UNLOCKING YOUR NEW HOME

HALLS GUIDE
2019/20

Find out more
www.southampton.ac.uk/welcome
accommodation@soton.ac.uk
A warm welcome from Residential Services

Welcome to our community here at the University of Southampton. This guide will provide you with everything you need to know about Halls life during your stay here.

We want you to feel part of our residential community. Our aim is to help you reach your academic potential and to develop personal skills that will allow you to live and work independently. We know that moving into Halls is a big step, and you can be safe in the knowledge that you will always be supported by a full team of professional services from across the University.

All of our Halls are managed in accordance with the UUK code of practice for student accommodation. You can find out more about what that means at www.thesac.org.uk

We hope that each of you have an enjoyable stay in your accommodation and we look forward to meeting you all over the course of this coming year.

Emily Harrison - SUSU

Hi, I’m Emily, and I’m the President of the Students’ Union - SUSU for the academic year 2019/20.

As a Union, we are here to represent and support you throughout your entire time at University. We do this through our five full time Sabbatical Officers (Of which I am one!) who are elected to lead the Students’ Union and make sure your views are heard. However, we don’t do this alone! We are supported by thousands of students who volunteer as course reps, block reps, Postgraduate reps. Want to get involved in making change? You can run for lots of these volunteer positions in our Autumn elections this October!

I wish you the best of luck with the rest of the year ahead, I’m sure you’re going to have a fantastic time! For more information on our Support services, and about everything else we do here at SUSU remember to check out www.susu.org

Martin Hand - Student Life

Hello! I’m Martin from the Student Life team, welcome to your new home in Halls.

I know that for many of you this will be your first time living independently and with that can come some unexpected new challenges. Our team are available here 24/7 all year round, even on Christmas day! So if you ever feel the need for a chat with a friendly face then just keep your eyes peeled for our purple hoodies around halls.

We also organise a bunch of events here at halls throughout the year, things like table tennis tournaments and video game nights. We hold a few bigger events for things like Earth Day and Lunar New Year so make sure to have a read of our bi-monthly newsletter to find out more about what’s happening near you.

My top bit of advice for each of you is to save our number into your phone now, (02380598180) you never know when you or your mate will need to give us a ring! Remember that we can be reached at any hour of the day or night, so don’t ever think it’s too late to give us a ring. If you would rather send us an email that’s fine too, our address is studentlife@soton.ac.uk. We can usually be found in our office so just ask for us at Reception.

Have a fantastic year at University, Martin.
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How do I connect to the Wi-Fi?

To connect your device to our wireless network you should look for the eduroam signal in your connection settings and click it. You will be taken to a log in screen which will ask for a username and password. Your username for eduroam is always your full university email address, including @soton.ac.uk e.g. ab3a17@soton.ac.uk

Your password is the same one you will have used to set up your online account.

Be aware that not all devices are supported at halls. Please make sure that your device is compatible or can use a wired connection before bringing it to halls. Read the box below for more information.

A lot of smart home devices don’t work on the University’s Wi-Fi network. This is because eduroam operates using the 802.1X WPA2 (Enterprise) protocol, rather than the 802.11 (home network) protocol. You can visit the self-help IT portal to find out more about the eduroam network and compatible devices.

What’s the Inventory Form?

Inside your welcome pack is a multi-coloured form which lists everything that should be in your room at the start of your lease.

It’s important that you get this filled in as soon as you can and bring it to your reception. If there’s anything you’re unhappy with about the condition of your room then write it into the form and we will pass it along to our maintenance team to resolve for you as quickly as we can.
Are Halls on Social Media?

You can find us on Facebook and Instagram throughout the year by searching for the pages listed below. We’re always posting helpful and useful information there and we run competitions and photo contests for our residents with some substantial prizes!

This year we’re also asking you to tag us in your freshers stories and posts using the hashtag #sotonfreshers

Search for ‘UOSResidences’ on Facebook & Instagram
Tag your Freshers photos with #sotonfreshers and join our online community

Settle in and meet your new flatmates!

Whether you’re moving in at the start of term or part way through the academic year, getting to know your new flatmates can be one of the best parts of moving into Halls.

