



UNIVERSITY OF
WINCHESTER

Student resident guide to ON-CAMPUS ACCOMMODATION 2020/21





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The Student Housing Team

The Housing Office is located in St Swithuns Lodge Room 1 and is open Monday to Thursday 9am-5pm and Friday 9am-4.30pm.
 Tel: 01962 827533
 Email: housing@winchester.ac.uk



WELCOME!

Welcome to the University of Winchester! We hope you will soon feel at home and discover your way around campus, your accommodation and the city of Winchester.

We've put this guide together with lots of useful information about things to do before you arrive and throughout the duration of your licence period as a resident with us. Please take the time to go through this to make sure you understand the obligations and responsibilities that come with moving away from home and into University accommodation.

We have also included some helpful information about how to look after your new home, each other and yourself.

The Student Housing Services Team are here to help you settle in and sort out any Housing queries you may have. The majority of the Student Housing Team have been students, some even at the University of Winchester, so we understand the need to deal with matters in a timely manner and understand the pressures that students are under on a daily basis.

We will also send out 'Welcome to our Accommodation' information to every resident after your arrival to provide some further practical information on living with us, as well as how you could possibly win prizes throughout the year with the Energy saving 'Student Switch off' Campaign.

We hope that the information in here will help with your transition to student life and help you enjoy your experience here with us at the University of Winchester.

Your Student Licence Agreement

The Student Residence Regulations inform the legally binding Licence agreement that you will make with the University when you accept your offer of accommodation. The Licence agreement is a legal 'contract' between you and the University and lays out the obligations the University has to you, and those you have to the University as the Licence holder of the accommodation (for e.g. agreeing to pay for your

accommodation for the full duration of the letting period). Please read through this Guide and Regulations to give you the best possible start, and to know how to have a good time that is respectful of other residents, staff and the accommodation.

You **MUST** read the Student Residence Regulations so you fully understand your Licence obligations. This is also particularly important in making sure you have all the information you need to help us provide a Covid Aware Residence Experience for all students and staff. If there is anything you don't understand, please get in touch with the Student Housing Team.

The University of Winchester is signed up to The Universities UUK Code of Practice for the management of student housing. The code assists those managing student accommodation by setting out good management practice. It covers health and safety, maintenance and repair, and relationships between managers and student licensees, it is also designed to assist you in understanding the standards and procedures applying to your accommodation and your obligations as licensees. <http://www.thesac.org.uk>

Welcome Week 'Headstart' Information

Virtual Sessions:

Find out more about being a student at Winchester with our programme of introductory sessions. The majority of these virtual sessions will be delivered live via Microsoft Teams. Most sessions will run Monday - Friday of Welcome Week at 11am and 2:30pm. 'Getting to uni - travel and transport options' are running sessions before Welcome Week - please see page 17 of your University Welcome pack for full details.

To access your Headstart Programme please follow these steps:

- Log on to the University Intranet
- Click on the 'My Links' button in the top right hand corner
- Select My Record

You should then see the Headstart Programme; click on the link of the session you would like to access. These Headstart sessions are not mandatory, but we'd encourage you to attend when you can. Remember, you will also have Faculty sessions to attend during Welcome Week. Details of these will also be available on My Record. Many Headstart sessions are repeated across the week so you can pick which time works best for you.

Have an enjoyable and productive year!



THE RESIDENTIAL MANAGEMENT TEAM

The Residential Management Team is here to support students living on campus. There is the Student Housing Services staff team working office hours and also a team of staff and student staff who provide out-of-hours pastoral care in the residences so there is always someone on hand.

Then there are all the other departments managing the day to day needs in the accommodation like cleaning and maintenance.

During the 2020/21 academic year, we will be making adjustments to how you can meet with our team as access to our building will be limited; meetings may occur in person or online via Microsoft Teams.



USEFUL CONTACTS

Student Housing Services

01962 827533

housing@winchester.ac.uk

Opening times: Mon-Thurs 09.00-17.00, Friday 09:00-16:30

Location: St Swithuns Lodge, Room 1

Student Services

01962 827341

Student.advice@winchester.ac.uk /

studentservreception@winchester.ac.uk

Opening times during term time: Mon-Fri 09.00-17.00

Location: The Zone, Winton Building

Security Services and Site Stewards:

King Alfred Quarter: 01962 827666

West Downs Quarter: 01962 827667

For non-urgent security matters:

Security@winchester.ac.uk Opening times: 24/7

Locations: Offices on both campuses one in the West Downs Centre and one in The Cottage

Finance Services:

01962 827226

Opening times: Mon-Fri 10.00-15.00

Location: Main University Building First floor

IT Services:

01962 827654

Helpdesk (in person) Opening times: Mon-Fri 08.30-17.00

Location of Helpdesk: Martial Rose Library Top Floor

You can also log IT issues via 'ServiceDesk' at any time and they will be attended to during the above opening hours, more information is later in this guide

Maintenance:

Opening times: Mon-Thurs 08.00-17.00, Fri-08.00-16.00

Maintenance reports are to be made via 'ServiceDesk' at any time of the day and non-emergency issues will be attended to during the above working hours. Emergency cover during both working hours and outside of working hours can be engaged by calling the Site Stewards on the above numbers, more information is later in this guide.

NHS Direct:

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Student Housing Services

The Student Housing Services Manager and Housing Manager (on campus) coordinate the day to day operations on campus and work to promote a positive atmosphere for residents. They are supported by two Housing Advisors, an Allocations and Systems officer, a Receptionist and Residential Assistants.

Information pages on our internal Intranet can be found here: <https://intranet.winchester.ac.uk/information-bank/student-housing/SitePages/Home.aspx>

Residential Assistants (RAs)

Residential Assistants are student members of staff who act as a first point of contact for queries and concerns. Each area of accommodation has two RA's who are on duty during the weekday evenings and will visit their accommodation areas regularly, checking on residents and passing on necessary information on behalf of the Housing team.

As well as providing advice and assistance with queries, they will also carry out regular checks on Health and Safety, Fire safety, maintenance and other matters. You would be able to contact a Residential Assistant if you have a question or concern using the contact details on the Housing Wall Planners in all kitchens. They will also report serious concerns back to the Housing Manager (On Campus), Site Stewards and Wardens. RA's will not enter study rooms unless invited, but don't be alarmed if you see them around your accommodation communal areas, just be sure to say hello!

Wardens

Wardens are staff members who live on and off campus to ensure the wellbeing and safety of all students living in University accommodation. Wardens will undertake shifts in the evening and be available out of hours to act as a first responder in an emergency, someone to contact for advice on University life and pastoral care in those first few weeks and throughout the remainder of the year. Wardens work closely with Housing, Security and RA's providing guidance and signposting to appropriate support systems and enabling residents to manage their physical and mental wellbeing.

Security and the Site Stewards

Site Stewards are the University Security officers and are based at West Downs and on the King Alfred Quarter and

are contactable 24 hours a day. They are primarily here to ensure the Security of the University however they help with unwanted visitors, noise and give security advice and out of hours pastoral advice. They are authorised staff able to request your student identity at any time.

All Site Stewards are first aid trained (first aid boxes are in every kitchen) and are on hand to deal with any emergencies and can facilitate access to our buildings by the emergency services.

You can contact the Site Stewards on 7667 (West Downs) or 7666 (King Alfred Quarter) from the internal phones in hallways or kitchens (emergency contact sheets are posted next to these phones or on kitchen pin boards so you don't have to remember these numbers right now!).

