

# LIVING IN ACCOMMODATION GUIDE

2023- 2024



	
INVESTOR IN STUDENTS 2022	INVESTOR IN STUDENTS 2023
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# 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.

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

## 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

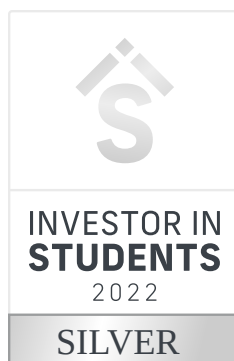
Email: Telfordhub@wlv.ac.uk

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



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# WELCOME TO YOUR UNIVERSITY ACCOMMODATION

Thank you for choosing the University of Wolverhampton student accommodation.

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

The university department responsible for the accommodation is the Facilities & Support Services Information Hub. They are located at each campus to support the student accommodation across the University. Staff will assist you if you have any problems in the accommodation or if you are experiencing difficulties with the people you live with.

Facilities & Support Services are also responsible for the day-to-day operations of the whole campus. They are responsible for your security, cleaning and minor maintenance issues.



## Facilities Information Hubs

Facilities Information Hubs offer general information and advice in relation to accommodation and the university as a whole.

You can contact staff in the Information Hubs if you have any queries about:

- Any allocation enquiries
- Invoice queries
- Service complaints
- Neighbour problems
- No room changes will be allowed to take place in the first 4 weeks of moving into your accommodation

You can also contact the hubs via live chat, by simply going onto the accommodation web pages and clicking on the "ask" button.

# SECURITY



## 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.

### 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 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.

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.

### 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.

## 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](#)



## Security (all sites)

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

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 uniforms and are encouraged to wear their ID badges. Body Cameras are also worn when attending an incident.

# WHAT IS THE LICENCE AGREEMENT?

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To reside within University accommodation, you must have completed and signed the Licence Agreement and paid an advanced rent 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 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' 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.

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 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 £300 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.

# ESSENTIAL INFORMATION

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## 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 to 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.

## 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/](http://www.thesac.org.uk/)

## 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: [Endsleigh](http://Endsleigh)

## 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!



## MOVING INTO YOUR ACCOMMODATION

### Key Collection

Prior to moving into your accommodation, all students who have booked accommodation will be emailed a link to enable the student to book a day/date slot time that is best suited for you to move into accommodation and collect your keys.

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 Facilities Information Hub 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 Facilities Information Hub. This will stop you from incurring any additional charges levied on your student 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 you moving into your accommodation, you will be emailed an 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 then email the form back to your campus hub.

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 the Facilities Information Hub. 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

Helpdesk If you have any maintenance issues in your bedroom (ie. light is flickering, any damage) please refer to page 16. You can find out how to log an issue on our Online Maintenance reporting System on the [Accommodation Web Pages](#)



## ACCOMMODATION FEES 2023/24

	PER WEEK	37 WEEK LICENCE
CITY STANDARD	£94.00	£3,478.00
CITY ENSUITE	£112.00	£4,144.00
WALSALL ENSUITE	£112.00	£4,144.00
TELFORD ENSUITE	£109.00	£4,033.00



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

- Instalment 1 - 17th October 2023
- Instalment 2 - 16th January 2024
- Instalment 3 - 23rd April 2024

Available to nursing students only: Nursing students will receive an invoice with four instalment dates, for more information please contact [incomesection@wlv.ac.uk](mailto: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 2023 – January 2024)
- Semester 2 (January 2024 – June 2024)

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

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**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).



# ◆ 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.
- 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.

Adaptations 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 in place prior to your arrival.

## Additional support upon your arrival

Once you have arrived in the accommodation, the University have 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)

**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: [Self Help](#)**

# ◆ STUDENT SUPPORT

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## ◆ Mental Health and Wellbeing Support

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](mailto: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](#)

## ◆ Care Leavers and Estranged Student

Specialised support and advice are 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](http://wlv.ac.uk/care).

## ◆ Crisis support

Our University Mental Health and Wellbeing support team is not an emergency service and is not a 24/7 service. Should you require immediate support please see our [need help now page](#).

For full information about the service available from the University Mental Health and Wellbeing Team, go to [wlv.ac.uk/MHW](http://wlv.ac.uk/MHW).

## ◆ 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](mailto: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.

# 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 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 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.

### 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 students 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

This 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 the Facilities Information Hubs and Facilities & Support Services have acted reasonably to protect the health, safety and wellbeing of its students.