If you’re arriving in September, welcome! Your flatmates will all be arriving on the same weekend and now is the perfect time to open your door and say hello. If you’re arriving later, in semester 2 or at another point you shouldn’t worry though. It’s always exciting to meet a new flatmate and you will make friends here really quickly, especially if you’ve brought pizza!

It can be quite a scary prospect to talk to new people but remember, everybody here is in the same situation. University can be an amazing experience and a chance to become the person you would like to be moving forward, so go for it!
How do deliveries to Halls work?

PARCELS - The reception team will record the delivery of any parcels and send you an email after they have been processed. Please wait to be emailed before coming to collect a parcel, even if you've received delivery confirmation from your courier, it might not be ready for collection.

LETTERS - Each Hall site has their own process for distributing letters, ask at your reception to find out the process at your site.

Please note - All post delivered to Halls is delivered to the Hall reception. To enable the reception team to quickly process your parcel, please add your student ID and full name on your delivery address when ordering online.

The name on your parcel matters - Make sure when you put your name on your parcel that you use your real, full name. When parcels arrive for a name that we don't recognise we have to return it. If you know that someone has sent you a parcel that uses a nickname or a different name to the one you gave us at the start of the year, let your reception know before it arrives.

Returning parcels from Halls - If you have arranged for a courier to collect and return an item from halls, it is your responsibility to print the relevant return label and bring the parcel to reception in time for the courier to collect it.

Did you know? In many halls your address can be found on the back of your bedroom door.

Example Address

ID: 27023112
John Smith
B215, South Hill, Glen Eyre Halls
Glen Eyre Road, Bassett
Southampton, Hampshire
United Kingdom
SO16 3 UF

Top Tip:
You can easily find out your address by searching for your Hall site in an online map service such as Google Maps.

How do I use my bus pass?

Students living in Southampton will receive a unilink bus pass as part of their welcome pack. When you receive your new bus pass, you will need to register it online to activate it.

You can do this by following the link printed on the card itself. Once you have registered it, you're free to go explore! Your pass can be used on any unilink or Bluestar bus in the Southampton area. For a full list of routes and live bus timetables check online or download the MySouthampton app.

Search for ‘unilink registration’
Search for ‘unilink routes’
YOUR FIRST WEEK

SUSU
LAUNDRY
RECEIVING PARCELS
HEALTH & SAFETY
FACILITIES
BOOKING A SPACE
YOUR FIRST WEEK

How do I report a maintenance or pest problem?

Reporting a problem in your flat is really easy, you don’t even have to leave your bedroom. Just log into SUSSED and find the Planon self service icon. If however, it is an emergency maintenance issue please contact your Halls reception.

Once you’re into Planon you should click the following options to register a problem within halls:

- **Maintenance Requests > Residential Property**

Make sure you read the red text that appears on your screen and click ‘yes’ to proceed. *Clicking ‘yes’ means that you’re happy for one of our contractor teams to pop in and fix your problem as soon as possible.*

On the next screen, select your issue from the various options and then fully complete the form that appears on the next screen. It’s really important that you provide as much detail about your problem here as possible so that we’re able to get the right person to come and fix it quickly.

Once you submit your request it will be given an expected completion date and a contractor from one of our maintenance teams will come along to fix it. If you would like to be around when our maintenance team visit you will need to talk with your reception during daytime working hours.

How do I set up a Student Bank Account?

Opening a bank account can take a couple of weeks, so it’s best to start the process as soon as you can.

You’ll need to set up an appointment at a bank that offers an account that interests you. If you’re unsure of what you need, there are many comparison websites online that can help you find the account that suits you best.

Different banks will want to see different documents when you go into your appointment, so it’s important to ask this when you book your appointment. Your Faculty Office will be able to produce a letter for you with the information you need to provide about your course and confirmation of your halls address.

If you want to use your new account to pay your accommodation fees, let the Student Services Centre know once your new debit/credit card comes through so that the payment can be made automatically on the installment due dates throughout the year.
YOUR STUDENTS’ UNION

What is the Students’ Union?