Information pages on our Intranet can be found here: <https://intranet.winchester.ac.uk/information-bank/security/SitePages/Home.aspx>

Maintenance

The University Maintenance Team is here to sort out any maintenance issues that may arise in either your room or the communal areas of the accommodation.

At the beginning of the new academic year the Maintenance Team are particularly busy and non-urgent repairs will be acted on in order of priority so we ask for your patience at that busy time.

Staff undertake an annual maintenance room check during the summer term the dates for these are indicated on the Housing Wall Planners in all Kitchens.

There may be occasions when we need to enter your accommodation to ensure your Health and Safety e.g. to test emergency lighting or change shower heads. When a team member attends please vacate your room or area to ensure the work can be completed. The team will maintain social distance, use appropriate personal protective equipment and wipe down surfaces.

Please note that Maintenance do not deal with IT related problems. Please see the 'IT Services' section below.

Information pages on our Intranet can be found here: <https://intranet.winchester.ac.uk/information-bank/maintenance/SitePages/Home.aspx>

Campus Management – the Cleaning and Portering staff:

It is in everyone's interests to maintain a clean and safe environment and we would ask you to respect your housemates by making sure you play your part.

The University's cleaning team is part of the Campus Management Team and will clean all communal areas on a regular basis, including the shared shower and toilet facilities at West Downs and in our Catered Halls.

To break this down further they won't clean rooms or en-suites and will clean the surfaces and floors in the kitchens. They will also Hoover corridors. They will take out the recycling rubbish to try to encourage you to recycle more as the more you recycle the less rubbish you have to take out! They are not responsible for dirty dishes and if the sink in a kitchen is full of dishes will report this to the Domestic Supervisor as they might not be able to get water to do their jobs.

Warnings and charges can be applied if a room or communal area is not kept to an acceptable standard (see the Student Residence Regulations), but we try to get you to work together before we turn to the regulations for action.

Domestic Supervisors and Housing staff undertake communal cleanliness checks regularly and room cleanliness checks once a term and the dates for these are on Housing Wall Planners in all kitchens. Please make sure you are familiar with the dates - they will take place! If, after a room inspection the Domestic supervisors or Housing staff feel that a bedroom is in an unacceptable condition, a charge may be applied (see the Student Residence Regulations).

The Portering team are also part of Campus Management and are the team that could, for e.g., replace an old mattress or broken furniture in a room or kitchen.

For the Academic Year 2020/21, adjustments may be made to the frequency of visits by the Cleaning team in line with Covid 19 guidance. Should a house/flat be placed into self-isolation, no cleaning will take place by this team.

Finance services

The Finance Department deal with the payment of

Residence Fees, tuition and ad-hoc charges. The residence fees for your accommodation are detailed in your housing offer and Licence Agreement and can be reviewed at our webpage here: <https://www.winchester.ac.uk/accommodation-and-winchester-life/accommodation/costs/>

There are a number of avenues of support should you find yourself in financial difficulties. Don't ignore financial worries. Although it may not seem like it, it will be much better in the long run to address them.

The Finance Counter is in the Winton Building with further information on their opening hours available in the Intranet. Their telephone number is: 01962 827226.

How do you pay residence fees?

There are two ways to pay these are:

In full before 9 October 2020 and receive a discount of £100 (this amount will be taken off the total when you make your payment). You can pay this by bank transfer, cheque or credit/debit card. Please note: The discount is per room, if there are multiple occupants then the discount will be pro-rata.

By Recurring Card Payment (RCP) in three equal installments: 19 October 2020, 15 January 2021 and 7 May 2021. The full year's cost of accommodation is split in to 3 equal installments to coincide with payment dates of maintenance loans from Student Finance to help with your budgeting. An individual installment payment does not cover your stay in accommodation until the next installment date. Therefore, if you leave the accommodation before the next payment date there may be a balance due to pay. Please note: no other instalment plans are available.

You are encouraged to contact Finance before you miss any payments as the staff will be able to suggest support and agree a way forward. Please note if you miss a payment you will incur a late payment charge and could risk your residential status. For example if the first instalment of your student loan is delayed beyond the payment date in October, the University may permit you to pay your residence Fee within ten days of receipt of your loan, but you must notify the Finance Office of this at least 10 days before the instalment date so they can work through this with. The late payment fee is £50.

You can also contact the Student Finance team in

Student Services who may be able to help resolve the delays with your funding or any other financial concerns. You can contact them via the Student Services Reception number: 01962 827341.

Information pages on our Intranet can be found here: <https://intranet.winchester.ac.uk/information-bank/money-and-finance/SitePages/Home.aspx>

Catering Services

The Catering Team run the University Food hall and several café style learning environments on both our quarters. Any student can use their campus card to buy food or drinks by having an electronic purse that they can load money into whenever needed.

There are a variety of vending machines located at various points around the University campus that vend hot and cold drinks, cold snacks and confectionery. A map of the various locations around campus is available on Catering's 'Food on Campus' intranet webpages and most machines take Debit Cards.

Students in our Catered accommodation on the part-board catered package (approx. 14 meals per week) will be issued with their campus Card (ID card) when they collect their key and this card is also their catering card to be used to pay for meals. You can use your campus card

in all the University's catering outlets such as; the West Downs Centre Food Hall, Food Hall, Gourmet Burger Company, Cyber Italia, Ethical Earth. A catering credit of £66.50 is loaded electronically onto your card each week, starting the first time you use the card and every Saturday thereafter during term time. Once your weekly allowance is used you will not be able to use your card to purchase food unless you load extra money onto it yourself which can be done by setting up an online account.

At the end of each week, the card is loaded with the new week's credit so please remember to spend your balance each week as it is non-transferable.

Students with a self-catering package are welcome to use the catering facilities and can either pay in cash or, to take advantage of the discounts and benefits available from the campus Card, go to the Catering webpages and follow instructions to set up an account.

Please note preferential discounts are available when using your campus card to pay for food and drink and cards can only be used by the person it belongs to.

For further information about these services, including how they are adapting to social distancing, visit <https://unimailwinchesterac.sharepoint.com/sites/intranet#/start/campus-life/food-on-campus>

Outlet	Location	Opening days	Open times
Food Hall	King Alfred Quarter Level 3 King Alfred Centre	Monday-Friday	Monday-Friday: 8:30-14:30, Saturday and Sunday closed
Ethical Earth in the Learning Cafe	King Alfred Quarter Level 4 King Alfred Centre	Monday-Friday	Monday-Friday: 8:00-16:00, Saturday and Sunday closed
Cyber Italia	King Alfred Quarter Kenneth Kettle Building	Monday-Friday Saturday - Sunday	08:30-20:00 10:00-20:00
The Values Cafe	West Downs Centre - Level 0	Monday-Friday	9:00-17:00, Saturday and Sunday closed
The Deli	West Downs Centre - Level 1	Monday-Friday	8:00-19:00, Saturday and Sunday closed
Tastes of the World	West Downs Centre - Level 1	Monday-Friday	8:00-19:00, Saturday and Sunday closed
Cyber Italia	West Downs Centre - Level 1	Monday-Friday	11:00-19:00, Saturday and Sunday closed
Cafe Life	West Downs Centre - Level 1	Monday-Thursday Friday	8:00-15:30 8:00-14:00, Saturday and Sunday closed

IT Services

The IT team are available for your University IT needs, from access in accommodation areas, to training and open access areas, copying and binding in reprographics, to supporting the Learning Network and producing software guides and purchasing consumables.

