

RESIDENTS' GUIDE



USEFUL TIP

Save the useful numbers opposite into your phone and if you call the emergency services direct always let us know so that access can be arranged.

Welcome to UWE Bristol accommodation

The aim of this guide is to provide you with useful information about living in University accommodation.

Additional information is available online:

uwe.ac.uk/accommodation browser.co.uk/uwe

USEFUL NUMBERS

Accommodation Services +44 (0)117 32 83601

For questions about your accommodation licence agreement

CUSTOMER SERVICE DESKS

For general enquiries such as repairs, maintenance and lock outs

Cotswold Court

For students at

Cotswold/Brecon/Mendip/Quantock +44 (0)117 32 86227

Walls court Park

For students at Walls court Park/Glenside/The Hollies

+44 (0)117 32 87364

UNIVERSITY

Security (24hrs) (including noise complaints) +44 (0)117 32 86404

University Wellbeing Service +44 (0)117 32 86268

University Out of Hours Team +44 (0)7814 791212

University Health Centre +44 (0)117 32 86666

Finance Office +44 (0)117 32 87888

Information Points +44 (0)117 32 85678

OTHERS

NHS 111 Advice Service 111 (24 hours)

Emergency Services 0117 32 89999 if on campus
(999 if off-campus)

Non-emergency Police Service 101

Glide Student

– internet provider 0333 123 0115 (24 hours) studentsupport@glide.co.uk

Contents

04

ESSENTIAL INFORMATION

Accommodation Staff	Facilities
Accommodation Customer Services Team 04	Post and parcels 07 Operating instructions 08 TV Licence 08 Maintenance 09 Waste and recycling 10
Accommodation CSO 04	
Resident Assistants 04	Safety
Accommodation Managers 05	Fire safety 12 Fire evacuations 14 Soft furnishings 15
Accommodation Administrators 05	Portable electrical appliances 15 Electricity supply 15 General safety 16 E-listening 18
Access	
Access card and keys 06	
Access by staff to your accommodation 06	
Access for repairs and planned maintenance 06	

21

EXPECTATIONS

Behaviour		Licence agreement and fees	
Conduct and disciplinary procedures	21	Deposit	25
Drugs and Psychoactive Substances	21	Damage	25
Alcohol	22	Right of Appeal	25
Noise	22	Insurance	26
Smoking	23	Transferring rooms	26
Visitors	23	Common questions	27

29

SERVICES AND SUPPORT

Health		Coronavirus	32
Seeing a Doctor	29	Mumps	32
NHS – Hospital Accident & Emergency	29	Mental Health	33
Health problems	30	Feel Good	33
Accidents	31	Dentist	33
Health Issues	32	Student Support	34
Meningitis	32	Feedback	
		UUK Code of Practice	35

Accommodation staff

ACCOMMODATION CUSTOMER SERVICE TEAM

We pride ourselves on the level of support we offer to our students.

Customer Service Assistants are here to make your stay as straightforward as possible and will help with general enquiries relating to your accommodation such as:

- **Lockouts/lost access cards**
- **Maintenance reporting**

There are two Customer Service Desks – Cotswold and Wallscourt Park.

ACCOMMODATION MAINTENANCE ASSISTANTS (AMTs)

We have a skilled team of AMTs who carry out planned and ad hoc maintenance repairs in your accommodation. Please see page 9 for further information about reporting repair issues.

ACCOMMODATION CAMPUS SUPPORT OFFICERS (CSOs)

The **CSOs** provide support on all accommodation sites between 19:00–07:00 such as:

- **Dealing with emergency situations and the emergency services.**
- **Providing assistance if you experience problems with your accommodation, or sign posting you to further support.**
- **Maintaining the security of the accommodation and campus with your co-operation.**

ACCOMMODATION MANAGERS

We have a team of **Accommodation Managers** ensuring that you are safe and comfortable living in your accommodation during your studies.

If you would like to make an appointment to meet with your Accommodation Manager, please email: **accommodation@uwe.ac.uk** or visit your nearest Customer Service Desk.

ACCOMMODATION ADMINISTRATORS

Our **Accommodation Administrators** will be happy to help with any enquiries about your accommodation licence agreement or any other routine matters. This includes licence dates, extensions and what to do if you want to leave your accommodation early. They are available on **+44 (0)117 32 83601** Monday to Thursday 09:30–16:30 and Friday 09:30–16:00 or via email: **accommodation@uwe.ac.uk**



Access

ACCESS CARDS AND KEYS

Please keep all access cards, fobs and keys secure. You are required by the University to carry your University ID card with you at all times. Never lend your card or keys to anyone, including friends, family or flatmates.

Always report lost or stolen access cards and keys **as soon as you realise they are missing**. There may be a charge for replacement cards/keys.