SUSU are there to make your student experience unforgettable. Their purpose is to support you and look after the academic interests of all students through their representation system, elections and Advice Centre. This support can include financial, accommodation and academic advice, as well as running clubs and societies, organising student events and more.

Meet your Halls Committee

Each Halls has a Halls Committee made up of two student volunteers, President and Vice President. Halls Committees represents all students and help with day-to-day issues, so if you have an idea or think there’s something that needs to change, get in touch! Halls Committee members are elected during the Students’ Union Autumn elections in November.

Supporting the Halls Committee are Block Reps. There is one rep per Halls block. They are there to help you settle into student life, get to know Southampton and make sure your halls experience is the best it can be.

Block Reps are student volunteers who live, or have lived in the same accommodation. Why not run as a Block Rep, and represent your fellow students?

Join a sports club or society

This is your chance to try something different. SUSU’s clubs and societies range from archery and performing arts to debating and life drawing.

Volunteer your time and give back to the community with RAG (Raise and Give), who organise fundraising events to benefit local, national and international charities.

Become a DJ or station manager at Surge Radio and SUSUtv, or try out journalism with one of the Union’s award-winning magazines, Wessex Scene or The Edge.

2019/20 SUSU calendar

**TERM 1**

**September** - Freshers’

**October** - Don’t rush to rent

**October** - Black History Month

**October** - RAG’s Jailbreak

**November** - Autumn Elections

**December** - Winter Graduation

**December** - Food Drive

**December** - Christmas Ball

**December** - Christmas lights switch on

**TERM 2**

**January** - Spring Elections Nominations

**January** - Refreshers

**January** – Look after your mate

**January** – You are More Than

**January** – How are we doing?

**January** - Housing and Life Skills Events

**February** - NSS Survey

**February** – SCA Month

**February** – Student Volunteering Week

**February** – LGBT+ History Month

**March** – Spring Election Voting

**March** – RAGs Big Give

**March** - Varsity

**March** – Graduation Information Event

**March** – World Mental Health Day

**March** – National Day of Unplugging

**March** – Academic Roadshow

**TERM 3**

**April** – Summer Elections

**May** – Athletic Union Ball

**May** - EVAs (Excellence in Volunteering Awards)

**May** - Academic Awards

**May** - Summer Elections Voting

**May** - The Union’s AGM

**May** – Rate Your Crib survey

**May** - You are More Than Halls BBQs

**June** - Summer Festival

**June** - Graduation Ball

**July** – Summer Graduation

**Weekly Events:**

Tuesday – Language Exchange in The Bridge

Thursday – Karaoke in The Stags

Friday – Three Pint Friday in The Stags

Saturday – Flamingo in The Stags

Sunday – Sunday lunch in The Bridge

Sunday – Quiz and Curry in The Bridge
At each hall’s reception there is a team of hardworking, dedicated people who work tirelessly to ensure you have a comfortable and pleasant time here.

During your stay these are the people who will look after you and keep your hall site clean and safe. Your reception team can help you with loads of stuff, some of which we’ve listed below.

Call reception by dialling **023 8059 5 777**

What can they help me with?

- Picking up your post & parcels
- Raising & scheduling maintenance jobs
- Managing site security
- Area/site knowledge
- Replacement keys & lock outs
- Printing
- Pointing you towards helpful University services
- Collecting parking permits

What can’t they help me with?

- Wi-Fi problems (contact iSolutions)
- Payment issues (contact Student Services)
- Interpersonal issues (contact Student Life)

The Online Store is part of the University’s website and is used to purchase additional items and services offered by halls. Additionally, if you have been fined for any reason during your stay here you will need to pay via the store.

Some of the items available for purchase include:

**BEDDING PACKS**

If you’ve forgotten to bring some

**REPLACEMENT KEYS**

In case you lose yours

**PARKING PERMITS**

So friends can drive over and stay

My courier has emailed to tell me my parcel is here. Why can’t I take it yet?

We have to keep an accurate record of everything that comes into halls to ensure that your parcel is safely stored and to help you track items that don’t arrive.

At busy times of year, such as the start of term, this can take longer because of the volume of parcels. Please be patient and wait for an email from us before enquiring about your post.