The only restriction is that they are not able to supply assistance for any personal IT equipment except to offer advice on how to connect to the University network. You can check your equipment for compatibility with our network before you arrive at: http://republic.winchester.ac.uk/authentication/_remotescan.html

The IT Helpdesk is located in The Martial Rose Library Top Floor. Opening information can be found on the Intranet and you can still contact the team by phone on 01962 827654 or email servicedesk@winchester.ac.uk

In the accommodation data connections are included in the residence fees and wireless access is available in all University on campus accommodation providing flexible study options. For a guaranteed internet connection there are wired data points within all study bedrooms, although Wi-Fi is also available in all communal areas and most study bedrooms. The University has an ICT acceptable use policy which students will be advised of along with information on how to connect to and use the University network.

More information on Internet access and Wi-Fi can be found on the Intranet pages at: <https://intranet.winchester.ac.uk/information-bank/it-services/SitePages/Home.aspx>

Student Services

We hope that you are looking forward to this new chapter of your life with great enthusiasm but appreciate that some students can feel a little apprehensive. It is normal to take a while to settle into a new experience but if you find that you are not settling in as well as you thought or you feel very homesick or worried, you can find someone to talk to in Student Services.

Homesickness is common in the first few weeks but can occur at any time and the Student Advice Team in Student Services will be available if you need support.

As a general note Student Services covers the following areas:

- Support and advice for personal issues which are affecting study or University life in general
- Information on student finance
- Health
- Study Skills
- Money Matters and sources of funding
- Counselling
- Specialist help for students with disabilities and learning differences
- Support for mental health and wellbeing
- Specialist support for international students
- Specialist support for Care Leavers

For contact details, please see the front of this guide, your Welcome pack and Housing Wall Planners in every hall kitchen. Student Services intranet pages also have information on support offered: <https://intranet.winchester.ac.uk/information-bank/wip-student-services/SitePages/Home.aspx>

BEFORE YOU ARRIVE

Your offer of accommodation

Firstly, you need to ensure you have accepted or declined your offer of accommodation. To accept our offer you need to log in to your online housing account and give your electronic signature for the Licence Agreement and so enter into a legally binding Licence with the University. You can also book an arrival slot for the main arrivals dates in September when doing this.

To decline our offer you need to log in to your online housing account and follow the on screen instructions to decline the offer.

Please note: If you choose to decline this offer and then change your mind, it is very unlikely we will be able to offer you another room. Keys to housing may not be issued until you have electronically signed your Licence Agreement. If you have been issued with a paper offer pack and Licence Agreement, your instructions on how to accept or decline are contained in that offer pack.

Don't forget to...

- accept your online licence agreement
- register your card on the University Payments Portal
- complete your online registration which includes uploading a photo
- research (and amend if desired) contents insurance. (www.endsleigh.co.uk/personal/home-insurance/check-yourstudent-cover/)
- research/purchase a TV Licence
- check the day you can arrive to your accommodation
- ensure you have access to your arrivals pass
- check the information provided about key collection on the 'Arrivals' page on our website

Your offer of accommodation will detail what accommodation you have been offered as well as the licence length and so dates of the period of letting, and the residence fees so make sure you check over that information carefully.



WHAT WE PROVIDE – WHAT TO BRING AND WHAT NOT TO BRING

In our on campus accommodation we seek to provide the following items:

Study bedrooms:

A single bed, a mattress and protector, wardrobe, draw unit (varied sizes), some shelves (varied amount), desk, desk lamp, desk chair, bin, pin board for posters, curtains and carpets and electrical and internet sockets. In some study bedrooms (at West Downs shared facilities and in Catered rooms) there is a sink and mirror so the resident can brush their teeth in their bedroom rather than having to use the shared facility at night time. In the en-suite study bedrooms there are shower toilet and sink pods, some shelves (varied) and a mirror (some also have towel rails).

The pin boards in each bedroom are for posters / pictures / timetables and must be used instead of the walls. If any items are stuck the walls you may be charged for redecoration if walls are damaged by tape or blu-tack for example.

Bedding packs can be purchased from Housing and you may have requested one of these during the online application process. If pre-ordered they can be collected by the student after their arrival and we may also have some to sell so please ask if you didn't pre-order. They contain: a single duvet, a single bed sheet, 1 pillow and 1 pillow case and for the 2020-21 academic year will cost £27.50.

What to pack

- Bed linen
- Duvet
- Pillows
- Towels
- Toilet rolls (one roll be supplied in all toilets for arrival, after this you must supply your own)
- Cleaning products to keep your bedroom or en-suites clean!

Don't worry if you forget something as there are lots of places in Winchester to shop.

What not to pack include but are not limited to: (please see the Regulations):

- Candles / incense sticks / tea lights
- Fireworks
- Oil or electric heaters
- Any smoking equipment
- Dartboards
- Any weapon or replica weapon
- Any illegal substances and/or associated paraphernalia
- Any psychoactive substances and/or associated paraphernalia
- Any extra white goods or furniture items (medical fridges can be provided for proven needs)
- Pets of any kind – yes including fish!

Kitchens/Kitchenettes:

In our self-catered accommodation (Burma Road, Queens Road, West Downs, St Elizabeth's Annexe) kitchens come with an electric cooker and hob, fridges and freezers (total number of residents will affect amount of these), cupboard space, microwave, kettle, sink and drainer, table and chairs and easy chairs, waste and recycling bins, iron and ironing board, Hoover, mop and bucket, dust pan and brush, broom, first aid kit and appropriate firefighting equipment (residents are not asked to fight fires but can use common sense and access this equipment if needed).

In the Catered halls (Alwyn, Beech Glade and St Elizabeth's), as the residents will mainly use the Catering outlets, we have small kitchenettes that contain: a fridge, microwave, kettle, sink and drainer, waste and recycling bins, iron and ironing board, Hoover, mop and bucket, dust pan and brush, broom, first aid kit and appropriate firefighting equipment (residents are not asked to fight fires but can use common sense and access this equipment if needed).

What to pack

- Tea towels / dish sponges or cloths
- Crockery
- Cutlery
- Saucepans
- Some food for the first few days
- Cleaning products to do your dishes and your part with surfaces or fridge spills

What not to pack include but are not limited to: (please see the Regulations):

- All of the study bedroom items noted previously
- Any extra white goods or furniture items
- Chip fryers
- Excessive amount of appliances that could take up fair space in the kitchen

Kitchen packs can be purchased from Housing and you may have requested one of these during the online application process. If pre-ordered they can be collected by the student after their arrival and we may also have some to sell so please ask if you didn't pre-order.

They contain: 1 x knife, 1 x fork, 1 x dessert Spoon, 1 x teaspoon, 1 x dinner Plate, 1 x side plate, 1 x cereal bowl, 1 x mug, 1 x glass tumbler, 1 x tin opener, 1 x chopping board, 2 x saucepans with lids, 1 x frying pan, 1 x utility knife, 1 x cooks knife, 1 x colander, 1 x grater, 1 tea towel and for the 2018-19 academic year will cost £45.50.

Self-contained self-catered flats for families and couples

These flats are located within our vibrant student villages on campus with incoming first year students as your neighbours. They can be let part-furnished and the Housing team will do their best to facilitate requested viewings of these prior to arrival so you know what to consider bringing. There may be some items left by the previous tenant that we can discuss removal of or leaving in situ if you might find it useful. We can provide the items listed in the above sections as well as a dining / study table and soft chairs for the lounge area. In the kitchens we provide the fridge and freezer, electric oven and hobs, microwave and kettle as well as the sundry items listed above including first aid kits and firefighting equipment. Washing machines are not available in these flats but the laundry services provided by the Student Union are close by.