# POST & PARCEL COLLECTION

### Post

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, Reception: Mon-Fri, 9am- 6:30pm. Weekends, 10am- 4:00pm. All post items.
- ◆ Telford Campus, Reception: Mon-Fri, 10am-3.30pm. 10am - 6pm 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 - £2.00
- Super Wash - £2.50
- Standard Dry - £2.00

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

### Circuit Laundry App

1. Make sure you have downloaded the FREE Circuit Laundry 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



## KEEPING YOUR KITCHEN CLEAN



### 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 a warning. Any occupants will have the opportunity to appeal against this decision but appeals must be made in writing to the Cleaning Supervisor before 3pm on the day of inspection. If you are having problems organising your fellow house-mates or you are at risk of failing your kitchen inspection, contact your local Facilities Information Hub.

### 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.

### Fridge and freezer

Occupants must weekly:

- Wipe down all surfaces
- Remove and dispose of mouldy/over ripe food.

### Worktops, sink and floor

Occupants must daily:

- 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.**

## KEEPING YOUR BEDROOM CLEAN

### 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.

- In case of an emergency (instant access)
- Mid-term inspections.
- Maintenance inspections.
- Routine maintenance or repairs

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

When you report a maintenance problem within your bedroom through the online 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 ensuite

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-2pm. They visit all areas sporadically to ensure that they are clean and hygienic and perform tasks in kitchens, communal bathrooms and corridors.

**Communal Area is cleaned- Weekly (Ensuite)**  
**Communal kitchen is cleaned - Weekly (Ensuite)**  
**Communal bathrooms/Kitchens - Daily (Standard)**

Occupants must ensure that the communal bathrooms are in an acceptable condition at all times. Excessive mess or uncleanliness will be reported to the Facilities Information Hub 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 Helpdesk ([HRAMS](#)) immediately.





# 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.

### E-Scooters and Electrical Bikes

Electric Bikes and electric scooters are NOT permitted anywhere on Campus and should not be charged within the accommodation

### 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 at City Campus, please contact your local Facilities Information Hub 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 convoy all students wishing to use any particular service. ID cards must be shown to use this service. Timetables are available from: [Campus Bus Timetable](#).

# HELP DESK

### Helpdesk reporting and maintenance system

If you notice any maintenance or repair issues in your room, you are required to report this via the help desk maintenance reporting system, which is available online. Your request will be processed Monday – Friday 8am – 4:30pm.

Please be advised: Upon you reporting an issue after 4.30pm and office hours (5.09pm) unless this is a categorised Level 1, the report will not be dealt with until the next working day.

In the event of an emergency (Level 1), you should in the first instance call security on 01902 32 2106 to inform them of the problem, if it is deemed urgent, Security will then contact an on call member of the Maintenance Team to attend site and deal with the matter in hand.

If you report a maintenance issue for your room or kitchen on HRAMS, staff are authorised to enter your room in your absence to carry out any repairs. You would not receive 24 hours notification of this.

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 as it will not be completed any quicker and you will waste administration time. For further assistance please contact your campus accommodation hub.

Upon a maintenance issue being reported via the help desk, 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.

### Planned & Emergency Maintenance

We try and make sure that any planned maintenance work causes as little inconvenience to residents as possible, we will give you 7 days notice of any maintenance work and try to avoid really important weeks like revision week and exam week. For any urgent work you will receive a minimum of 24 hours notice unless there is an emergency that required immediate action.

### ALL PEST CONTROL JOBS TO BE REPORTED VIA ONLINE MAINTENANCE REPORTING SYSTEM

To use the online reporting system, you will need to register for an account here: [HRAMS](#)

- 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)

LEVEL OF PRIORITY	RESPONSE TIME	PROBLEM REPORTED
LEVEL 1	1 HOUR	GAS LEAKS/ NO POWER IN KITCHEN/ WATER LEAKS/ TOTAL LOSS OF POWER IN BLOCK/ DOOR LOCK BROKEN
LEVEL 2	24 HOURS COMPLETE IN 3 DAYS	NO HOT WATER/ DRIPPING TAP/ PULL CORD BROKEN/ HEATING BELOW 19 DEGREES/ SOCKET DAMAGED/ COOKER BROKEN
LEVEL 3	48 HOURS COMPLETE 5 DAYS	WARDROBE BROKEN/ RADIATOR NOT WORKING/ DESK BROKEN/ TOILET WON'T FLUSH/ MICROWAVE NOT WORKING EXTRACTOR FAN NOT WORKING.
LEVEL 4	5 DAY RESPONSE COMPLETE 10 DAYS	HOLE IN WALL/ PEST CONTROL/ NOISY FAN/ DOOR HINGE BROKEN/ FIXINGS TO WALL



## Internet

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. For more internet information, click on [Internet connection](#) or [GLIDE](#).

## 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. You will also need a firewall installed.

The University investigates copyright violations involving the distribution of software and films using Bit Torrent and other peer to peer products. The downloading of media of this kind is illegal and a serious breach of copyright laws, in addition to being a violation of the terms and conditions of use. Such activity is easy to monitor and trace and we warn those students engaged in it that the University will suspend IT access and pursue any infringements through the University disciplinary process.