Please note that if you have a food delivery that is arriving at halls, you must be available to collect it yourself as we will not accept such deliveries for residents.
Help, I’ve locked myself out of my room!

It happens to the best of us! If you’ve made a mistake and locked yourself out, our team can let you back in if you can prove your ID. Just go to reception and let them know what has happened, if your ID is in your room just let them know and they can check it upon opening the room.

What should I do if I lose my key / fob?

Please visit your hall Reception with your University ID card and explain that you have lost your keys. You will need to purchase replacements for any lost keys, however, you can obtain a refund if you find the original key(s) within 7 days.

DO I NEED TO CLEAN?

Yes, there is a level of cleanliness that we expect you to uphold in your flat. This includes:

- Keeping all surfaces clear and clean - including dining table and worktops
- Washing up dirty kitchen items daily - use the provided housekeeping rota
- Ensuring all personal items are stored in your kitchen cupboards or room
- Keeping your fridges clean, disposing of any out of date items
- Mop, sweep or vacuum any mess on the floor
- Using the waste bins responsibly & recycling - see bin poster in kitchen
- When bins are full, taking rubbish bags to the external bin compounds
- Taking room rubbish straight to the external bin compounds
- Keeping corridors clean and clear of personal belongings
- Keeping your personal space clean & tidy including your bedroom & ensuite bathroom

To help you out our Domestic Services team will pop in once weekly to shared kitchens and twice weekly to shared bathrooms to:

- Deep-clean your oven & microwave
- Disinfect surfaces and sinks
- Vacuum and mop floors
- Clean furniture
- Wash walls including bin area
- Degrease cooker hoods (if applicable)
- Dust all areas
- Clean landings and stairwells
- Clean common areas and entranceways
- Clean shared bathrooms facilities where applicable

Please check your kitchen rota for Domestic Services work schedule.
FIRE SAFETY

Fires in halls are extremely rare but can quickly have a devastating impact. If you see, or genuinely suspect a fire, then raise the alarm by hitting the nearest alarm call point which can usually be found near the entrance to your flat or block.

WHAT YOU NEED TO KNOW:

In the event of a fire alarm, find your nearest fire exit and walk calmly to your fire assembly point – this information can be found on the back of your bedroom door but please ask at reception now if you are unsure.

You must only return to the building when a fire warden or security officer has authorised you to do so.

Fire safety is everyone’s responsibility, and you need to make sure you read the information poster in your kitchen, and the Halls Regulations to make yourself aware of what your responsibilities are in relation to this. To try and make this straightforward we have highlighted some of the day-to-day things you need to remember;

- Fire doors must be kept shut – This includes any with a Fire Door sign, and your bedroom door. Rather than propping your bedroom door open and shouting at someone across the corridor it’s much more social to all meet in the kitchen or common room together. (Just remember to close the door behind you)

- Practice evacuations are a necessity – These take place in the first semester and are a requirement of living in halls. We know that these can feel like an inconvenience but please cooperate during practice evacuations; this will honestly make them quicker and easier for everyone.

- Cooking and kitchen equipment – Nearly all fires in Halls start in the kitchen from cooking, or heated appliances. Don’t leave your cooking unattended, don’t obstruct the hob, and don’t use kitchen appliances in your bedroom.

- Fire safety equipment is there for emergency use only - It is there to protect you so please don’t break or misuse it. Intentionally misusing or tampering with any fire safety equipment e.g. covering smoke detectors or unnecessarily using fire extinguishers is actually a criminal offence as you are putting yourself and others at serious risk by doing so.

Please note that all of our buildings are strictly non-smoking. If you are found to be smoking indoors anywhere in halls you will face disciplinary action and a potential fine. You may additionally be required to attend a fire awareness course. When smoking outdoors you must stand at least 5 metres away from any buildings.
However you like to spend your time at halls, there are lots of different facilities on offer to you here. Below we’ve listed but a few of the things on offer, talk to your reception team to find out more about them.

### Bike Storage & Security

All residents can use the bike sheds, using either their ID card or a fob (fob access only at Gateway, Mayflower or Chamberlain halls).