If you are offered a flat please get in touch with us to discuss things in more detail.

Property Safety and Contents Insurance

Please make sure the doors and windows of the house are kept locked when the property is unoccupied.

The University has arranged for core possessions insurance, through Endsleigh, for every student living in University managed accommodation (on and off campus). The cost will be included in your rent. The insurance will cover you for the duration of your Licence and will cover a range of belongings. It is important that you check the cover provided at

www.endsleigh.co.uk/personal/home-insurance/check-yourstudent-cover/

There are options to customise and extend this cover which can include insuring your mobile phone outside of your room; the cost of which is payable by the Student and not the University. All claims will be handled directly by Endsleigh.



Meningitis and Septicaemia

Older teenagers and University students are identified as potentially being at risk of infection of these due to living and being in close proximity of each other, for example living in University halls.

From August 2015, all 17 and 18-year-olds in school year 13 and first-time university students up to the age of 25 have been offered the Men ACWY vaccine as part of the NHS vaccination program. The Men ACWY vaccine protects against four different causes of meningitis and septicemia – meningococcal (Men) A, C, W and Y diseases.

This infection can come on suddenly and progress quickly, early symptoms can vary and are not unlike flu (or in some cases hangover) and include:

- A severe headache
- Vomiting
- Stiff neck
- Sensitivity to light
- Drowsiness and difficulty waking up
- Pale, blotchy skin and a distinctive rash

These symptoms can appear in any order and not everyone will get all of them, don't wait for a rash to develop, if you or someone you know is unwell and displays the symptoms of meningitis you should seek immediate medical help as early diagnosis and treatment is vital.

Please check this situation with your GP's before arriving and do what you can to safeguard yourself, more information can be found on the NHS pages here: <http://www.nhs.uk/conditions/Meningitis/Pages/Introduction.aspx>

Covid-19

We are all working together to keep the University and Winchester safe. As residents in University accommodation you **MUST** take notice of the signs and posters you see in residences, on campus and when you are out and about. Remember to follow all government, NHS and University guidance and regulations. Please note that all University guidance is subject to change in line with the latest government advice which can be found at www.gov.uk/coronavirus. The University takes any breach of Covid-19 protocols extremely seriously.

MOVING IN

The Licence Agreement is for the dates outlined in your offer of accommodation and you are expected to remain in your allocated room for that period. If you want to leave the room completely there are two avenues for this. If you leave the University so stop studying you can be released from your Licence. If you leave the room but stay studying a replacement would need to be found by you to take the room over and you would be liable for the residence fees if a replacement cannot be found.

Welcome week

Welcome week is designed to help you settle into University and make friends. You will receive lots of information from the University and the Students' Union letting you know what's going on in the first week after arrivals weekend. Information on Fresher's Fair is also provided.

Housing Wall planner

These wall planners are attached to the notice boards in all kitchens in all the accommodation areas, and provide useful quick reference information from contact details of Site Stewards and Residential Assistants to what to do if you lose your accommodation key or how and when you pay your residence fees for example. They also tell you when Room Inspections are due so do take note of these planners!

They are put up before arrivals but if you couldn't find one when you move in, or it goes missing during the year, flag this to Housing staff for a replacement.

Key Dates

12-16 September 2020	Student arrivals (First year)
14-18 September 2020	Welcome Week
21 September 2020	Start of term
09 October 2020	1st Rent payment due
Throughout December & January	Housing Advice day (for 2nd year housing)
12 December 2020	End of term
11 January 2021	Start of term
15 January 2021	2nd Rent payment due
01 April 2021	End of term
04 May 2021	Start of Assessment period
07 May 2021	3rd Rent payment due
17-21 May 2021	Housing Inspections
21 May 2021	End of academic year
10 May 2019	3rd Rent payment due
24 May 2019	End of academic year

For details of your Licence dates please check your room offer / Licence agreement or ask Housing. Licence dates will also be published on the wall planners that will be in all areas of accommodation.

Inventory

We encourage you to fill this out as soon as possible after move in as it's your opportunity to record anything that is missing or damaged. You could even take photos of the damage and attach these to the Inventory when you hand this in.

You will need to complete this online within seven days of your arrival. If we don't receive it we will assume that all the decoration, furniture, fittings and other inventory

items are in place or in good repair. Inspections of all rooms take place towards the end of the academic year and any damage or decoration issues, outside of fair wear and tear, not captured on the inventory could be charged back to you.

This is an important part of your Licence Agreement to ensure that you don't get charged for damage you didn't cause after you move out.

Please note the inventory is a record of the condition of your room, not a maintenance reporting form. Information on how to ask for missing items or report broken things is later in this guide.

You will also be provided with an Inventory related to the kitchen for all residents to complete together, so to help you start communicating as a house and to appreciate your level of responsibility for the communal areas. All residents must sign these before they are returned to the Housing office within seven days. There can be a turnover of residents in the first few months which is okay, as long as we have the snap shot of the kitchen from the first week of term we will accept this.

The Residential Assistants will be reminding you and helping out with the communal inventories within that first busy week.

TV Licence

If you are going to watch or record live television in your room on any device you will need to have a TV licence. Devices include laptops, PC's, mobile phones or games consoles. Please check the TV licensing website for more details: <http://www.tvlicensing.co.uk/>

Please be aware that the TV reception in some accommodation areas can be poor due to external signal locations and the geography of the University's campuses.

Car Parking and Public transport

As you may well already know, resident students are not permitted to bring a car onto campus. The University has a very small number of parking spaces that are for staff and students who live outside Winchester. We strongly advise you not to bring a car to Winchester as most neighbouring roads to campus are covered by resident permit zones.

Winchester is a small city and everywhere is within walking distance and there is a good network of buses that cover the city. Parking permits for campus will not be issued to resident students unless they are a disabled badge holder or families with exceptional circumstances and who have the explicit permission of the University. Further information on Parking and Public transport options and the Student Parking policy can be found on the University Travel and Transport intranet pages: <https://intranet.winchester.ac.uk/information-bank/car-parking-and-travel/SitePages/Home.aspx>



LIVING IN THE ACCOMMODATION

Adjusting to communal living

Coming to University can be a challenging and exciting venture but many students may find adjusting to a new more independent and communal way of living difficult. We provide accommodation to a diverse range of students from different countries, religions, race and for students with additional needs or disabilities and we expect everyone to be tolerant, understanding and flexible with flat mates that you may meet for the first time ever on move in day. We've come across many different types of housemate issues before and have provided some guidance below about how you can try to address them.

Living communally means living with other people and for the majority of residents that means sharing facilities. Therefore learning to collectively organise certain tasks is encouraged and we strongly advise that you all make the effort to meet your housemates in the first few weeks and talk about ground rules regarding cleaning, noise and use of other belongings as examples. We don't want anyone to feel uncomfortable about where they live and so if you do need further assistance in dealing with an issue, speak with Student Housing, the Residential Assistants, Wardens, Site Stewards or Student Services for further advice.

We try to set out the expectations of you being responsible for your room and communal areas in this guide, the Student Resident Regulations, in our welcome information and daily in the way we manage day to day situations. Within the Student Resident Regulations are details of how the University will deal with any breaches of the Licence Agreement. Schedules 1, 2 and 3 at the end of the document give you a summary, including administrative charges that could be applied.