## 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 Glide on 0333 123 0115 or email at: [studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk)

## 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, it will be your responsibility to obtain a TV licence. 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.



## 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 serviced 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 maybe 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.

## Malicious Break Glass Activations

If an occupant maliciously activates the fire alarm via the "BreakGlass" 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.

## 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 first offence warning and anti-social behavioural contract signed. If the student is caught for the second time, they will be passed onto the Conducts and appeals Unit and this may result in the students receiving a Notice to Quit or suspended from the accommodation pending the conduct and appeals hearing outcome



## Banned Items

- Cooking appliances in bedroom (kettles, toasters, fridges etc.), Medical fridges are allowed in bedrooms, but a doctor's note must be provided to your Campus Hub for approval, before moving the item into the bedroom.
  - Candles, joss sticks and oil burners
  - Smoking equipment (such as bongos, shisha, ashtrays, etc.)
  - Electric, oil, halogen heaters/fans
  - Ceremonial Knives
  - Deep-fat fryers and chip pans in bedrooms or kitchens
  - E-Cigarettes
  - Loud sound speakers
- E-Scooters/electric Bike.

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.

## 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.

## 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 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.

### 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. 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.

## 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 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.

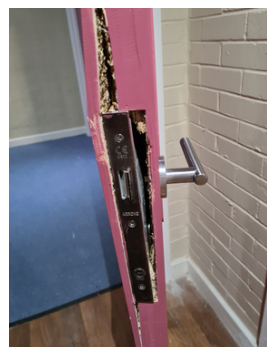
- **You will receive notice if you are being charged for anything.**
- **All prices correct on date of printing.**
- **These prices are for a single repair and do not cover any call out charges.**
- **All charges will be kept to a minimum.**

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/FIRE DOORS

## DAMAGE TO 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 student 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 accommodation 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 2023.

ITEM	CHARGES
Replacement corridor door (including fitting and redecoration) – unglazed	£1,800
Replacement corridor door (including fitting and redecoration) – glazed	£2,400
Replacement Light / Vanity shade(s) / Missing / Broken socket	£90.00
Replacement vanity light (if complete new unit required)	£48
Ensuite Bedroom (Bathroom & Bedroom Deep Clean)	£90
Redecoration – additional work required prior to painting i.e. damaged wall	£54
Redecoration (per bedroom or bathroom wall)	£42
Replacement bathroom door (including fitting and redecoration)	£200-280
Replacement kitchen work surface – sink work top (including fitting)	Variable
Replacement kitchen work surface - standard (including fitting)	Variable
Replacement TV in the communal area	£720.00
Damage to fire / heat / smoke detector	£180
Redecoration of a ceiling (bedroom or bathroom)	£60
Replacement bedroom/post box keys (£10 per key/each)	£40
Replacement faux leather settee (2 seater)	£378

ITEM	CHARGES	ITEM	CHARGES
Replacement fire blanket	£36	Replacement fire extinguisher	£54
Lock Change	£47.72	Replacement kitchen bar stool	£124.40
Redecoration (per kitchen wall)	£36	Replacement mattress (3/4 bed)	£121
Replacement bed Frame	£120.00	Replacement mattress (single bed)	£90
Replacement bedroom door	£384.00	Replacement mirror	£48
Replacement bedside draws	£180	Replacement remote control	£24
Replacement carpet (per room)	£576.00	Replacement/missing vacuum cleaner	£153.60
Replacement ceiling tile	£6	Sanitary ware damage	Variable
Replacement cube stool	£70	Replacement fire blanket	-
Replacement desk chair	£96	Standard bedroom deep clean	£60
Replacement door access fob	£30	Window – double glazed	Variable
Replacement door signs	£40	Window – single glazed	Variable
Damage to furniture	Variable	Window restrictors	£54
Redecoration (per full bedroom)	£372.00		

**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)
- Redirect your post.

Your room will be inspected shortly after you leave 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.

**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

**West Midlands Police**

T. 101  
www.west-midlands.police.uk

**Finance (Invoice queries)**

E. incomesection@wlv.ac.uk

**Disability and Inclusion**

T. 01902 321 074  
E. disability-inclusion@wlv.ac.uk

**University Finance Department**

T. 01902 321 256  
E. incomesection@wlv.ac.uk

**Students' Union Advice and Support Centre**

T. 01902 322 021  
E. info.wolvesunion@wlv.ac.uk  
www.wolvesunion.org/advice

**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**

Moat Road  
Walsall  
WS2 9PS

**Russells Hall Hospital**

Dudley  
DY1 2HQ

**Princess Royal Hospital**

Apley Castle  
Telford  
TF1 6TF  
T. 01952 641 222

**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

**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



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