The unilink office on Highfield Campus can add halls bike shed access to your ID card for free. Please note however that bike shed access at Highfield Campus costs £10 per year.

We also recommend that you buy a good quality D-lock for your bike as an extra precaution.

### Music Rooms

We have music rooms for you to use at both Glen Eyre and Wessex Lane halls. If you need a space to practice, simply pop in and ask about them at the reception of either hall.

### Common Rooms

Each of our halls have their own common room(s) equipped with comfortable seating and some leisure facilities. Each has a TV and at some of our sites we have pool tables, table tennis and more. As a resident you’re free to use any of the facilities in any of our halls.

### BBQs & Outdoor Spaces

Most of our halls have their own BBQ pits which you are free to book out and use. Mayflower, City Gateway and Archers Road however, unfortunately don’t have the space to facilitate them.

In the Summer time the BBQs are used almost every day, they are one of the greatest successes that have arisen from the end of year feedback questionnaire that we ask residents to complete. If you would like to use the BBQs we simply ask that you only use the designated BBQ areas and clean up after yourselves.

### Study Spaces

All of our Halls sites have their own study areas which are available for you to use as you need.

Glen Eyre has a study room in the newly renovated Main Building, Wessex Lane has the Connaught study area, Highfield Hall has study space in the upstairs lounge, Mayflower has the Learning Centre & Erasmus Park / Archers Road / City Gateway each have space to study in their respective common rooms too.

### Gym & Fitness

There are several gyms and fitness areas across the university which you are able to use. To use them you will need to become a member of Sport & Wellbeing. To sign up and for more information you can head to the Jubilee Sports Hall on campus.

> “Sport and Wellbeing”
There are lots of different things to do in halls, whether it’s booking a space in the music room or playing on the Student Life PS4 & VR kit. Your reception team will be able to loan you items such as pool cues and ping pong balls & bats and will usually ask you to leave your student ID at the desk whilst you use them.

Some of our facilities and spaces need to be booked out ahead of time however, such as a large BBQ of over 10 people or one of our large rooms such as the Main Hall at Glen Eyre. If you or your society would like to book one of these spaces please follow the below process to do so.

If you are looking to book out one of the larger bookable spaces, there is an online iSurvey which you must first complete to let us know more about your event. Once you have submitted the iSurvey and sent your risk assessment form to halls@soton.ac.uk we will review your booking request.

https://www.isurvey.soton.ac.uk/27927

Everybody living in Halls can take advantage of the comprehensive insurance cover that we provide via Endsleigh. If at any point you feel you would like to submit a claim to Endsleigh you will need to visit the website listed below and enter your University of Southampton policy number.

Please take the time to look over your policy and make note of what is and isn’t included in your cover. If you discover that one of your possessions is not covered by this policy, you can add it to your insurance package via the Endsleigh website for an additional cost.

Top tip:
TAKE PICTURES OF YOUR VALUABLES NOW

In most instances when you submit a claim you will need to provide evidence that you own the item(s) that you are claiming for. The best way to ensure that you have this in case you ever need it is to put all of your valuables out on your bed when you arrive and take a few photos of them.
THE YEAR AHEAD

University can be an amazing experience and we hope that you have the time of your life whilst studying here. Juggling the work-life balance can be tough though and it’s okay to feel a bit overwhelmed.

We employ a vast array of support staff here at the University to help make sure that you’re able to get the most out of your studies. If you’re ever in need of support whether it be academic, personal or otherwise then all you need to do is ask one of the teams below.

My overall day-to-day wellbeing

Who can help?
Student Life team - this team should be your first point of contact when something isn’t right. You can contact them at any hour on any day to chat through your issue.

What support is available?
Pop in to see them in their offices at halls or give them a ring

I’D LIKE SUPPORT WITH...

My health and wellbeing

Who can help?
Enabling Services

What support is available?
Enabling run a drop-in service at Building 37 for physical & mental health support including support for dyslexia
1pm – 3pm Monday to Friday - Term time
1pm – 3pm Mon, Wed & Fri - Out of term
7pm - 8pm Wed - Hartley Library
7pm - 8pm Thurs - Mayflower Halls

Significant, immediate difficulties

Who can help?
First Support team

What support is available?
First Support can help if you have significant difficulties. If you need to get in touch, call or email them to book an appointment
8am - 6pm Monday to Friday
I NEED...