Access to the accommodation by staff

In order to ensure that all standards are being met, including Health and Safety for example, the University reserves the right for its authorised staff (for example Cleaners, Maintenance, Security, Housing, Recruitment, Marketing and Student Services staff) to enter the

accommodation at any time where reasonable and necessary. Reasonable notice will be given whenever possible and practical and all appropriate current advice and guidance will be followed.

Reasons for access may include (but are not limited to): maintenance, inspections, welfare or disciplinary concerns, viewings. A list of authorised staff will be available on the Student Housing section of the Intranet.

More information can be found in the Student Resident Regulations.

Causes of friction

Living in student accommodation has its advantages when it comes to meeting new people and making new friends. However where you will live amongst a group of people and either above or below another flat/house/corridor there are a lot of people around who could be affected negatively by your behaviour which can lead to tensions and problems. Some common conflict causes include:

- Playing music, TV or gaming too loudly at any time but especially after 10:30pm
- Having a group of friends in a room late at night, especially if they are noisy!
- Having visitors outside of the agreed days (see visitors section later)
- Clattering around in rooms, corridors or kitchens and banging doors
- Leaving dirty dishes, food, rubbish or left overs from pre-drinks or pizza on coming home!

Playing pranks on each other

We ask that you are considerate and respectful towards your housemates at all times as it will help you live together and make friends for life. If you were negatively affected by anyone's behaviour you can always visit the Housing office for advice.

Please be advised that we do not excessively patrol our accommodation as we wish for you to be independent and as such rely on residents coming to us to be able to help - if we don't know about something we can't offer advice or assistance with it.

Noise

Moderately quiet accommodation refers to accommodation that isn't close to our neighbours. Excessive noise is not permitted at any time and within this accommodation especially between the hours of 11pm – 8am.

Quiet areas are hopefully beneficial for two reasons. The first, to benefit the student who has asked to be allocated a quieter area, and secondly to benefit our neighbours who live close to this accommodation. Excessive noise is not permitted at any time and within this accommodation especially between the hours of 10:30pm – 8am.

As much as we have these two types of accommodation we don't tolerate excessive noise at any time in any of our accommodation, and the Site Stewards can be called at any time of day if you felt you were being disturbed by excessive noise. They would attend and report residents to Housing for us to take action under the Student Resident Regulations. Noise really is one the biggest sources of friction both internally and externally in the wider community and residents can be asked to leave the accommodation in serious cases of this.

SSHH!

The Student Union and University work in partnership to educate students about living responsibly in our local community and the Student Union run the SSHH campaign as part of this.

The Silent Students Happy Homes campaign asks you to respect your community and your neighbours, and appreciate that they may lead a different lifestyle to you! So when you're heading out for the evening, your neighbours may be getting ready to go to sleep, or putting children to bed! SSHH asks you to always try to remember this, whether you are walking into town or to The Vault or going home after a night out please keep the noise down!

The Student's Union venue, The Vault, is very close to local residents and staff patrol around the venue at night to ensure noise is kept to a minimum; if they ask you to keep the noise down please respect their request.

Live it up, keep it down!

The Student's Union takes excessive noise outside their venue very seriously and those students who make excessive noise may face disciplinary action, or face a ban from their venue.

Your Safety and Security

You and your housemates all have a level of responsibility in respect to safety and security in your accommodation and are asked to adhere to the University's Health and Safety and Fire Safety policies, any other related policies, information issued to you within this guide, the Student Resident Regulations and in any correspondence on this matter.

Health and Safety

Examples of this are:

- Not obstruct exits, stairways, corridors, kitchen and other passage ways
- Not keep bicycles inside the Accommodation
- Not tamper with or purposefully break window restrictors

The University Health and Safety policy and information can be found here: <http://www.winchester.ac.uk/Freedomofinformation/Publicdocuments/Pages/Public-Documents.aspx>

Fire Safety

The University Fire Safety policy and information can be found here: <https://intranet.winchester.ac.uk/information-bank/health-and-safety/Documents/Forms/all.aspx?&View=%7bC401679E-7AAE-4BF1-B887-DF7EB0026E94%7d&FilterField1=TaxKeyword&FilterValue1=Fire>

In the event of a fire you are expected to raise the alarm and evacuate the accommodation going to your designated muster point. If it is a real fire you could also call the emergency services.

For every Fire alarm you are expected to evacuate the accommodation and these will be set off accidentally due to bad cooking for example as the systems we have in place are sensitive for your safety. You must not re-enter the accommodation until advised to do so by the Site Steward staff who will be alerted via radio connection of the Fire Alarm.

Fire drills are carried out at the start of each term with prior notice of these not normally being given. You are expected to co-operate with staff during any evacuation.

Don't doubt just get out! Warnings and charges can be applied if you fail to evacuate.

Firefighting equipment is provided in all accommodation but residents are not expected to tackle fires. Tampering with any fire safety equipment is a serious offence and anyone found to have misused this equipment will be subject to the sanction detailed in the Student Resident Regulations, which can include being reported to the Police.

Prohibited items due to their Fire safety risk include but are not limited to (please see the Regulations)

- Candles (these have been associated with around 2000 University-related fires in the UK)
- Incense sticks, oil burners
- Fireworks
- Cigarettes or E-cigarettes
- Other known flammable items
- Furniture or furnishings including curtains and lampshades

E-cigarettes are posing a growing Fire hazard and have been linked to more than 100 fires, with the Fire Services in the UK attending at least one blaze involving these devices each week. They are not permitted to be used in our accommodation but are not currently restricted and so can be brought into the accommodation for usage outside. If you were to bring one of these items you should ensure the following:

- Any equipment associated with these should be marked with a 'CE mark' to show that it's been tested to an approved standard
- They must not be left alone whilst being recharged

Fire safety and cooking tips

- Never leave food unattended or get distracted
- Clean grill pans after use
- Try to use as little oil as possible – oven chips over fried for example
- Don't leave or put anything on hot hob tops

Personal safety – security

Winchester constantly ranks very high as one of the safest cities in the UK, however we encourage you to take care in your new environment and to report incidents on campus to the Site Stewards.

It is important to make sure that you take responsibility for your own safety when you leave campus and are travelling around the city. Whilst campus is a short walk to the city centre, we would still advise that you travel by bus or taxi at night and make sure that you either travel with others or ensure people know where you are. Make sure you save some taxi numbers saved to your mobile when you get here.

The Student Union employs internal and external security staff for their events and strives to ensure that students remain safe in their venue and when they leave. If you are lost or unsure where you need to go, just ask them and they will be able to help. They also run a safety bus from their venue to properties in the local community on certain nights, so make sure you find out more about this during Welcome Week.

Be aware of possible dangers and follow some of these tips to stay safe

- Don't walk home alone late at night in the dark
- Use the Student Union safety bus after their events to get home
- Don't advertise your phone or wallet in public
- If someone tries to grab a bag let it go – your safety is more important
- Don't leave your drink unattended in pubs or clubs
- Lock accommodation doors when going out - even if it's just to the kitchen!
- Report faulty locks, window latches, fire safety equipment
- **Do not** give your accommodation keys to anyone else

Don't let anyone you don't recognise into the accommodation without checking who they are, and who they are visiting

CCTV

Some CCTV is installed in accommodation areas for residents and staff safety and security and is managed carefully and in accordance with Regulations by our Security team.

