

RESIDENTS' GUIDE



USEFUL TIP

Save the useful numbers to your phone. If you directly call the emergency services, always let us know so we can arrange access to campus as soon as possible.

Welcome to UWE Bristol accommodation

This guide will 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 SERVICES

For general enquiries such as repairs, maintenance and lock outs you can visit our Customer Service Desks based in N Block (2N001), the Student Village and Wallscourt Park. Alternatively please call Accommodation Services using the number above and selecting option 1.

UNIVERSITY

Frenchay Security (24hrs) (including noise complaints)	+44 (0)117 32 86404
Glenside Security	+44(0)117 32 88515
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
Ask4 Internet	
– internet provider	0114 303 3232 support@ask4.com browser.co.uk/uwe/cant-live-without-internet_88139

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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;**

The Customer Service Desks are located in N-Block next to OneZone (2N001), Wallscourt Park and the Student Village.

ACCOMMODATION MAINTENANCE ASSISTANTS (AMTs)

We have a skilled team of AMTs who carry out planned and 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 Customer Services.

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

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

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 flat/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 Customer Services. Check your 'ready for collection' email for where to go to collect your parcel.

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

To contact the Post Team post team, please email accommodation@uwe.ac.uk or call **+44 (0)117 32 83601 (option 2)**.

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. You can collect your parcels from the Accommodation Office (1H27–Opposite The Hub) during 19:00–20:00 daily.

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.

Student Union 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

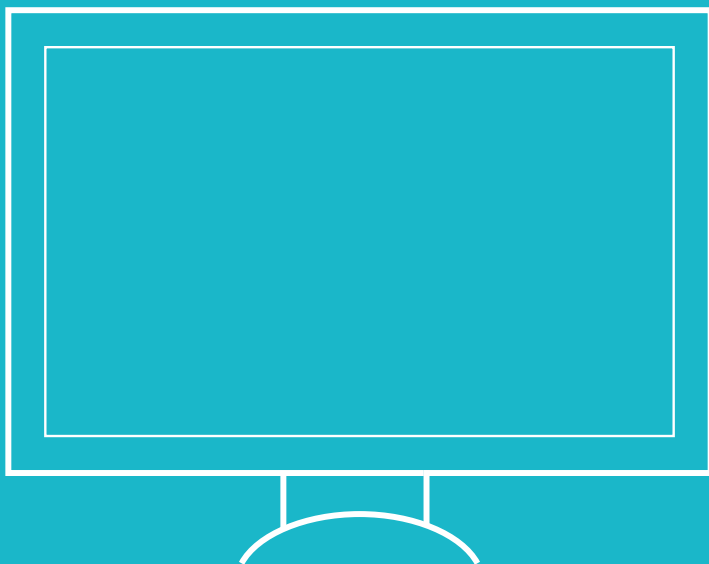
The operating instructions for the various appliances can be found in the communal areas of your flat/house. Please contact us if you have any questions.

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 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 **uwe.ac.uk/accommodation-repairs**

REPORTING DAMAGES

Report any damage that occurs in your property as described above.

That accidents happen from time to time. 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 inspections, 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 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](https://www.lovefoodhatewaste.com)

Sorting your waste and recycling correctly is important for lots of reasons:

- Regularly taking out your recycling takes the stress out of waste piling up in the kitchen.
- By separating your food waste from the general waste you're keeping valuable nutrients in circulation, and doing your part to reduce general waste tonnages.
- Please sort your recycling into the correct bins; cans and plastics go together, and paper and cardboard go into a different bin.

Recycling items should be placed inside the external wheelie bins loose or in a clear plastic bag. Please do not use black plastic bags for recycling. Using these will prevent the items from being recycled, and they will go to landfill.

You can avoid excess packaging by buying loose from the Student Union shop on Frenchay Campus Zero Waste shops: student discount ([thestudentsunion.co.uk](https://www.thestudentsunion.co.uk))



Material	Yes please ✓	No thanks ✘
Glass bottles and jars	All colours of glass bottles and jars	Ceramics Pyrex Wine glasses Beer glasses Non glass items
Cardboard	All boxes and brown card Cereal boxes Pizza boxes	Half eaten pizzas
Paper	Newspapers/Magazines/Note pads/Envelopes/ Letters	Beverage cartons (e.g. juice cartons) Non-paper items
Food scraps	Meat and fish – raw and cooked including bones Fruit and vegetables Dairy products Bread Rice, pasta and beans Uneaten food Tea bags and coffee grounds	Packaging of any sort Plastic bags Liquids Oil or liquid fat
Plastics	Empty plastic bottles Bottle caps Drinking straws Yoghurt pots Margarine tubs Coffee cup lids	Shrink wrap Carrier bags Bin liners Polystyrene Non-plastic items
Cans	Drinks cans and food tins 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 scooters 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 must 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. 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 and muster points when you move into the property.
- If you know or think that you won't be able to evacuate within 4 minutes, for example due to a medical condition and/or other significant circumstances, contact Accommodation Services so that we can discuss this further with you and put alternative arrangements in place where appropriate.

