70</td>
</tr>
<tr>
<td>Replacement bar stool</td>
<td>£75</td>
</tr>
<tr>
<td>Replacement TV in communal area</td>
<td>£990</td>
</tr>
<tr>
<td>Replacement remote control</td>
<td>£20</td>
</tr>
<tr>
<td>Missing vacuum cleaner</td>
<td>£80</td>
</tr>
<tr>
<td>Sanitary ware damage</td>
<td>Variable</td>
</tr>
<tr>
<td>Lock change (doors not handled in)</td>
<td>£47.25</td>
</tr>
<tr>
<td>Replacement key (£10 per key/lock)</td>
<td>£10 + VAT</td>
</tr>
<tr>
<td>Replacement single card</td>
<td>£10</td>
</tr>
<tr>
<td>Lost key card</td>
<td>£10</td>
</tr>
<tr>
<td>Front door key</td>
<td>£20</td>
</tr>
</tbody>
</table>
Useful contacts

Careers and Employment Centre  
T. 01902 321414  
www.wlv.ac.uk/careers

Chaplaincy  
T. 01902 322 903  
E. chaplaincy@wlv.ac.uk

Counselling Services  
T. 01902 322 572  
E. counsellingservices@wlv.ac.uk

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

The Gateway for Student Finance Support  
T. 01902 321 032  
www.wlv.ac.uk/gateway  
www.wlv.ac.uk/money4students

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

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

Student Enabling Centre  
T. 01902 321 074  
E. sec@wlv.ac.uk

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

University Finance Department  
T. 01902 321 356  
E. fnc@wlv.ac.uk

University Switchboard  
T. 01902 321 000

West Midlands Police  
T. 0845 113 5000  
www.west-midlands.police.uk

The Workplace  
T. 01902 323400  
E. theworkplace@wlv.ac.uk

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 www.nhsdirect.nhs.uk

Local hospitals  
New Cross Hospital Wednesfield Wolverhampton  
WV11 1UK

Walsall Manor Hospital  
Meat Road  
Walsall  
WS2 9PS

Russells Hall Hospital  
Dudley  
DY1 2HQ

Princess Royal Hospital  
Apley Castle  
Telford  
TF1 6TF

Local doctors’ surgeries:  
Thornley Street Surgery  
40 Thornley Street  
Wolverhampton  
T. 01902 426 500

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 876090 / 01922 612048

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

Dr Whiting & Partners  
Shifnal and Priorslee Surgery  
Gatcombe Way  
Telford  
T. 01952 480 414

Drs M M L & U Passi  
Leicester Street Medical Centre  
Wolverhampton  
T. 0845 672 4619

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

Local dental practices:  
AJ Acquayne  
163 Newman 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