



THE HOLLIES STUDENT ACCOMMODATION SITE INFORMATION

179 bed spaces, 34 flats

The Hollies, Quarry Way, Bristol, BS16 1FU

uwe.ac.uk/accommodation

Your flat and study bedroom

- Flats are organised into rooms for groups of between three and eight students sharing plus two studio flats.
- Residents share a kitchen, a dining area and bathroom facilities.
- All accommodation is self-catering.
- All study bedrooms are single occupancy.
- Gas, electricity, water bills and ASK4 Internet services are included as part of the rent.

Kitchen/diner

Kitchen facilities comprise a built-in oven with grill facility, fitted electric hob, microwave, kettle and fridge/freezer (two fridge freezers are provided in flats of seven or more residents). You'll need to bring your own cooking utensils.

Communal areas also contain a dining table with stools and easy chairs and/or a sofa. You are also provided with a Hoover, ironing board, mop and mop bucket. You'll need to provide other cleaning materials yourself.

Study bedroom

All study bedrooms have a single or 3/4 size bed, wardrobe, desk with chair, chest of drawers, bedside table and bookshelves. The rooms are fully carpeted and curtained.

Bathroom facilities

Flats for five students or fewer contain one shower room which comprises of a shower cubicle, hand basin and toilet. An additional toilet and hand basin is also provided in these flats. Flats for six students or more contain two shower rooms.



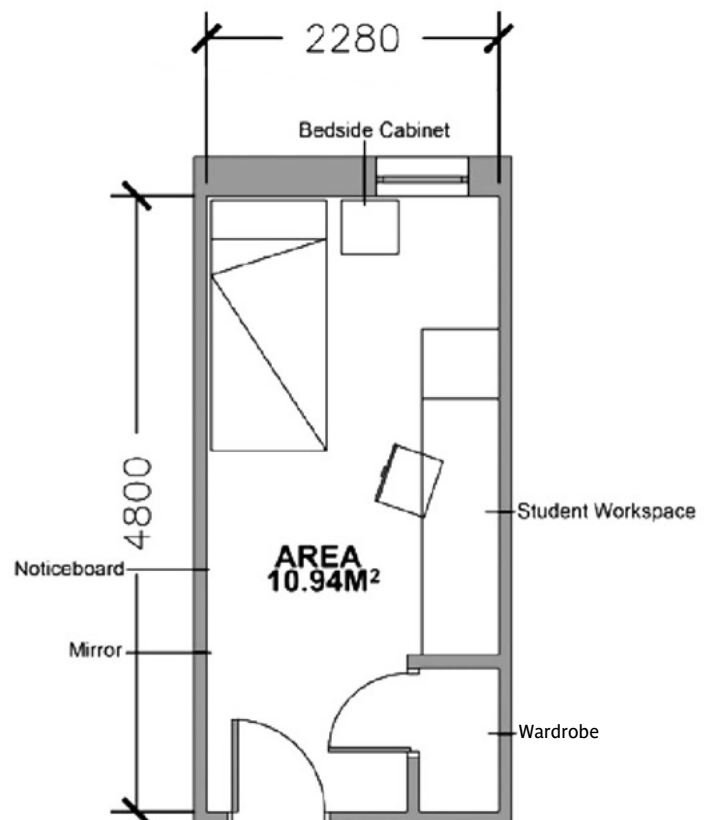
Heating

The Hollies heating system is supplied by Prefect and consists of an Iris Controller unit which enables residents to control the temperature and set it to their desired heating level. The unit also has a sensor which detects changes in temperature, whether a room is empty or a window has been opened.

For further information about how to use your heater please see the following user guide:

browser.co.uk/uwe/how-to-use-your-student-village-heater_97681

Typical room layouts



Other facilities

Laundry facilities

There's a launderette on site. This facility is operated with the use of a mobile app or laundry card if residents don't have a smart phone. See local signage for costs.

Car parking

There's a limited amount of student parking available in the main car parks on Glenside campus. Spaces aren't guaranteed and cars are left at your own risk. If you're planning to use one of these car parks, you will need to apply for a parking permit via myUWE.

Please note there is no parking on Frenchay Campus for residents unless you are a blue badge holder.

We work closely with the council, police and local residents to ensure that students do not park in nearby residential areas, promoting good community relations with our neighbours. It is also a condition of your Licence to Occupy.

Visitors parking

Visitors cannot park at The Hollies, however they can park on Glenside Campus between 09:00–17:00 Monday to Friday.

Students will need to contact travel.team@uwe.ac.uk and security@uwe.ac.uk arrange visitor parking. Details of the visitor and their vehicle will need to be provided. Please see uwe.ac.uk/parkingguidance for further information.

Parking for motorbikes and mopeds

There's no designated parking on site for motorbikes and mopeds, however these can be parked within the car park spaces at The Hollies. No permit is required.

Bicycle storage

Residents with bikes can use the lockable on-site sheds. Please contact Customer Services to arrange access.

Mail

Please ensure that your mail is properly addressed to include your flat number, it is also helpful to add your student ID number after your name.

- Each flat has its own post box located at the front of The Hollies Block 2 to which Royal Mail will deliver letters
- Post requiring a signature on delivery, large items or items from couriers will be delivered to the Glenside Porter's Office (1H19)
- Customer Services will email you once your parcel is ready for collection.
- You can collect your parcels from the Accommodation Office (1H27– Opposite The Hub between 13:00–18:45, Monday to Friday.
- Please do not sign for other people's mail—it should be collected by the addressee.
- It is an offense to open other people's mail
- The University cannot accept liability for any items of mail that fail to reach the addressee.