ACCESS BY STAFF TO YOUR ACCOMMODATION

We will usually let you know if we need to visit your accommodation but there are a small number of instances where advance notice will not be provided:

- In an emergency
- Inspection of a vacant room when someone moves out
- Where there may be welfare or health and safety issues
- If a complaint has been received: e.g. noise, behaviour, illegal activity, housekeeping concerns or issues with visitors

ACCESS FOR REPAIRS AND PLANNED MAINTENANCE

Please remember that access to your property by contractors may be required to complete repairs and carry out general maintenance. If you have reported a fault or if we notice a problem during a routine inspection you should expect a contractor to visit. They will leave a calling card to let you know they have visited.

For planned maintenance, we will advise you in advance if access is required to your flat, house or room. We aim to schedule this for the same day each week and will notify you via email of your allocated day. Where planned work falls outside of this day, seven days' notice will be provided via email.



Staff will always carry identification. **You should refuse access to anyone who cannot provide University ID.**

Facilities

POST

Wallscourt Park Houses

Royal Mail Deliver direct to your house.

Student Village, Wallscourt Park Flats, Glenside & The Hollies

Post is delivered to post boxes on site. Your post box will be identified by your flat number and secured with a padlock, you will receive the code on arrival. Please see below for the location of your post boxes:

- Student Village – Courtyard Entrance
- Wallscourt Park Flats – Block Entrance
- Glenside – Corridor between Car Parks 4 & 5
- The Hollies – Laundry Entrance

PARCELS

Frenchay Campus

Couriers will attempt to deliver parcels to your house or flat, however if you are not available they will be delivered to Wallscourt Park Customer Services for Wallscourt residents, and Quantock Post Room for Student Village residents.

If you have ordered a parcel, you will receive an email notifying you of delivery—please collect your post asap.

To contact the post room, please email postroom@uwe.ac.uk or call **+44 (0)117 328 6239**

The Hollies & Glenside

All parcels are delivered to the Glenside Porters Office (1H19). The Resident Assistants will email you once your parcel is ready for collection from the Post Room (opposite The Porter's Lodge). Collection time is between 18:30–20:00.

AMAZON LOCKERS

Amazon Lockers are on site and located in the following areas, you will need an Amazon account to gain access:

Quantock Court (BS16 1ZP) and Brecon Court (BS16 1ZG) for residents living in the Student Village.

SU shop on the Frenchay Campus for residents living in Wallscourt Park, Glenside and the Hollies.

It is important that all parcels are correctly addressed i.e.

Full name and student number
Flat/house number
Room letter/ number
Site

You can find the address to your accommodation at uwe.ac.uk/life/accommodation

Operating instructions

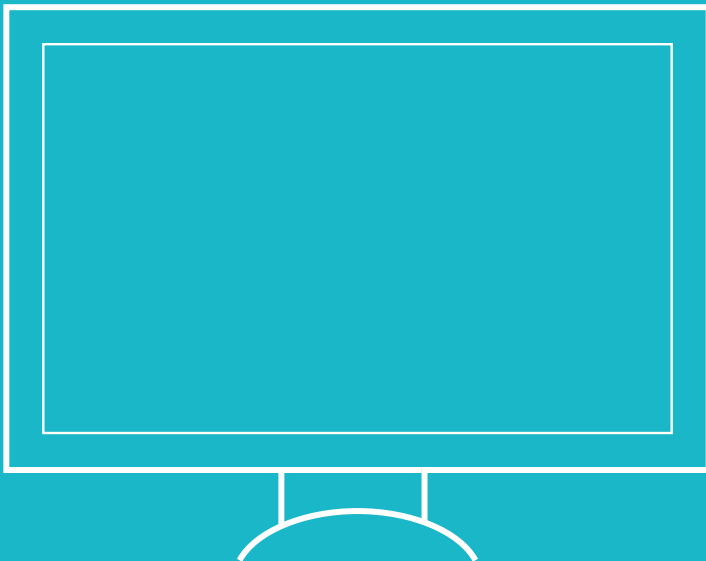
The operating instructions for the various appliances can be found in the communal areas of your flat/house. Please contact us if you have any questions.

TV licence

If you watch or record programmes as they're being shown on TV or via iPlayer, you need to be covered by a TV licence. This includes a TV, laptop, desktop computer, mobile phone, tablet, games console, digital box or DVD/Blu-ray player.

For Wallscourt Park residents, we provide a TV Licence for the television in the communal area at no additional cost. You will need a separate Licence to watch or record programmes in your room.

Please visit the TV Licensing website at: tvlicensing.co.uk



Maintenance

You can report routine repairs, maintenance, damage or pest control issues by emailing accommodation@uwe.ac.uk

You will receive a reference number via email when a job is logged for your flat. Please email accommodation or contact Customer Services, quoting the job reference number, if you would like an update on the status of the repair.

If the fault is urgent please speak to Customer Services staff (or Security Control out of hours). See uwe.ac.uk/accommodation-repairs for more information.

All maintenance and pest control issues are prioritised depending on urgency, our response times are outlined on our service standards pages here uwe.ac.uk/accommodation-repairs

REPORTING DAMAGES

Please report any damage that occurs in your property as described above.

We are aware that accidents happen from time to time and the sooner we are made aware, the sooner we can get the item fixed and working again for you. We won't charge you for damage that is considered fair wear and

tear, but we do expect you to look after your accommodation.