For further information about fire drills and disciplinary action 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. **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

Late night? Do it right.

Bristol is an amazing city to be a part of. A lot of you will be new to the area, and we want to give you some basic tips to stay safe and make the most of your time in the South West's liveliest city.



Ambient Vista Photography

- **Go out together? Come home together.** If you do have to split up, share your live location with your friends.
- **Take it easy and pace yourself.** The best nights out are always the ones you remember.
- **Don't be 'that' person.** If someone has said no, or is visibly uncomfortable, don't ruin their night by not respecting them.
- **If you see inappropriate behaviour, call it out** or report it to someone who can do something. Everyone deserves a fun and safe night out.
- **Keep your phone charged.** Make sure there is enough charge in your phone to book a taxi and make a couple of calls.
- **Make the most of the transport systems.** Bristol is connected with buses and taxi companies which can get you around the city at any time of day or night. Save your legs—home can be a lot further than you think!

Alcohol and Drugs

ALCOHOL

We know that alcohol can be a big part of student lifestyle. If you are drinking, we want you to have an enjoyable experience. That involves understanding your limits, making informed choices and knowing what support UWE Bristol can provide.

The Student's Union runs the Late Night? Do It Right campaign to make sure every night out you have is unforgettable: thestudentsunion.co.uk/community/late-night-do-it-right/

There are lots of alcohol-free events to get involved with at UWE. Whether it's something sporty, something social or something brand new to you, check out the events calendar.

uwe.ac.uk/events/search-results

DRUGS

UWE Bristol does not tolerate the possession, use or supply of illegal drugs or psychoactive substances at any of our premises. When you agreed to our Terms and Conditions of the Licence Agreement you stated that you

understood that you must not bring any illegal drugs or psychoactive substances (including NOS) to university.

However we recognise that some of our students may choose to engage in drug use, and so we operate a **harm reduction** policy. This prioritises the welfare and wellbeing of our community, lowers the risks of behaviours surrounding drugs, and gives access to support and accurate advice. Harm reduction is a policy that has been adopted across campus as well as in other institutions across Bristol.

Each case will be assessed individually and disciplined as appropriate.

If you chose to use drugs in UWE accommodation, you could be asked to leave our property.

If you're concerned about drug use, whether it be your own or someone you know, support is available through our Wellbeing Service:

uwe.ac.uk/wellbeing

Wellbeing

SUPPORT AVAILABLE AT UWE

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
- Disability Support:
+44(0)117 328 5678
- Serious Concerns:
+44(0)7788 725 507
(during office hours)
+44(0)7814 791 212
(out of office hours)
- SAM App:
Available for iOS and Android

If you or a friend gets into difficulty, call Security on **0117 328 6404** at any time of day or night.

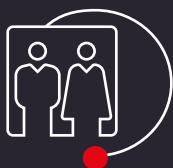
REPORT AND SUPPORT

Our **Report and Support 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.

reportandsupport.uwe.ac.uk



If you are burgled you must contact both the police and Accommodation Services immediately via 999 and/or 0117 32 89999.

External Support

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

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

SAMARITANS

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

116 123
samaritans.org

SWITCHBOARD LGBT+

Help line and online chat listening service for LGBTQ+

0800 0119 100
hello@switchboard.lgbt
switchboard.lgbt

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)117 942 0060
Email: hello@saricharity.org.uk
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)117 961 3065
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)117 342 6999
thebridgecanhelp.org.uk