A peer to talk during the evening

Who can help?
SUSU Nightline

What support is available?
Student volunteers are available during open hours for a chat (only available during term time)

8pm - 8am - Phone lines  8pm - 1am - Online Live chat

Some independent advice

Who can help?
SUSU Advice Centre

What support is available?
The Advice Centre is open each weekday and can give support on a number of issues including housing, finance & academic appeals

9am - 5pm  Monday to Friday - Term time

Academic skills support

Who can help?
Academic Skills workshops in Hartley Library

What support is available?
There are a wide variety of support services available in the library. Check out their website to see what is currently available

Any further support or advice

Who can help?
Student Services is a good first point of contact when you have an issue. They are located in building 37.

What support is available?
They can help you with issues involving student living, support & wellbeing and financial matters.

8.30am - 6pm  Monday to Friday - All year round
ROOM INSPECTIONS

A couple of times throughout the year, we’ll pop in to make sure everything’s ok with your room and flat. We’re mainly looking for health and safety-related issues (broken appliances, any issues with fire/security-related equipment & overall cleanliness), but will also let you know if you have any banned items in your room or if we need you to make any changes. For more information about banned items see your Halls Regulations.

You will be given 7 days’ notice before your inspection and will be issued with either a pass or a fail. Failure to pass a re-inspection will result in a charge so make sure to amend any issues raised during your inspection.

What if I have a complaint?

While we’ll try to make sure that everything runs smoothly for you, there might be points throughout the year where you need to let us know about something you’re unhappy with.

The first step is to let us know of the problem. Whether you speak to us or Student Life, we’ll try to resolve the issue quickly and with minimal disruption to you. Your reception is often the best place to start; speak to the staff there and they can point you in the right direction.

If you’ve spoken to us and feel that we’ve let you down by not resolving your issue, you can raise a formal complaint. This type of complaint must be made in writing and there’s a specific form you need to fill out -


If you register a formal complaint, we’ll get back to you with an outcome within 30 days. From there, you can make a choice of what to do using the guidelines in the link above.

CAN I WORK FOR THE UNIVERSITY?

Yes, you can! It can be really helpful to earn some money while you’re at University and many students find part-time work throughout the city.

If you’d like to work for any department within the University, you’ll need to register with Uniworkforce.

To register your interest in working for Residential Services at some or all of our annual events you can fill out this iSurvey:

https://www.isurvey.soton.ac.uk/26229
YOUR CONTRACT

When you signed your contract for your new Halls room you agreed to certain terms and conditions and were also told that as a member of the University Community you are expected to follow our rules as set out in the University Statutes, Ordnances and Regulations, including the Hall of Residence Regulations. If you haven’t already, you should go online to the University’s website and read these carefully as you will be expected to follow these rules whilst you live here.

Most of the regulations are common sense but understanding what is and what isn’t allowed can help you avoid getting in trouble during your stay. Breaking Halls Regulations can have serious consequences including fines and in serious instances could even lead to your expulsion from Halls or your course.

Can I sub-let my room?
The contract that you have made with us is legally binding, relates to you and is non-transferable.

If you are found to have sub-let your room to someone else, the person sub-letting the room may be asked to leave and you may remain liable for the rental payments.

Can I have guests?
You are very welcome to have guests stay with you in halls, it’s a lot of fun to show a friend around your new city! All we ask is that you let us know that they’re with you if they’re going to be staying for 3 days or more, please make sure they are aware of the Halls Regulations as they will need to follow them as well.

The only thing to remember is that your flats aren’t designed to house additional people for long, 7 days is the maximum that we will allow. Please be respectful of your neighbours, your guest is your responsibility!

Can I change my room?
We want you to be happy in your room and with your new flatmates, and know that it can be tricky adjusting to a new environment. We advise new students to give at least 6 weeks to try and settle in to their new surroundings. If you’re not sure that your room is the one for you, please engage with us but also allow yourself time to adapt.