First Aid

In the case of a First Aid emergency you can always consider calling an ambulance, but if you're unsure or the injury is minor you could call the NHS 111 service for advice. First Aid boxes are provided in every area and are restocked by the Residential Assistants each term. If you did have an accident you would be welcome to use common sense to deal with it and call either Housing or the Site Stewards to report this or for help.

Please consider whether you call an ambulance or not seriously – it should only be a life threatening emergency.

Emergency numbers will be posted near internal phones provided by the University / on kitchen pin boards and these phones are in kitchens and internal / external corridors.

Drugs and Alcohol

The possession or misuse of drugs (including cannabis) is not permitted in our accommodation. Any resident found to have brought an illegal substance into the accommodation and or be using an illegal substance, or any related paraphernalia, will be subject to the sanctions in place in the Student Resident Regulations, including Police involvement. The student may also be subject to the Student Disciplinary Regulations which can be viewed here named 'Disciplinary Procedures for Students': <http://www.winchester.ac.uk/Freedomofinformation/Publicdocuments/Pages/Public-Documents.aspx>

Whatever your choices are in life it is not acceptable to engage or pressure others into taking any illegal substances. If you were to suspect or know of anyone taking illegal substances in the accommodation you should report this to Housing and the Site Stewards who will investigate the concern. Do not live with what is a negative behaviour as you have the right to enjoy safe and secure accommodation.

We also strongly discourage psychoactive substances or 'legal highs' from being brought into the accommodation or being taken. As reports have shown within the last 2 years these psychoactive substances can kill. If we were to find a psychoactive substance that is considered illegal at the time of discovery we will deal with it as such.

When it comes to alcohol be advised that most people tend to over estimate how much they can sensibly drink and how much others might be drinking. Don't be tempted to 'keep up' with others to 'fit in' or 'be like everyone else' as the reality is you'll end up drinking more than you may be able to manage, and they are more than likely drinking less than you think! Alcohol abuse is unhealthy and can have a negative impact on any environment.

If after arriving you were concerned about your level of drug or alcohol use you can contact Student Services for help, advice and signposting to local services that could help. If you become worried about a house mate you could contact Student Services for support yourself as much as for your house mate.

Registering with a GP

You are strongly encouraged to register with a local GP Practice when you move to live at or near the University. You can choose to register with any of the three Practices in Winchester including the one on site.

- **The Friarsgate Surgery (onsite) - Tel: 01962 871730**
- **St Clements Surgery - Tel: 01962 852211**
- **St Paul's Surgery - Tel: 01962 853599**

Please be reminded about Meningitis and Septicemia and if you didn't speak to your GP before arrival do so with the GP you register with in Winchester.

PAT testing of electrical items you bring into the accommodation

All portable electrical items brought into the accommodation will be PAT tested for safety during the autumn term and residents are expected to comply with the University policy on this. This can be found by accessing the University Intranet pages, the 'Information bank', then 'Health and Safety' then 'All Documents' and navigate through the pages to find the 'Portable Appliance Testing' documents.

Exact details of when your items will be tested will be provided after you move in - for more information please see the Student Resident Regulations.

After the initial test you would be responsible for bringing any other electrical items you brought into the accommodation to Housing to request PAT testing. This does include Christmas tree lights and we will arrange a

session for testing of these as we start to see them!

Lost/Non-returned keys

Our accommodation areas have different key access as follows:

Burma Road – Student campus card for block, flat and room, a kitchen cupboard key and a post box key

Queens Road – Student campus card for block and flat, a key for room, kitchen and post box

West Downs – A key for front door and bedroom door and a post box key (where applicable)

Catered halls – A key for front door and bedroom door – in some cases this is two keys

Self-contained flat – A key for block where appropriate and a key for flat front door

Loss of key/campus card

Call the Site Steward on 01962 827666 or 827667. The team will assist with access until the following working day.

Email campuscard@winchester.ac.uk to request a replacement card (there will be a charge).

Loss of a key:

Call the Site Steward on 01962 827666 or 827667. The team will assist with access until the following working day.

Email security@winchester.ac.uk to get a replacement key (there will be a charge for this).

Non return of key when you move out

If you do not return the accommodation key issued to you after you move out, Student Housing Services will chase you for this and if it still isn't returned may charge you for its replacement, and possibly the cost of a new lock for where you were living. You must make sure you hand any keys issued to you back when you leave and get your Student campus card deactivated where appropriate.

Cleanliness, Rubbish and Recycling

As a reminder you are responsible for cleaning your room and en-suite if you have one, for removing general waste for your room and the kitchen to the bin points outside and for doing your dishes and making sure kitchen surfaces are clean and tidy. You are also responsible for making sure that the grill pan, oven, microwave and

fridges and freezers are cleaned regularly and that the fridges and freezer are kept free of ice build ups (if ice builds up the unit may defrost itself resulting in spoiled food and no reimbursements). We encourage you sit down with your flat mates to set some ground rules and bin rotas for example and can assist with this where necessary.

We can provide a cleaning service for students who are unable to do this themselves due to disabilities and if you need this contact the Housing team for more information.

The University invites you to join in its recycling commitment and do your best to recycle your rubbish. There is a recycling bin in every kitchen with a sticker on it as to what you can recycle and the cleaners will take this rubbish out as an incentive, as the more you recycle the less general waste you'll have to take out!

The University also works in partnership with the Student Switch off campaign that regularly visit accommodation areas to promote energy saving ideas and run recycling competitions, like weighing the recycling of a number of flats for a week and those with the most winning pizza vouchers. The Switch off team also link up with the Student Union who provide prizes so watch out for promotion on this throughout your time with us.



Reporting Maintenance issues

It is your responsibility as a resident in the accommodation to report all maintenance issues.

Please note that things may breakdown while you live in our accommodation as they could do in any home, and that as soon as anything does you must report it as we rely on you to do this. Once we are aware we will endeavour to repair faults within the timescales detailed in the Student Resident Regulations. You must report issues as soon as you are aware of them as if you don't you may be charged for damage caused by negligence.

How to report a maintenance problem:

Please always use this method to report maintenance issues. This ensures the problem will be dealt with as soon as possible and you will be kept updated of progress personally. Also by reporting this yourself you are giving access permission to your room by the

Maintenance staff so they get on with the job. The reply to you will include the response times for jobs and are normally categorised as; same day for emergencies, within 24hours for urgent but not an emergency and within 10days for routine or pre-planned works.

- Go to the University of Winchester Intranet homepage
- At the top of the page and click 'Servicedesk'
- You should be logged in automatically and given option tiles directing you to what you want to do
- You click on the 'Log a Maintenance request' tile then 'On-campus maintenance request' and work your way through the form, hitting the little envelope with arrow in the bottom right corner of the page to send this

Maintenance Emergency

If you have maintenance emergency like a large water leak an electrical fault or loss of hot water / heating (essentially something that needs immediate attention), please contact the Site Steward on 01962 827666 (King Alfred Quarter) or 01962 827667 (West Downs Quarter), you can use your mobile or the internal phones in kitchens or corridors.

Emergency contact sheets will be posted near the internal emergency phones supplied by the University.

Planned Maintenance

We try to carry out planned maintenance of the accommodation in a way to minimise disruption or inconvenience to residents however it is inevitable that some work will be carried out while you live here. For this work we would normally give 7 days' notice of access and in the case of a boiler being out of action for example may arrange alternative accommodation for you for the duration of the works.

Reporting IT issues

To report any issues with IT in the accommodation or across our campuses you would use the following method. This ensures the problem will be dealt by the right team and you will be kept updated of progress personally.