If during inspection we find deliberate or malicious damage in your property, we will investigate to ascertain who is responsible and may issue charges for the repair work needed.

Waste and recycling

REDUCE, REUSE, RECYCLE: join the rubbish revolution!

Use the table below to see what you can recycle.

Use the bins in your kitchens to sort the recycling. Make sure to empty into the right bins outside, and only use the large general waste bins for rubbish that can't be recycled!

Recycling is great, but it's even better to reduce and reuse! Often what you throw away costs more than you realise. You could save £30–£50 per month just by following a few simple tips to reduce food waste.

Check out lovefoodhatewaste.com

Paper and cardboard are collected together, and so are plastics and cans.



Material	What happens to it?	Yes please ✓	No thanks ✗
Glass bottles and jars	Processed into new glass bottles	All colours of glass bottles and jars	Ceramics Pyrex Wine glasses Beer glasses Non glass items
Cardboard	Turned into cereal boxes, paper towels, tissues and paper.	All boxes and brown card Cereal boxes Pizza boxes	Half eaten pizzas
Electrical items and clothing	Used to raise money for heart disease research	Small electrical items such as toasters, kettles and hairdryers Unwanted clothing Shoes	

Material	What happens to it?	Yes please ✓	No thanks ✗
Paper	Turned into newspapers, tissue and packaging	Newspapers Magazines Note pads Envelopes Letters Any paper products	Beverage cartons (e.g. juice cartons) Non-paper items
Food scraps	Composted locally Creates fertilizer and generates electricity	Meat and fish – raw and cooked including bones Fruit and vegetables – raw and cooked Dairy products such as eggs and cheese Bread, cakes and pastries Rice, pasta and beans Uneaten food from your plates and dishes Tea bags and coffee grounds	Packaging of any sort Plastic bags Liquids Oil or liquid fat
Plastics	Turned into garden furniture, fleece jackets and more bottles	Empty plastic bottles Bottle caps Drinking straws Yoghurt pots Margarine tubs Plastic vending cups Coffee cup lids	Shrink wrap Carrier bags Bin liners Polystyrene Non-plastic items
Cans	Turned into buses, car parts and more cans	Aluminium and steel cans e.g. beer cans Soft drinks cans All beverage cans Food tins etc. Foil	Hard metal items e.g. cutlery Non metal items

Safety



FIRE SAFETY

Your welfare is our top priority.

We are fully compliant with the Universities UK Code of Practice (see page 36) which, among other things, aims to ensure you live in a safe environment.

FIRE HAZARDS AND PREVENTION

YES

- Smoke outside in the designated smoking shelters (this includes vapes).
- Make sure you know how to operate your cooker and hob.
- Keep cookers, ovens and grill pans clean.
- Use a reed diffuser or plug-in air freshener.

NO

- Do not leave cooking unattended.
- Do not use pans or deep fat fryers or heat up a large amount of oil in any item.
- Do not smoke or vape within the buildings.
- No open flames are allowed in your accommodation, this includes candles (lit or ornamental), incense and oil burners.

TO ENSURE YOUR SAFETY

YES

- Keep fire doors shut.
- Keep fire escape routes and fire exits clear – trip hazards such as bikes, rubbish, ironing boards or any other items must not be put into hallways or corridors.
- Remember to switch off appliances such as irons and hair straighteners when not in use.

NO

- Do not interfere with any fire safety equipment – this means not tampering with items such as smoke detectors, fire blankets or extractor fans.
- Do not purposely activate a fire alarm if there is not a fire – this is a criminal offence – the University will take disciplinary action.
- Do not overload plug sockets.
- Do not use vacuum cleaners to clear up wet spillages.

Fire safety

FIRE ALARM

If you hear the fire alarm, leave the building **IMMEDIATELY**.

You should evacuate your building within **4 minutes**.

FIRE EVACUATIONS

- For your safety and the safety of those around you, it is imperative that fire evacuation procedures are followed. Please read the fire action notice in your bedroom to ensure you understand what to do in the event of a fire or fire alarm activation.
- Familiarise yourself with fire exits when you move into the property.

For further information about fire drills and disciplinary action please visit our web page: uwe.ac.uk/inspections-and-safety-checks

SOFT FURNISHINGS

Please do not bring any additional furniture into the accommodation without prior permission from your Accommodation Manager.

If permitted, any additional furniture **must comply with the Fire and Furnishings Regulations 1988** and should be labelled as such.

PORTABLE ELECTRICAL APPLIANCES

Your electrical equipment should be compatible with the UK electricity supply and be fitted with a three pin plug with an appropriate fuse. Any electrical appliance brought into accommodation must be new or PAT tested. **Please do not bring portable fan heaters into your accommodation.**

The University reserves the right to inspect and remove any hazardous electrical items brought into the accommodation.

ELECTRICITY SUPPLY

Care must be taken not to overload the electricity supply. The electricity supply in bedrooms is restricted so that only small electrical appliances such as your laptop, PC, hairdryer or TV may be used. Kettles, microwaves, rice cookers etc. can only be used in kitchens.