Safe and secure

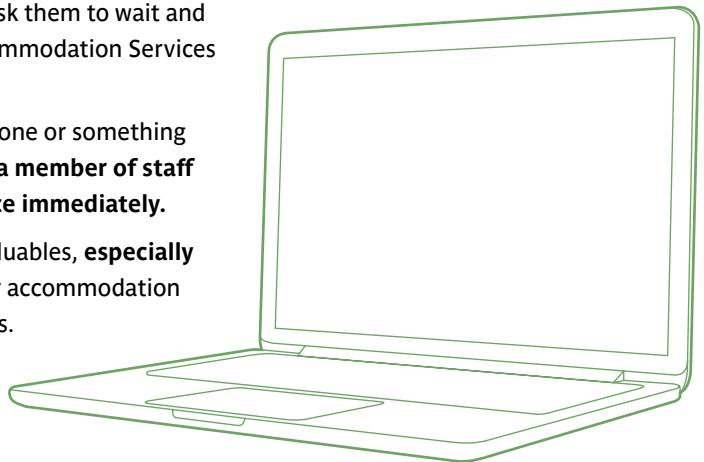
TIPS FOR KEEPING YOUR ACCOMMODATION SECURE:

- **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 immediately.**
- Do not leave valuables, **especially laptops**, in your accommodation during vacations.

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 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.



Behaviour

CONDUCT WITHIN UNIVERSITY ACCOMMODATION AND DISCIPLINARY ACTION

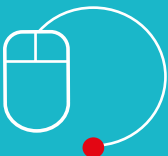
As a member of the University, and a resident of University accommodation, you are expected to work and behave, both within and outside the institution, in ways that reflect the University's values. This includes being considerate and respectful of others at all times, which for the majority of residents 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

Housekeeping

BE A GOOD HOUSEMATE

Living with other people, no matter who they are, can be a challenge as well as fun. Everyone is different, and with that comes some compromise. Make sure to talk everything over with your new housemates as soon as possible to iron out the creases.

Things to think about:

- **Washing up** – how long is too long to leave it?
- **Guests** – are you okay with overnight visitors? (more information on page 23)
- **Cleaning** – who's doing what and when?
- **Noise levels** – how late is too late and how early is too early?

Communication is key. Get together face-to-face and avoid passive-aggressive notes.

If you can't work it out together then our Accommodation Managers can help mediate the situation.

•

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.

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. We take complaints of unnecessary noise disturbance very seriously and may need to confiscate equipment if issues persist. Noise complaints must be made while the issue is happening or as soon as possible. This way we can resolve the issue there and then.

Behaviour

SMOKING

All University accommodation is non-smoking. 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, away from the entrances to buildings.

VISITORS

Residents are responsible for their visitors.

We require the following guidelines to be followed:

- All visitors must be signed in online. facilities.uwe.ac.uk/online/student/Accommodationvisitor.aspx
- 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.

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.

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.

Licence agreement and fees

ADVANCED RENT PAYMENT

When you were offered accommodation you were asked for a payment of £250. This was your Advanced Rent Payment which secured your accommodation.

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

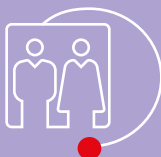
Whilst living in University managed accommodation **your possessions are automatically insured** by the Campus Block Halls Policy from Cover4Students. You do not have to do anything, your possessions are insured from the day you arrive. However there are different levels of insurance.

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/insurance** email: **blockhalls@cover4students.com** or phone **+44 (0)870 99 08590**.

TIP

Bicycles are not included as standard in the insurance policy. You should 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 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 – however you cannot change rooms or accommodation without prior permission from Accommodation Services. Transfers are subject to availability and depend on the contracts in place for all of the students involved. There may be a potential difference in cost, depending on the accommodation you are moving to. Our Admin team can advise you further about this.

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

- We strongly recommend you 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**

OUT OF HOURS MEDICAL CARE

Between 18:30 and 08:30 or during the weekend, if you're unwell you can get medical assistance by calling NHS 111.

For emergencies, always call 0117 32 89999 if you are on campus or 999 if you are off campus.

Pharmacies can often offer assistance and treatment of minor ailments as well as issue you with your prescriptions.

- Day Lewis Pharmacy – BS7 0QE (closed Sundays);
- Jhoots Pharmacy – BS7 9XA (closed at weekends)
- The Old School Surgery - BS16 2JD (closed at weekends);
- Superdrug - BS16 3UP;
- Boots - BS1 3EA.

HOSPITALS

Accident and emergency (A&E) units are very busy. You should only go to A&E if it is an absolute emergency.