- Go to the University of Winchester Intranet homepage
- At the top of the page and click 'Servicedesk'
- You should be logged in automatically and given option tiles directing you to what you what you want to do
- You click on the 'Access IT support' tile then choose the tile the request fits under and work your way through the form, hitting the little envelope with arrow in the bottom right corner of the page to send this

Requesting Poterage Services:

Please always use this method to request jobs such as a new mattress or replacement of broken furniture. This ensures the problem will be dealt by the right team and you will be kept updated of progress personally.

- Go to the University of Winchester Intranet homepage
- At the top of the page and click 'Servicedesk'
- You should be logged in automatically and given option tiles directing you to what you what to do
- You click on the 'All Porterage services tile then choose the tile the request fits under and work your way through the form, hitting the little envelope with arrow in the bottom right corner of the page to send this

Smoking

All accommodation areas including balconies or immediately adjacent to buildings are designated no smoking areas (including e-cigarettes) and the University is considered a smoke free site. Please pay attention to notices on site and only smoke in designated areas.

Smokers must go outside and must make sure that their smoke is not blown or drawn into any University Building and does not inconvenience other people. We do reserve the right to restrict smoking in outside areas adjacent to the residences if necessary.

Post

Once you have moved in you can start to receive post to your accommodation, do not send anything to the accommodation until after you have arrived as this may

be rejected / returned to sender.

Letters and small mail will be delivered to either post boxes situated near your accommodation, or your Faculty pigeon hole. For parcels, if received by the University, you would normally be sent an email to your University and personal email addresses (those listed with the University) telling you how to collect this.

Visitors/Guests:

To allow students to acclimatise and settle into their accommodation and to form their 'households', we are not able to permit residents to invite visitors or guests into their Accommodation (both during the daytime and overnight, all weekdays/nights and weekends) for the first 4 weeks of the Period of Letting from 12th September 2020. The University will review this in line with up to date Covid-19 guidance. We will operate a traffic light system in our communications on this so at present it is key for you to know that we are at **RED - NO GUESTS PERMITTED** at the present time. We will send an update to everyone in residences during the week 12-16 October to let you know if we are able to permit any visitors or guests and how the process will work. If we become able to permit visitors or guests, permission will be given with effect from Monday 19th October 2020.

We are aware that the social side of University is very important and, as an institution (including the Student Union), so we are working very hard to ensure that students can engage socially with each other in multiple ways aside from just face to face. We are also aware that some students will have a level of anxiety around starting University, particularly this year and we are keen to ensure that all students have a period of time to settle in to their new surroundings.

We will be in contact with all residents immediately following our 4 week review.

Residents should feel able to approach Student Housing, the Residential Assistants, Wardens and the Site Stewards if they have concerns relating to inter-tenant relations.

Our Accommodation Postal addresses are:

St Elizabeth's AND Alwyn Hall

Your Name
Your Faculty (i.e. Arts, Social Sciences, Education OR
Business and Health and Wellbeing)
The University of Winchester
Winchester
SO22 4NR

Beech Glade

(Letters will be delivered to Beech Glade lobby)
Your Name
Beech Glade / your room number
The University of Winchester
Winchester
SO22 4NL

Queens Road

Your name
Your flat number and room number
Queens Road Student Village
Queens Road
Winchester
SO22 4DQ

Burma Road

Your Name
Your Block Letter / Flat number
Room number
Burma Road Student Village
Burma Road
Winchester
SO22 4SB

West Downs

Your name
Your house number and room number
West Downs Student Village
Romsey Road
Winchester
Postcode for houses 1 -68: SO22 5HT
Postcode for houses 69 - 108: SO22 5FT

Posters/pictures

We do understand that you may want to bring posters or pictures to make your room feel more homely, however these should not be fixed to walls, but instead on the pin boards provided. Blu/white tack, sellotape, hooks, nails etc. should not be used on walls. We discourage this due to the possible redecoration costs that may be incurred by a resident if these are fixed to walls.

Condensation, Ventilation and Laundries

Every residence gets condensation that can lead to damp or mould, usually when lots of moisture and steam are being produced, for instance at shower-times, when a meal is being cooked or when clothes are being dried in rooms. The moisture needs somewhere to go, so you need to ensure that you ventilate the room often, even in the winter. Make sure that there is a gap between furniture and a wall to let the air move between. Condensation is very common around windows, especially in winter, make sure you wipe these dry to prevent further problems. You may wish to purchase a small window sill dehumidifier/moisture catcher.

If you do find that mould is beginning to form, treat it straight away as if you allow it to grow, it may damage the area and you may be charged for its re-decoration. Wipe the area down with a disinfectant (a branded mould and mildew remover is very effective) and ensure this is repeated regularly even if it seems the problem has ceased. You shouldn't have to alter you habits drastically but you please bear in mind the following tips to help avoid condensation and the build-up of mould:

Ventilation – some ventilation of a room is essential to help combat condensation turning into damp or mould

Heating – ensuring this is working as expected (reporting if it not) as it can help evaporate moisture in the air

Extractor fans – ensuring these are working as expected (reporting it if not) to help extract shower steam for e.g.

Drying clothes – DO NOT do this in your room or around the accommodation – use the laundry facilities to dry clothes

Doors – all doors are fire doors and should be kept shut at all times, with reference to condensation keeping them shut when cooking can limit the amount of water vapour that could spread through the accommodation

Removal – In the first instance try to remove

condensation and clean away any signs of damp or mould which you can do this by using a mould and mildew remover

Reporting - If condensation or damp / mould persists in your room you must report this so it can be assessed and dealt with

Laundry

The launderettes are managed by the Student Union who work with 'Circuit Managed Laundry systems' to provide these services. There are posters in the Launderettes advising of how you report faults with any machines, which is essentially direct to 'Circuit' for them to deal with.

More hints and tips on how to use these machines can be found at: www.circuit.co.uk and there are laundry view webpages accessible via the University's app which tells you if machines are available at each of the locations, which you can find at:

www.circuit.co.uk/i-want-to-do-my-laundry/laundry-view/

The Launderettes are based at:

Burma Road Student Villages

24 hours access with campus card

West Downs Quarter

24 hours access

King Alfred Quarter (behind St Alphege)

Open 7am-7pm

Costs (subject to increase for 2020-2021):

£2.20 a wash

£1.20 a dry

Please make use of these, and avoid drying clothes in rooms or draping wet washing on radiators, as this can lead to damp and mould issues and poses a fire risk.

The Students Union contact details are:

su_comms@winchester.ac.uk / 01962 827418

Shops

The Student Union run shops on both the King Alfred and West Downs campus selling groceries, sandwiches, snacks, drinks, confectionary and Winchester branded clothing.

Opening Times (term time) - *correct at time of print. May be subject to minor variation:

King Alfred Quarter (King Alfred Centre)

Mon-Fri 08.00-21.00

Sat-Sun 10.00-16.00

West Downs Quarter

Mon-Fri 08.30-22.00

Sat-Sun 12.00-21.00

Chaplaincy Services

The University also has a Chaplaincy Service which is for everyone in the University, (ie) those of all faiths or none. They won't try to make you 'They won't try to make you follow religism, but can listen and talk in confidence about all matters great and small. The Chaplaincy also runs a range of activities which can provide a great way to meet people.