In the interests of safety we discourage the use of adaptors – only adaptors with circuit breakers (usually of a long bar design) are acceptable.

If you are an international student, you need to ensure that electrical appliances are suitable for use with 240V electrical supply.



Ambient Vista Photography



Ambient Vista Photography

General safety

Staying safe and looking out for your friends is really important. Here are a few basic tips when you are out and about:

LATE NIGHT? DO IT RIGHT.

- **Try to walk home with a friend** – if you can't, make sure someone knows where you are and when you'll be back.
- **Look out for your friends** and ask for help if they are unwell or in need of assistance.
- If you leave before your friends – **let your friends know where you are going** and with whom.
- **Look confident** – even if you don't feel it.
- **Keep on busy, well-lit roads** – short cuts are not worth the risk.
- **Walk facing the traffic.**
- Carry some change and **enough money for a taxi** if you can.
- **Make sure the taxi has a Bristol City Council registration plate** (near the number plate); don't get into a taxi if you feel uneasy about it.

NIGHT OUT

- **Minimise the amount of valuables you carry with you** – don't advertise your mobile phone, as mobiles are a popular target for thieves.
- **Carry a personal attack alarm**– keep it in your hand.
- **Cover up jewellery** and tuck in the ends of scarves so they can't be grabbed from behind.
- **Be aware of your surroundings at all times** – wearing headphones could prevent you from hearing an attacker approach.
- **Carry your bag tucked under your arm.**
- **If someone tries to grab your bag, let it go.** Your safety is more important than your belongings.
- If you pre-order a taxi / Uber, **check the name on the side of the taxi / number plate** is the same as the one you booked and that the driver asks for you by name.
- If you're a cyclist, **avoid dark and badly lit routes.** Remember to lock your bike in a well-lit and secure place.
- Don't invite people you don't know back to your accommodation.



SAVE ICE (IN CASE OF EMERGENCY)
NUMBERS ON YOUR PHONE.

We encourage students to register **property** such as mobile phones and bicycles at **immobilise.com**.

This is a free service which helps police identify stolen property and makes insurance claims for lost property easier as you will have all of the information required to hand.

You may also wish to **mark your property using a UV pen**. We also recommend you mark all of your textbooks, study notes, USB sticks, etc. so they are easily identified in case they are handed into University lost property.

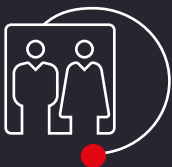
E-LISTENING – HOW TO REPORT CONCERNS/ISSUES TO STAFF

Our **E-listening tool** allows you to report online any issues that you feel should be brought to the attention of accommodation staff.

You can feel comfortable in the knowledge that all issues will be taken seriously. Our intention is to make your accommodation safe and enjoyable.

The information can be submitted anonymously if you wish, although this may restrict our ability to investigate further.

uwe.ac.uk/elistening



If you are burgled you should contact both the police and Accommodation Services immediately.

Be safe

CRIMESTOPPERS

Official website backed by a registered charity, The Crimestoppers Trust - a partnership between the police, media and local community to fight crime.

+44 (0)800 555 111
[crimestoppers-uk.org](https://www.crimestoppers-uk.org)

VICTIM SUPPORT

An independent charity providing support and information for anyone affected by crime or traumatic events.

+44 (0)808 16 89111
[victimsupport.org.uk](https://www.victimsupport.org.uk)

SAMARITANS

24 hour helpline for anyone who needs to talk about an issue troubling them.

116 123

SARI

SARI (Stand Against Racism & Inequality) provides support for victims of any type of hate crime including racist, faith-based, disablist, homophobic, transphobic, age-based or gender-based.

Freephone +44 (0)800 171 2272
Email: sari@sariweb.org.uk
[sariweb.org.uk](https://www.sariweb.org.uk)

SURVIVE

Survive is an innovative local charity working towards freedom from domestic abuse for women and children in Bristol and South Gloucestershire.

Freephone +44 (0)808 2000 247
[survivedv.org.uk](https://www.survivedv.org.uk)

THE BRIDGE

Provides medical care, emotional support and practical help to anyone who has been raped or sexually assaulted.

Freephone +44 (0)117 34 26999
[thebridgecanhelp.org.uk](https://www.thebridgecanhelp.org.uk)

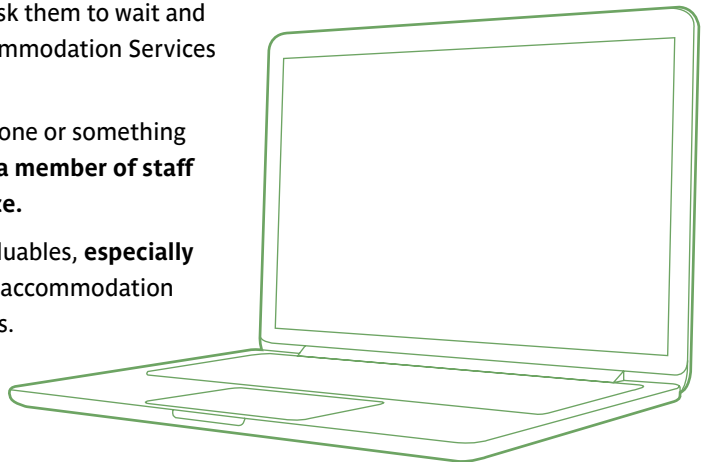
Safe and secure

TIPS FOR KEEPING YOUR ACCOMMODATION SECURE:

- **Make sure you lock your bedroom and the front door** when you go out.
- Keep your accommodation keys/ fob access card safe and **do not keep with your address** e.g. driving licence.
- Don't hold the entrance doors open for someone you don't know.
- Don't allow people into your room or flat/house that you don't know. Or leave guests unattended.
- **Always ask contractors and staff for ID** – if you are unsure about their identity, ask them to wait and telephone Accommodation Services to check.
- If you see someone or something suspicious, **tell a member of staff or call the police.**
- Do not leave valuables, **especially laptops** in your accommodation during vacations.

LAPTOP SECURITY

A free software package is available which you can download onto your laptop to activate in the event your laptop is stolen or goes missing. Setup is easy by creating a user ID; once logged in you have access to activate the tracker by changing various settings including location. If your laptop has a built-in camera, the software will also activate the camera to take a picture of the person using it. For more information on this, please visit preyproject.com



Behaviour

CONDUCT WITHIN UNIVERSITY ACCOMMODATION AND DISCIPLINARY ACTION

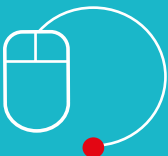
As a member of the University, and a resident of University accommodation, you are expected to work and behave, both within and outside the institution, in ways that reflect the University's values. This includes being considerate and respectful of others at all times, which for the majority of residents won't be a problem.

Make sure you are familiar with the following information:

- Terms and conditions of your Licence to Occupy University accommodation: go.uwe.ac.uk/termsandconditions

- Accommodation Services Drugs Policy: uwe.ac.uk/drugs-policy
- All accommodation conduct rules and escalation procedures can be found at uwe.ac.uk/expected-conduct

If you behave in a way that has a negative impact on others, breach any of the terms and conditions of your licence, or commit a criminal offence there are a variety of penalties that may be invoked. Each incident will be assessed on a case by case basis depending on severity. Your behaviour will also impact on any accommodation reference you may request from us in the future.



ILLEGAL DRUGS AND PSYCHOACTIVE SUBSTANCES (INCLUDING NOS)

Accommodation Services has a strict drugs policy which is available via our website: uwe.ac.uk/drugs-policy

ALCOHOL

We recognise that alcohol can be a big part of the student lifestyle. Here we seek to achieve a 'Healthy University' through information and support, enabling you to make informed choices. Check out drinkaware.co.uk for the facts.

LATE NIGHT? DO IT RIGHT.

- **Avoid rounds** – you may feel pressured into drinking more than you want to.
- **Know the strength of your drinks** – don't overdo it and spoil your night out.
- **Never** leave drinks unattended.
- **Include water/soft drinks at intervals.**

NOISE

We ask that you **keep noise to a minimum at all times and especially during our quiet time between 23:30 – 08:30**. During exam time please be especially considerate to your neighbours and keep noise to a minimum at all times.

Excessive noise is the greatest source of friction between residents in accommodation – requests to turn down music should be responded to in a positive manner. Headphones are a wise investment for large electrical musical instruments or equipment and also if you wish to play music late at night. We take complaints of unnecessary noise disturbance very seriously and may need to confiscate equipment if issues persist.

Behaviour

SMOKING

All University accommodation is offered on a non-smoking basis. You must not smoke or vape in any internal area within accommodation. If you want to smoke outside, please use the ash bins and smoking shelters provided.

VISITORS

Due to coronavirus restrictions, a visitor ban may be imposed during the academic year 2021-22. At the time of writing we do not know whether this will be needed. For up to date information please see:

uwe.ac.uk/news/coronavirus.

Should visitors be allowed during this academic year, we require the following guidelines to be followed:

- All visitors must be 'signed in' and issued with a visitor pass.
- Overnight visitors must be over 18 and may only stay two nights in any consecutive seven.
- You are responsible for your visitor's behaviour at all times. You should not leave your visitors unaccompanied within the accommodation.

- Visitors are expected to behave in a responsible and considerate manner and may be asked to leave if they are causing a nuisance.

Residents are responsible for their visitors.

ALCOHOL-FREE ENVIRONMENT

When living in alcohol-free accommodation, you are expected not to drink alcohol within the flat at any time. This includes using alcohol for cooking and providing alcohol for guests. You can however store alcohol in your room and drink alcohol outside your accommodation.

TOP TIP

If you are planning on joining the airsoft society please be aware that weapons or replica weapons of any description are not permitted within UWE Bristol accommodation. Speak to the Students' Union at UWE for storage options.

DRUGS

UWE Bristol operates a policy of harm reduction that prioritises the welfare and wellbeing of our community.

We will not tolerate the possession, use or supply of illegal drugs or psychoactive substances at any premises under the management of Accommodation Services - you must not bring any illegal drugs, or psychoactive substances (including NOS), to university.

