

# WELCOME

## SETTLING INTO YOUR NEW HOME



### A GUIDE TO LIVING IN UNIVERSITY ACCOMMODATION





“THE FACT THAT ACCOMMODATION WAS WITHIN A VERY SHORT WALKING DISTANCE OF THE UNIVERSITY WAS GREAT FOR ME.”

Sammy-Jo, *Former student*

## SETTLING IN

Welcome to the University of Worcester! We hope you will enjoy your new home here and that your flat-mates become firm friends during your time together.

You'll join many fellow students who choose to live in Halls of Residence or off-campus University-managed accommodation.

We're signed up to the Universities' UK/Guild HE Code of Practice for the Management of Student Housing, which sets out good practice and mandatory requirements for student housing – so you can rest assured that your new accommodation is high-quality.

This guide is full of top tips and key contacts to help make your stay as good as possible.



“MOVING INTO HALLS WAS AN EXCITING MOMENT,

the start of my university adventure. It was the first time I'd lived away from home - although it was a rather nervous moment walking into a flat with five strangers I would spend the next year with, I have made so many good memories here.”

Katie Jane, *First-year student*



## INDUCTION INFORMATION

Induction and fire safety information has been emailed to you. Please ensure that you read these carefully and keep them safe for future reference. We will update this information throughout your stay.

## COVID AWARENESS

The flat / house you are occupying is your accommodation bubble. Until further notice residents are not permitted to have external visitors or overnight guests within accommodation, this includes students from other university managed accommodation. If you are required to self isolate please update your sole page. Check your emails and our website on a regular basis for updates.

If you have any queries or concerns contact us on [accommodation@worc.ac.uk](mailto:accommodation@worc.ac.uk) or call 01905 855300.



## SUPPORT WITH SELF-ISOLATION

We will support you through your isolation period and keep in regular contact to ensure that you and your flat/ housemates are all safe and well.

**Post** - If you have any essential post items during your self-isolation period, please email [postalenquiries@worc.ac.uk](mailto:postalenquiries@worc.ac.uk) to advise us of this. We will assist with any essential post that needs to get in or out of your flat.

**Food Delivery** - If you need a food delivery while self-isolating, please arrange an on-line delivery between 9am and 5pm and let us know the time and we will ensure that your delivery is left outside of your flat.

**Rubbish Removal** - Your Campus Services team will do a sweep of all blocks where flats are self-isolating each morning. Please put your bin bags outside of your flat door last thing at night. Make sure you double bag any waste or recycling before putting it out.

Need to chat? Your Residential Life Team will Zoom call your flat to check in with you if. Please also follow them on social media for details of indoor activities. Need Help- Contact Security 24/7. 01905 855000 / 07977 973956.

## ACCOMMODATION SUPPORT

There are lots of people who are available to help with accommodation queries at the University of Worcester.

### RESIDENTIAL LIFE TEAM

Our Residential Life Team are here to support you. They can help you settle in, find your way around and can signpost you to University regulations and support services.

The Residential Life Team can also act as a mentor on a 1-1 basis.

You can get in touch with the Residential Life Team by emailing [ResidentialLife@worc.ac.uk](mailto:ResidentialLife@worc.ac.uk) or Instagram [rlt\\_worc](https://www.instagram.com/rlt_worc) & Facebook [RLT UoW](https://www.facebook.com/RLTUoW)

### CLEANING TEAM -

During semester time, our cleaning team will clean and sanitise your communal areas 3 times per week\*. This includes communal bathrooms, kitchens, halls and communal stairwells.

Cleaners won't take out your rubbish or recycling, so it's a good idea to make a rota between you to keep up-to-date with this. Cleaning rotas are available from your Residential Life Team.

### SECURITY TEAM -

Our Security Team are available 24/7 and can be contacted via Main Reception at both campuses (St John's 01905 855000 and City Campus 01905 542444), or on 07977 973956, which means you'll always have someone to speak to if you're worried about something.

### FIRSTPOINT

Firstpoint is situated in the Pierson building on St Johns Campus. It is your first point for all study, wellbeing and financial support.

### UNIVERSITY POLICE COMMUNITY SUPPORT OFFICERS -

The University has two dedicated PCSOs - Jamie Denning and Natasha Harris - who are often around on campus. You can also contact them on 01905 542629.