If after this time you are really unhappy in your room or having difficulty in your flat, please contact our Student Life team. In exceptional circumstances they can assist you with a supported room move or advise on alternative options.

Can I loan my key / share my door code?
The simple answer is no! The security of you and your housemates is very important and the access information to your block should not be shared with anybody. We put a lot of effort into keeping your home secure and so we ask that you’re careful with your keys / fobs and codes.
WHAT ARE MY OPTIONS FOR NEXT YEAR?

Come back into halls - This September we allocated over 1000 of our rooms to people who wanted to come back and stay for an additional year in halls. For some people, that place is guaranteed (if you're a Non-EU international undergraduate student) whilst for others it's not. Either way, if you'd like to return to halls get your application in to us by January 2020. The exact deadline will be emailed to all residents nearer to the time. If we can’t house you, you’ll still have time to look at other options so don’t fret.

Move into a house or flat - This is the most common route for students after spending their first year in halls - you find a house with some friends that you made in first year and have a go at living in the real world! Residences have a website called SASSH where you can find properties and speak to other house-hunting students. There’s also loads of support available from our Students’ Union. Have a look at SUSU Lettings and speak to the Advice Centre once you’ve been sent your contract so that they can help you check it over.

Stay in private halls - Southampton is host to several different private halls in a variety of locations and at a variety of prices. You can find out more by looking on the SASSH Private Halls page, where we show you which halls in Southampton are under the ANUK accreditation scheme.
WHAT DO I NEED TO DO BEFORE I LEAVE?

It’s important that you leave your accommodation and return your key/fob by no later than 10am on the final date of your contract.

When you leave halls, all we ask is that you leave your room in the condition in which you found it. Once you have handed back your keys to us, any additional cleaning we may have to carry out in your room could incur a charge so make sure to clean up before you leave!

You can’t leave any property behind after the point of departure. Any property found around halls (including external areas and bike sheds) will have to be disposed of by halls staff. We can’t keep your property for you to collect later as we simply don’t have the space to do so.

You’ll need to take time to empty out your kitchen cupboards, fridge and freezer and clean up any residual mess in your kitchen and on the appliances.

If you want to donate any unwanted food and goods instead of putting them in the bin, there are stations for you to do just that. You can donate clothes, electrical items, non-perishable goods such as tinned foods and much more.

LEAVING HALLS EARLY

If you withdraw or suspend from your course, you are no longer eligible to remain in halls and must move out. From the date you notify us that you are leaving, there is a 28 day notice period for which you will be charged. Please ensure you notify Residential Services by email of your intended move-out date as soon as possible. Failure to do so could cause you to be charged unnecessary fees.

If you are not leaving your course, you are liable for the payment of your room rent up to the end of your licence, even if you leave earlier. If there are extenuating circumstances and you believe your contract should be ended earlier, please contact accommodation@soton.ac.uk. The team will discuss your situation with you alongside the possibility of applying for early release from your contract. Such applications are considered on a case-by-case basis, and are only granted in exceptional circumstances. Even if we can’t grant you an early release, we may be able to arrange a move to a more suitable room for you within our halls.
## Glossary