Each case will be assessed individually, however, any resident found in possession of, using, or dealing illegal drugs (or what are reasonably suspected to be illegal drugs or psychoactive substances) at any premises under our management will be subject to disciplinary action.

If you're concerned about your own drug use or someone else's, support is available through our Wellbeing Service: uwe.ac.uk/wellbeing

SPACED (Stimulant, Psychoactive, Alternative, Club and Experimental Drugs) offers free and confidential information, advice and support: spaced-sg.org.uk/

WELLBEING

There are many different support options you can access here at UWE:

- UWE's Wellbeing Service:
0117 32 86268
uwe.ac.uk/wellbeing
- Out of Hours Team:
07814 791212
outofhours@uwe.ac.uk
- Online counselling via Kooth
Student: uwe.ac.uk/kooth

If you or a friend gets into difficulty, call Security on 24/7 **0117 32 86404** or the emergency services (**0117 32 89999** from a mobile).

Licence agreement and fees

ADVANCED RENT PAYMENT

When you were offered accommodation you were asked for a payment of £250. This is your Advanced Rent Payment and **must be paid as part of the acceptance process.**

This payment will be used to reduce your final rent instalment, which is taken on the first of May. If after moving out there are any requirements for cleaning or damage repair you will be invoiced together with an administration charge.

RIGHT OF APPEAL

If you disagree with anything that you have been charged for, then you have the right of appeal. Please refer to our complaints procedure which is available from our website:
uwe.ac.uk/making-a-complaint

DAMAGE

Damage is considered to be any deterioration to the property over and above that which is accepted as 'fair wear and tear'.

Some damages are easy to identify – e.g. where items have been broken. Some damages are less immediately obvious – e.g. marks left on walls due to use of blu-tack.

Any damage should be reported to Accommodation Services immediately. We will need details of the person(s) responsible for causing the damage – once a repair has been organised those responsible may be invoiced for the damages

INSURANCE

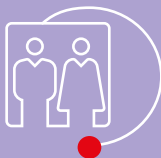
Whilst living in university managed accommodation **your possessions are automatically insured** by the Campus Block Halls Policy. You do not have to do anything, your possessions are insured from the day you arrive. However there are different levels of insurance.

Please make sure that the level of cover provided is adequate – you can arrange extra cover with the same company if you need to.

Full details of the cover provided and the optional extensions available are provided online at uwe.ac.uk/insurancecover email: blockhalls@cover4students.com or phone **+44 (0)870 99 08590**.

TOP TIP

Bicycles are not included as standard in the insurance policy, please upgrade if you wish to bring your bike to UWE.



TRANSFERRING PROPERTIES OR ROOMS

It is important that you allow yourself time to properly adjust to University life and settle into your accommodation. However, if you feel unhappy, please speak to your Accommodation Manager, who will work with you to find a solution.

Common questions

CAN I SMOKE OR VAPE IN THE ACCOMMODATION?

No – smoking and vaping is prohibited in any part of the building/flat/house/room, but smoking shelters are provided.

CAN I BRING MY OWN CAR AND PARK ON CAMPUS?

No – parking is not permitted on Frenchay and there is very limited parking at The Hollies and on Glenside Campus. View our parking policy go.uwe.ac.uk/carparking

CAN I GET A REFUND IF I GO HOME DURING THE HOLIDAYS/OR BEFORE THE END OF MY CONTRACT?

There is no refund of licence fees whether you go home during the holidays, are absent through sickness or if your academic programme finishes before the end of the licence period.

WILL I NEED TO CLEAN MY ACCOMMODATION?

Yes – you are responsible for keeping your accommodation clean and tidy and reporting all maintenance and damages.

CAN I CHANGE MY ROOM?

Yes – but you may not change rooms or accommodation without prior permission from Accommodation Services. Transfers are subject to availability.

WILL I GET ASKED TO MOVE TO ANOTHER ROOM OR ACCOMMODATION?

It is unlikely that the University would ask you to move to alternative accommodation but we reserve the right to do so if it is absolutely necessary. For example if you have received a final warning you might be transferred to alternative accommodation.

WILL I NEED TO PAY FOR DAMAGES?

Yes – if you cause any damage, by accident or on purpose.

WHAT IF I BREAK THE CONDITIONS OF MY LICENCE AGREEMENT?

You must not behave in an anti-social manner e.g. make excessive noise, use drugs, deliberately activate a fire alarm unnecessarily, have visitors or damage your accommodation. Breaking the terms of your licence could lead to disciplinary action or legal action by the University. Details can be found at: **uwe.ac.uk/expected-conduct**

DO I GET A REFUND IF I AM ASKED TO LEAVE THE UNIVERSITY ACCOMMODATION?

There is no refund of licence fees if you are asked to leave the accommodation for breaking the terms and conditions of the licence.