Shopping

The Students' Union at UWE runs a shop on Glenside Campus. Fishponds is the nearest local shopping area with several supermarkets including Aldi, Lidl and Morrison's, banks and a variety of local shops.

There are frequent buses to the city centre. For further information about public transport and the local area see: browser.co.uk/uwe/glenside--the-hollies-local-area-guide_121517

Access and loss of keys/fob

Access to The Hollies is via a fob for the block and flat front doors and key for your bedroom door. If you lose your key or fob a replacement will be provided by Accommodation Services for a small fee.

Replacement keys/fobs can be obtained from Customer Services during their opening hours: Monday to Friday, 13:00–18:45. If you lose your key outside of these hours, go to the Porter's Office (1H19) who will sort out the replacements.

Please do not keep your property address with your key/fob as this is a potential security risk; also do not lend your access key card to anyone else. If new locks are required you will be liable for all costs.

Staff

Customer Services

Customer Services is open daily between 07:00–19:00 and is located in 2N02 on Frenchay Campus, (next to OneZone). For assistance please phone **+44 (0)117 32 83601 (option 1)** or email accommodation@uwe.ac.uk

Accommodation Managers

Accommodation Managers are available from 08:00–19:00 seven days a week to help you with day-to-day management of your accommodation. You can contact them via Customer Services or email accommodation@uwe.ac.uk.

Campus Support Officers

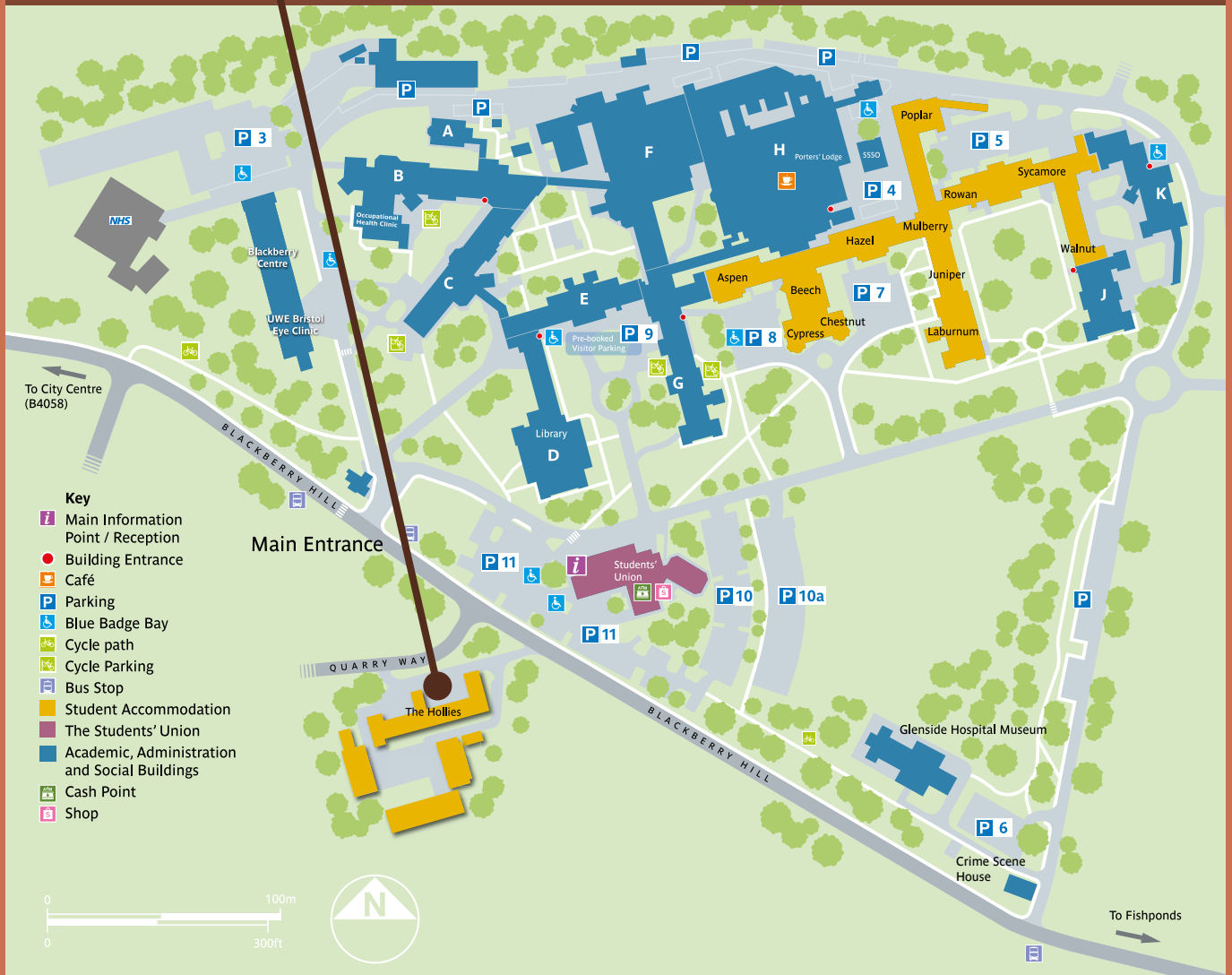
Members of staff working throughout the evening and weekend, who are available to help with fire alarm activations, noise complaints and patrol the campus to keep you safe.

Out of Hours Team

For support between 19:00–07:00 and at weekends please call 07814 791212. For further information see: uwe.ac.uk/life/health-and-wellbeing/get-wellbeing-support/out-of-hours-team



Location – Glenside Campus



Accommodation Services

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

uwe.ac.uk/accommodation
Email: accommodation@uwe.ac.uk
Telephone +44 (0)117 32 83601