### ACCOMMODATION HUB -

Your Accommodation and Residential Life Team are available to speak with at the Accommodation Hub on St Johns Campus Monday to Friday 8.30 am -7.30pm and Saturday and Sunday 10am-1pm) and The City Hub, next to City Campus Reception Monday to Friday 4.30pm-7.30pm and Saturday and Sunday 10am-1pm. You can also contact the Accommodation Team on 01905 855300 or via [accommodation@worc.ac.uk](mailto:accommodation@worc.ac.uk)

If something is broken or not working in your Halls of Residence, you can log a job on our Maintenance Portal. This will be picked up by the relevant team at the University, who will then deal with your query. You can access the portal by logging onto your student home-page and then the student app portal.



## “LIVING ON CAMPUS, IN SUCH A SAFE, FRIENDLY AND SUPPORTIVE ENVIRONMENT

really helped me to learn how to live on my own, step by step. It was a nice transition from getting help from my parents for many things to sorting out everything by myself.”

Dina, *Former student*



It's easy to walk to many other places within Worcester too – take a look at our handy map and our City Guide, both in your Welcome Pack, for supermarkets, shops and other facilities nearby.

## LIVING IN HALLS- TOP TIPS

Below are some top tips on how to keep your new home safe and happy:

- Familiarise yourself with the Fire Action Notices around your house or flat, and make sure your fire doors are closed at all times – these include your kitchen, bedroom and flat doors
  - Keep up-to-date with emptying your rubbish and recycling (see [worchester.ac.uk/accommodation](http://worchester.ac.uk/accommodation) for more details)
  - Keep noise to a minimum between 11pm and 8am to avoid disturbing others
  - Remember to lock doors and windows before leaving your flat
  - If you're watching or recording live TV, you'll need to purchase a TV licence – whether it's on a PC, mobile phone or television. You can find out more at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)
- For more top tips and useful information, visit our website – [worchester.ac.uk/accommodation](http://worchester.ac.uk/accommodation)

## KEY FACILITIES ON CAMPUS

There are plenty of useful facilities right on campus, which are available for you to use whether you are living in Halls or in off-site University-managed accommodation.

These include:

- Launderettes – equipped with washers and dryers at both St John's and City Campus. Download the Circuit Laundry App to monitor your washing (Android and iPhone). Laundry facilities are open 24 hours a day.
- Post Room – Campus Services will deliver letters to Halls of Residences, and if you receive an item via recorded delivery or a parcel, you'll receive a notification from them to let you know where to collect this from. You can send pre paid post from the Hines Building on the St John's Campus and from the reception of the Charles Hastings Building at City Campus too
- Gym Facilities - We have gyms at both the St John's and City Campus, and gym membership is free to anyone living in University-managed accommodation, so why not try it out? See [worchester.ac.uk/gym](http://worchester.ac.uk/gym) for more information.
- Shop – Our on-campus shop at St John's Campus stocks plenty of your basic day-to-day items plus additional things such as stationery, University branded clothing and cards.
- Cafés and catering – We have plenty of options for a bite to eat on campus. Our 'MADE' canteen on St John's Campus offers a selection of hot and cold food, and the Starbucks Café at City Campus and Elgar Café at St John's Campus are great places to go for a snack or to catch up over a coffee.
- Bike storage and car parking – We have over 400 locations throughout the St John's Campus, as well as ample storage at City Campus, where you can secure your bike. See the map at [worchester.ac.uk/bike](http://worchester.ac.uk/bike) If you don't already own a bike, why not join our bike loan scheme?
- If you want to bring your car onto campus, you'll need to pay for parking. You can order a student parking permit for the term – visit [worchester.ac.uk/student-parking](http://worchester.ac.uk/student-parking) for more information.
- Internet Access – Your Internet access is provided by Glide, (University Managed Halls. Full details are on your communal notice boards. University Managed Housing WiFi details are available within your property.
- Library and 24/7 access to computer rooms – As well as our award-winning library, The Hive, which is open between 8.30am and 10pm daily and is just a short walk from campus, you can also access a computer any minute of the day via the Peirson Study & Guidance Centre with your student ID card. Please check our website for opening times during the current restrictions.



“ONE OF THE  
BEST CHOICES  
I’VE MADE WAS  
GETTING A  
ROOM IN HALLS.

I love living right on campus. Everything is really close by – not just my classes, but the great friends I’ve made here too. And living with fellow students is one of the best parts of Worcester life for me. Plus we get free internet access and gym membership too.

*Ashley, First-year student*



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[worchester.ac.uk](http://worchester.ac.uk)