Health

SEEING A DOCTOR

- It's a good idea to register with a doctor (also known as a GP) while attending University.
- You can register with either the University Health Centre (based on Frenchay Campus) or The Old School Surgery (Fishponds) and be seen at either location.
- You'll need to register online before booking an appointment. Activation after registering online normally takes around 48 hours.
- The University Health Centre is a NHS establishment on Campus and the closest surgery for those living on Frenchay Campus.
Telephone **+44 (0)117 32 86666**.
uwe.ac.uk/healthcentre
- The Old School Surgery is a local health centre in Fishponds and the closest surgery for Glenside and The Hollies. Telephone **+44 (0)117 965 3102**.
oldschoolsurgery.org.uk
- If you don't live on campus, you can still register at the University Health Centre or the Old School Surgery – or you can find your local doctors' surgery by entering your postcode online: **nhs.uk**

If you're an international student, you may need to pay a healthcare surcharge (called the 'immigration health surcharge' or IHS) as part of your immigration application. You can find out if this is applicable to you here: **uwe.ac.uk/international-health-surcharge**

NHS WALK-IN CENTRE

A **walk-in centre** offers access to a range of treatments, **dealing with minor illnesses and injuries**. Including: infections and rashes, stomach aches, vomiting and diarrhoea, minor cuts/bruises, minor burns and strains.

The nearest Walk in Centre is Broadmead Medical Centre:

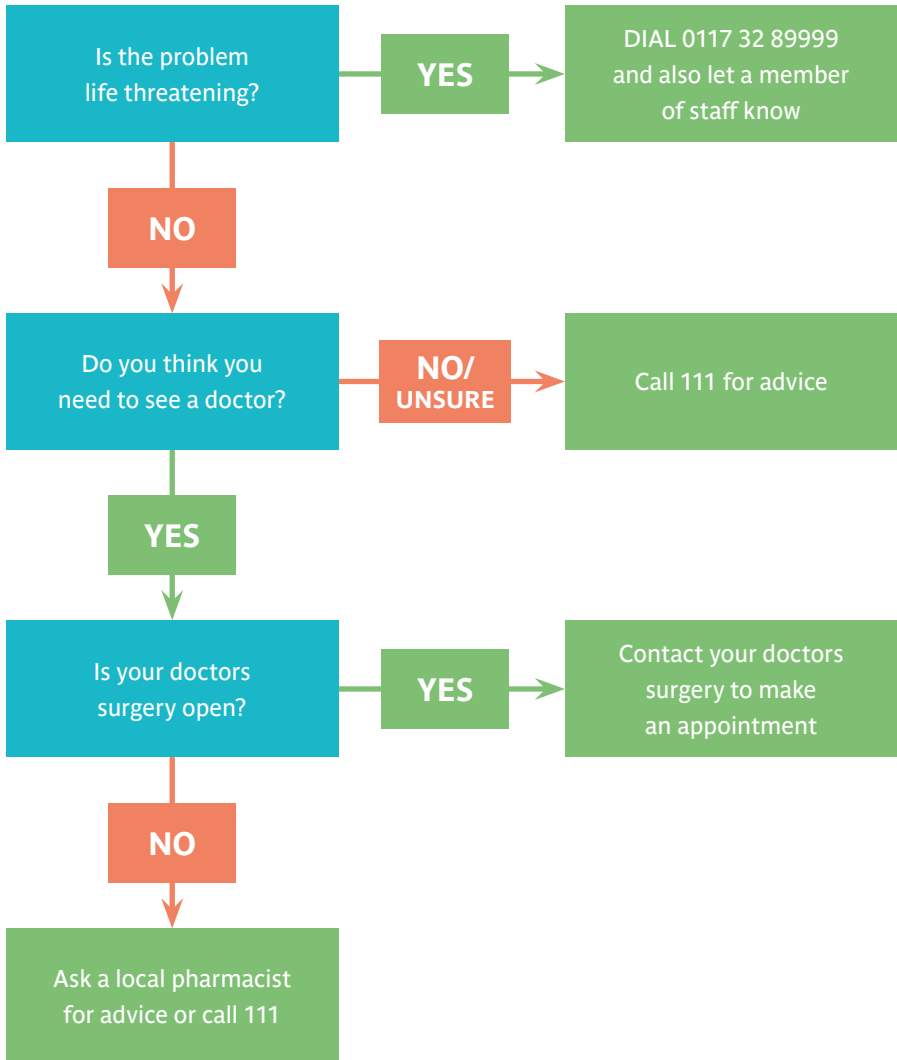
- 59 Broadmead, Bristol, BS1 3EA
- Telephone: **+44 (0)117 95 49828**
- Open Monday to Saturday
08:00–20:00
- Open Sunday and Bank Holidays,
11:00–17:00 (except Christmas Day and Easter Sunday)

Local pharmacies may also be able to help with many minor illnesses.



For 24 hour medical advice you can call NHS 111.

Health problems



Accidents

For Emergency Services (including life threatening health problems or accidents) call **0117 32 89999** from a mobile phone or **9999** from a campus telephone.