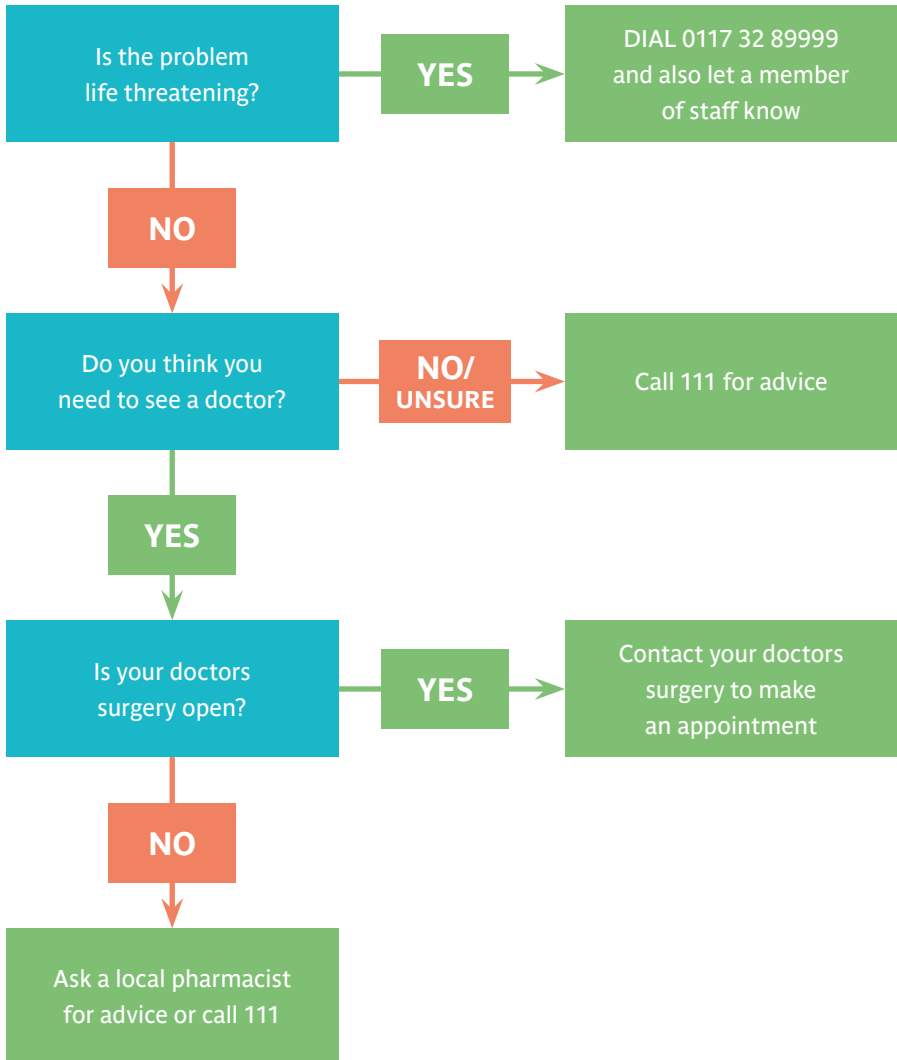
The nearest hospitals to UWE Bristol are:

- Bristol Royal Infirmary (BRI)–
BS2 8HW
- Southmead Hospital–BS10 5NB



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.

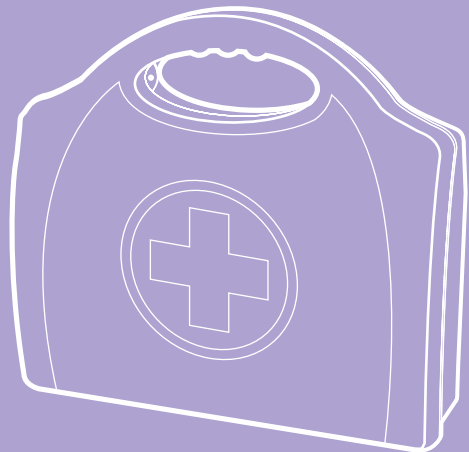
REPORTING ACCIDENTS

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 at any time of day or night, seven days a week. 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/meningitis

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



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

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.

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 and colour runs, to wellbeing and emotional resilience workshops.

Student support

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

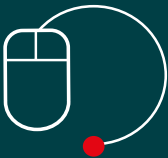
You can access all of the University's support services through an Information Point.

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
University of the West of England
Frenchay Campus
Coldharbour Lane
Bristol BS16 1QY

ACCOMMODATION SERVICES



uwe.ac.uk/accommodation

Email: accommodation@uwe.ac.uk



Telephone: +44 (0)117 32 83601