You can email the Chaplaincy team at: chaplaincy@winchester.ac.uk / or access their intranet pages at: <https://intranet.winchester.ac.uk/informationbank/chaplaincy/SitePages/Home.aspx>

Moving rooms

In the first few weeks many new students may find they are not fitting in as well as hoped with house mates or get homesick and feel a change of room might solve things. Experience shows us that this isn't always the case and so we have a settling in period for 4 weeks of the first term when room transfers are not normally permitted. Students can get a form to be placed on the waiting list for a transfer and if find that after these 4 weeks things are better can cancel this request or go through with a transfer if one is possible. If you did find that you weren't settling in as expected please do come and chat to a Housing Advisor or a Student Advisor in Student Services.

We may also be holding to this 4 weeks settling in period due to Covid-19 and the considerations around the movement of students as appropriate.

Within the first few weeks of term we may also still be offering rooms that we have had back from cancellations to late applicant students, that won't have any accommodation, so rooms for transfers may not be available or possible for us to administrate.

Being able to transfer rooms is all based on there being rooms available to transfer to, transfers are only possible to the same Licence type so catered to catered for example.

Moving out

Withdrawing from your course / Suspending studies

If you are thinking of leaving University, there are a number of people you can chat to before you make a decision. Housing office staff and Residential Assistants will be able to talk through any concerns you may have. If you did decide to leave or are interrupt your studies you would need to contact the following departments:

Student Services: make an appointment with a student adviser who will be able to let you know if there is any additional support to help you if you are struggling with academic or personal issues.

Registry: to fill in a withdrawal form. You may be eligible for a refund of some of your tuition fees but until you complete the form, this won't be processed.

Housing: to get advice on options and fill in a withdrawal from housing form which details notice periods and liabilities for residence fees.

Moving out early

When you sign your Licence Agreement and move into our accommodation, you agree to pay the residence fee and where applicable the Christmas vacation retainer and catering fees for the whole period of letting.

If you wish to leave before the end of the Period of Letting but remain a student at the University, you will still need to pay these fees unless you or Housing Services can find a suitable replacement, not already living in University managed accommodation to take over your room.

If you want to move out, come and speak to staff in the Housing office. You are held responsible in the first instance for finding a replacement student for your room and if a replacement is found, you will stop being liable for fees on the day they take over the licence (the day they move in). If you found a replacement, you must bring them to the housing office so we can check their eligibility.

If you just chose to move out before the end of the Period of Letting, you will surrender your right to re-enter the accommodation, returning your keys does not mean the Licence agreement has ended. If after moving out you wanted to re-enter communal areas of the accommodation in order to fulfil your obligations of keeping this clean, you would need to liaise with other

occupiers of the accommodation or with Student Housing for access.

Whenever you leave the accommodation you must return any and all keys and you must leave the accommodation in the same state of cleanliness and organisation it was in on arrival. If this doesn't happen you may get charged.

For any termination of a Licence agreement there is an admin charge and you can get a withdrawal form from the Housing, Registry or Student Services Teams.

Absence from halls

If you know you are going to be away from your room for more than a week (apart from during the University vacations), please let Housing Services know and tell us when you're back. This is not to check up on you, it's just so we know you are not there for Security and Fire safety reasons.

Appealing Regulation decisions and making complaints

During your stay with us staff are available to advise you if you find you wish to raise a query or concern about anything in your accommodation. It is important that you feel able to approach us if you feel unhappy or dissatisfied, and that you inform us at the earliest opportunity as quite often things can be resolved informally and quickly.

However if you ever felt the need to either appeal any action or charges imposed against you under the terms of the Student Resident Regulations, or make a complaint about process or quickness of resolution you can of course do this. Further information on both your right to appeal and complaints are referenced in the Student Resident Regulations.

Data Protection

We do understand that when issues occur in accommodation, parents/guardians/family members would like to speak with us to gain some further understanding of the issue and what action can be taken. Family members may also wish to find out what the next Residence Fees payment is or need confirmation of your address.

The University is not able to disclose any personal

information about students to any third party without having received permission in writing from the student. You can do this by emailing housing@winchester.ac.uk and clearly stating the contact details for those who may contact us.

We would encourage you to share this information with anyone who may contact us on your behalf.

WHERE DO I LIVE NEXT?

Where will we live next year?

Once you have settled into your room and made your friendship groups you will probably want to start thinking about where you are going to live for the next academic year.

Student Housing Services can offer you help and advice on this.

House hunting can seem like a daunting process. The Off Campus Team holds an advice day before Christmas to ensure you are equipped with the right information and tools to make an informed decision. Local landlords and other representatives will be on hand to advise you about house hunting. It is advised that you pop along and speak to an advisor to discuss all of your options.

Student Housing start advertising local landlord properties and university managed houses in January.

Dates for these events will be advertised on the Intranet, on Social Networking sites and in houses.

Finding another property.

Student Housing open their online accommodation listings of University Managed and private landlord properties in January on a site called 'Student Pad'. The majority of properties are advertised this month but the website is accessible throughout the year and some landlords choose to add their property on later meaning properties continue to be added throughout the Spring and Summer.

The web address for Student Pad is:
www.winchesterstudentpad.co.uk

The date adverts go live will be advertised on the Intranet, on Social Networking sites and in properties.

University Student/Landlord Forum

All properties advertised through Studentpad are part of the Student Landlord Forum. There are currently nearly 150 properties registered on our Student Landlord Forum. These properties are owned by private landlords who agree to certain requirements before we advertise their properties for them:

- Their accommodation will meet Winchester Shared Housing Accreditation Scheme standards
- They will use fair and legal contracts
- They will allow Student Housing to act as an 'honest broker' in any landlord/tenant disputes

The Winchester Council Shared Housing Accreditation Scheme

was set up to raise and maintain the standard of student accommodation in Winchester. The scheme takes into consideration gas and electrical safety, security, fire safety provision, furniture and furnishings, energy efficiency, amenities and facilities, property condition and landlord management.

Further information can be found here: <http://www.winchester.gov.uk/housing/private-housing/winchester-shared-housing-accreditation-scheme>

Students advertising/looking for rooms.

The University provides access to three online places to advertise a room/look for a room.

- Housemates section on the Intranet
- www.winchesterstudentpad.co.uk Messageboard
- 'Winchester student2student Noticeboard' on Facebook

We also have a noticeboard in the foyer of St Swithuns Lodge.

Students can also access externally run websites, for more information on these please visit the Housing Office.

Local letting agencies.

Some students find properties through local letting agencies. If you choose this route there will be administration fees to pay when you complete an application, which are usually non-refundable if you end up not taking the property. Make sure you understand what fees are payable and when.

If there is anything you are not sure about, come and chat to a Student Housing Advisor. You should ask if the property has been Accredited by the City Council and if not, asked to be ensured of the same standards that are covered in Accreditation.

A good letting agency should be signed up to a regulatory body, for example ARLA, so make sure you ask if they are before proceeding.

Remember, once you have signed a tenancy agreement, it is unlikely you will be released from the agreement unless you can find a replacement to take over your contract.

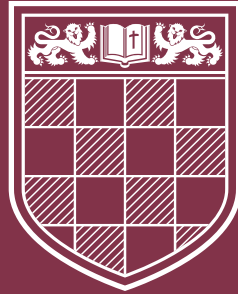
Student Housing has lots of helpful guides which are available on the Intranet and from our office in St Swithuns Lodge. These include guides to contracts, deposits, housing jargon and a handy house hunting check list.

You can also utilise the vast information provided on these external sites:

- www.citizensadvice.org.uk
- england.shelter.org.uk
- www.gov.uk
- www.nus.org.uk/en/advice/housing-advice







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