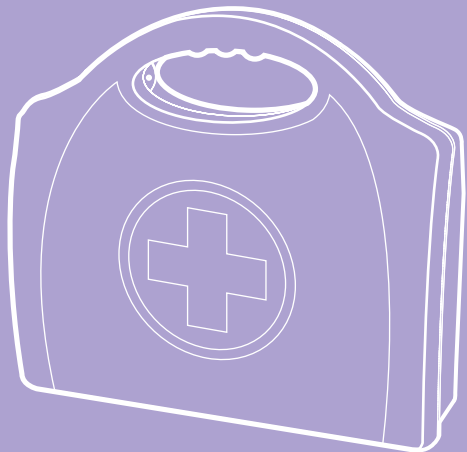
REPORTING ACCIDENTS

All accidents causing injury or near misses in University accommodation must be reported as soon as possible so that we can take steps to prevent a recurrence.

- If an emergency occurs, contact Customer Services in the first instance.
- Our Security Team provide emergency cover 24/7. If you need them, call **+44 (0)117 32 86404**.

In the event of an emergency you should make every attempt to contact a member of staff or the emergency services. Make sure you don't risk injury to yourself or others.

Following an incident you may be asked to complete an accident report form with your Accommodation Manager.



Health issues

MENINGITIS

A classic symptom of meningitis is a blotchy rash that doesn't fade when a glass is rolled over it, but this doesn't appear in all cases.

If you, or someone you know is ill, and you suspect meningitis, contact a doctor immediately. If a doctor isn't available go straight to the nearest hospital. For more information or support contact:

Meningitis Now Helpline
+44 (0)808 80 10388 (24 hours).

You should also notify an Information Point (**+44 (0)117 32 85678**) or Accommodation Services as a matter of urgency to ensure that other students can be informed of the risk.

Meningitis signs and symptoms:
uwe.ac.uk/meningitissignsandsymptoms

MUMPS

Mumps is an acute viral illness that causes fever, headache and painful swollen glands. It can also lead to more serious conditions. It is spread through coughs and sneezes and direct contact through saliva.

If you have only had one of the two MMR doses required, **you are advised to visit your GP** to get a second FREE dose as soon as possible.

To find out more,
see uwe.ac.uk/healthcentre

CORONAVIRUS GUIDANCE

We are following government guidance and university health and safety guidance to ensure that the University can stay open and safe. Please make sure you continue to check your UWE Bristol email, Blackboard and the coronavirus guidance pages by visiting uwe.ac.uk/news/coronavirus. The guidance pages are being kept updated with Frequently Asked Questions and are the best source of general information.

MENTAL HEALTH

The Wellbeing Service offers support through counselling, mental health and specialist mentoring appointments.

The Wellbeing Service provides support for students who may be feeling overwhelmed, anxious, depressed or finding things a bit difficult at the moment.

Please visit uwe.ac.uk/wellbeing for more information about how to register with the Wellbeing Services and what's on offer.

Online counselling is available via Kooth Student (24/7) – you just need to register with your UWE Bristol email address. uwe.ac.uk/kooth

FEEL GOOD

The University offers a wide range of **health and wellbeing activities** throughout the year, most of which are free. There's plenty to get involved in from social sports, colour runs to wellbeing and emotional resilience workshops. Find out more at: uwe.ac.uk/feelgood



DENTIST

There are two types of dental care available – private and National Health Service (NHS) funded. All dentists will provide private dental care but not all will accept NHS patients. **For emergency information** and/or treatment call +44 (0)845 12 06680. A full list of all dentists in the Bristol area is available at nhs.uk

Student support

If you have any questions, however big or small, the Information Points have the answer – or know someone who does!

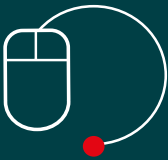
You can access all of the University's support services through an Information Point.

infopoint@uwe.ac.uk

+44(0)117 32 85678

uwe.ac.uk/life/campus-and-facilities/information-points

Feedback



GETTING IT RIGHT

We welcome suggestions on how our accommodation or service could be improved. There are suggestion boxes at customer services desks, or you can email us with your ideas at **accommodation@uwe.ac.uk**

UNIVERSITIES UK CODE OF PRACTICE FOR THE MANAGEMENT OF STUDENT HOUSING

The University has committed to the Universities UK Code of Practice for the Management of Student Housing in respect of its accommodation sites at Glenside Campus, The Hollies, Wallscourt Park and the Frenchay Student Village.

The code aims to promote best practice over a range of management activities including; health and safety standards; maintenance and repair regimes; environmental quality; landlord and tenant relationships; student welfare and anti-social behaviour.

Information about the code and details of the full code can be viewed on the Universities UK website at [go.uwe.ac.uk/accommodationukcode](https://www.universitiesuk.ac.uk/accommodationukcode)

A complaints procedure external to the University exists in respect of breaches of the Code, should any complaint not be resolved through Accommodation Services or University complaints procedures.



UWE Bristol Accommodation Services
1US, University of the West of England
Frenchay Campus
Coldharbour Lane
Bristol BS16 1US
UK

ACCOMMODATION SERVICES



uwe.ac.uk/accommodation

Email: accommodation@uwe.ac.uk



Telephone: +44 (0)117 32 83601