A list of common terms we use in Halls. Some of which you might not be familiar with.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accommodation portal</strong></td>
<td>This is the site where you can submit or change a new halls application, as well as view and accept any offers of accommodation you have been sent. You can also use the site to check due dates and amounts for your accommodation fees.</td>
</tr>
<tr>
<td><strong>Domestic Services</strong></td>
<td>This is the name we use to refer to the cleaning staff at Halls. The domestic services team help you to keep our Halls and your flat fresh and clean.</td>
</tr>
<tr>
<td><strong>Faculty</strong></td>
<td>Faculty is the term used to describe a specific educational department within the University. Your faculty are responsible for your teaching &amp; assessment.</td>
</tr>
<tr>
<td><strong>Fob</strong></td>
<td>A fob is an electronic key that allows access to a specific location in halls. Around a third of our halls use fobs whilst the rest use keys.</td>
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<tr>
<td><strong>GA</strong></td>
<td>GA stands for General Assistant. These are the helpful members of staff who you will likely see around halls helping keep things running smoothly.</td>
</tr>
<tr>
<td><strong>Halls Regulations</strong></td>
<td>This is the list of rules and the code of conduct that we expect you to abide by during your time in halls. You can find a link to these online.</td>
</tr>
<tr>
<td><strong>Intake</strong></td>
<td>The term used to describe the period right at the beginning of your contract in which you move in to halls. There are several intakes during each year.</td>
</tr>
<tr>
<td><strong>Licence</strong></td>
<td>We sometimes use the term licence when referring to your halls contract. Both terms refer to the contract that you have signed before you arrived at halls.</td>
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<tr>
<td><strong>Link Week</strong></td>
<td>This is the transition week between one academic year and the next. It predominantly affects pre-sessional &amp; 51 week contract students.</td>
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<tr>
<td><strong>Occupancy team</strong></td>
<td>Occupancy are the team responsible for the allocation of students into rooms and handle all issues &amp; queries concerning contracts.</td>
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<tr>
<td><strong>Outtake</strong></td>
<td>The term used to describe the period right at the end of your contract in which you are required to vacate halls and return your key or fob to us.</td>
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<tr>
<td><strong>Planon</strong></td>
<td>Planon Self Service is the program you will need to use in order to raise a maintenance request for your room. It can be found on the SUSSED homepage.</td>
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<tr>
<td><strong>Pre-sessional</strong></td>
<td>A Pre-sessional is a student who arrives during the summer before the autumn term to complete a pre-University English language course.</td>
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<tr>
<td><strong>RCP</strong></td>
<td>RCP stands for recurring card payment. It's important that you let the Student Services Centre know if you get a new credit/debit card so that the payment can be taken automatically on the due date.</td>
</tr>
<tr>
<td><strong>Residential Services</strong></td>
<td>This is the full name of the daytime team of Halls staff. The residential services team look after most things around halls including things like room allocations.</td>
</tr>
<tr>
<td><strong>Security</strong></td>
<td>The security team look after our Halls during the evening and you will likely see them in your Halls reception of an evening helping with queries or on patrol.</td>
</tr>
<tr>
<td><strong>Serviceline</strong></td>
<td>Serviceline are the University's frontline IT support helpline. They can help you with most IT related queries during your time here.</td>
</tr>
<tr>
<td><strong>SSC</strong></td>
<td>Visit the Student Services Centre (SSC) in Building 37 on Highfield Campus if you have questions about accommodation, fees, funding and ID cards.</td>
</tr>
<tr>
<td><strong>Student Life</strong></td>
<td>The Student Life team are the pastoral care team here at Halls. They are available 24/7 every day of the year should you need their assistance.</td>
</tr>
<tr>
<td><strong>Sub-let</strong></td>
<td>If you move out of your room and allow somebody else to move in without telling us then you are sub-letting. This is not allowed in halls and is considered a breach of your contract.</td>
</tr>
</tbody>
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The Year Ahead
KEY DATES

21 SEPTEMBER
The beginning of Welcome weekend, when the majority of students move in

14 DECEMBER
Christmas holidays begin – All our contracts include Christmas, so no need to vacate your room

MID JANUARY
Applications open to all current students, wishing to stay in halls for 20/21

MARCH
Summer accommodation contract extensions applications open

2019

07 OCTOBER
1st Accommodation payment due

06 JANUARY
Start of second term
2nd Accommodation payment due

21 MARCH
Easter holidays begin -
Students on 36 week contracts are required to move out over this period

13 – 18 SEPTEMBER
Move week - Residents on contracts ending in September 2019, with contracts for 20/21 academic year will move to/remain in their rooms during this week

13 JUNE
End date for students on 38 week contracts. Residents with this contract must move out no later than 10.00am on this date.

19 APRIL
Easter holidays end and students return
3rd Accommodation payment due

2020

12 SEPTEMBER
End date for students on 51 week contracts. Residents with this contract must move out no later than 10.00am on this date

01 JULY
End date for students on 40 week contracts. Residents with this contract must move out no later than 10.00am on this date
4th Accommodation payment due (51 week contracts only)