

STUDENT ARRIVAL INFORMATION



WE HOPE YOU ENJOY YOUR STAY

Here's a quick and easy guide with some important information that will help you settle into your new home.



COLLECTING YOUR KEYS

On arrival you will be able to collect your keys from the following:

City Campus Accommodation Hub Reception at Lomas Street from: Post Code WV1 1QU

Sunday 6th September 2026 - 9am - 5pm **(42 Week Licence)**

Sunday 13th September 2026 - 9am - 5pm **(37 Week Licence)**

Walsall Campus - Facilities Hub in the Jerome K Jerome (WA): Post Code WS1 3BD

Sunday 6th September 2026 - 9am - 5pm **(42 Week Licence)**

Sunday 13th September 2026 - 9am - 5pm **(37 Week Licence)**

To book an arrival slot please log into your [StarRez portal](#).

If you arrive after 5pm, please contact security on **01902 32 2106** to collect your keys.

Please contact your campus hub if you plan on arriving after **13th September** to inform them of your arrival date.

ACCOMMODATION RULES

We want to ensure that all our students enjoy their time in halls, so we've put together a set of rules that we ask everyone to follow and support.

If you are unsure about any of the rules and regulations, you can contact your [Hub Office](#)

Looking after each other

We have a zero-tolerance approach to bullying or harassment in halls. Everyone has a part to play in creating a respectful and welcoming environment so all students can enjoy their time living here.

If you ever feel unsafe while in halls, please contact your accommodation team. If it's outside of office hours, you can speak to security for support.

If there are any issues between flatmates, we encourage students to try and talk things through calmly and respectfully where possible. However, if the issue can't be resolved between you, or you don't feel comfortable raising it yourself, please contact the Accommodation Hub team and we'll be happy to help.

Looking after your flat

On each site we have cleaners who clean the common areas at least once a week, however, you are still responsible for:

- Cleaning the spaces that you use
- Taking out the rubbish and recycling using the correct bins
- Working with your flatmates to make sure the flat is kept clean.

If you feel like your flatmates are not helping, chat with them about it.

If this doesn't help, you can ask your Residential Hub Officer for advice on what to do next.



ACCOMMODATION RULES (continued)

Antisocial noise

Antisocial noise is any noise that unreasonably affects others living around you, such as loud music, parties, or activities like building furniture late at night.

Please be mindful of your neighbours and keep noise to a reasonable level at all times. Music and other loud noise should be turned off completely by 12:00am.

Guests

You are welcome to have one overnight guest for up to two nights, but this should not be on a regular basis.

Please make sure your guest is aware of the halls rules, as you are responsible for their behaviour while they are visiting.

When having an overnight guest, you must:

- Sign your guest into the overnight guest book, located at the Hub reception.

You must not:

- Give your guest your room or flat keys.
- Allow people you do not know into the halls.



Fire safety

- We take breaches of fire safety regulations extremely seriously. You must never tamper with fire extinguishers, fire alarms or cover smoke detectors. The equipment keeps you safe, and its misuse can put you and others in danger.
- Misuse of fire safety equipment will result in disciplinary action, which can affect your time in halls and your course.
- If you have a registered medical hold with us that may affect your ability to leave the building independently during a fire evacuation, a Personal Emergency Evacuation Plan (PEEP) and a risk assessment will be completed before your arrival in halls. This will be arranged as part of the accommodation process once your medical information has been reviewed, to ensure the appropriate support and procedures are in place.
- Remember to keep all fire doors, including your kitchen door, shut. They help to stop the risk of a fire spreading.

FIRE ALARM ACTIVATION PROCEDURE

1

On hearing the alarm, make your way to the designated fire assembly point. This information can be found in your flat corridor.

2

Where possible, remain with your corridor or flat bubble while evacuating the building.

3

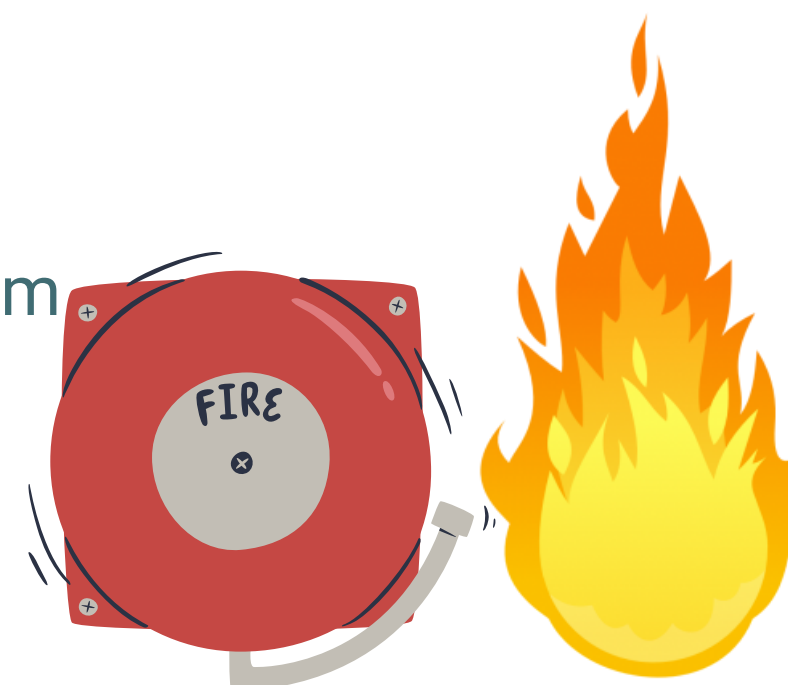
Once you reach the assembly point, remain with your corridor or flat bubble.

Fire alarm tests take place in the halls of residence to ensure our students become familiar with the assembly points and how to respond in a **fire incident**.

Below are the times the tests take place:

- **City Campus Lomas Street** – Sunday afternoons between 12 pm and 5 pm
- **City Campus North Road** – Sunday afternoons between 12 pm and 5 pm
- **Walsall Campus Student Village** – Saturday afternoons between 12 pm and 5 pm

The alarm will last from approximately 15-30 seconds. In the event it goes on longer, be prepared to evacuate.



WANT TO SET UP A DIRECT DEBIT?



To make online payments or set up a direct debit,
please visit the link below:

[https://www.wlv.ac.uk/apply/funding-costs-
fees-and-support/how-to-pay/](https://www.wlv.ac.uk/apply/funding-costs-fees-and-support/how-to-pay/)

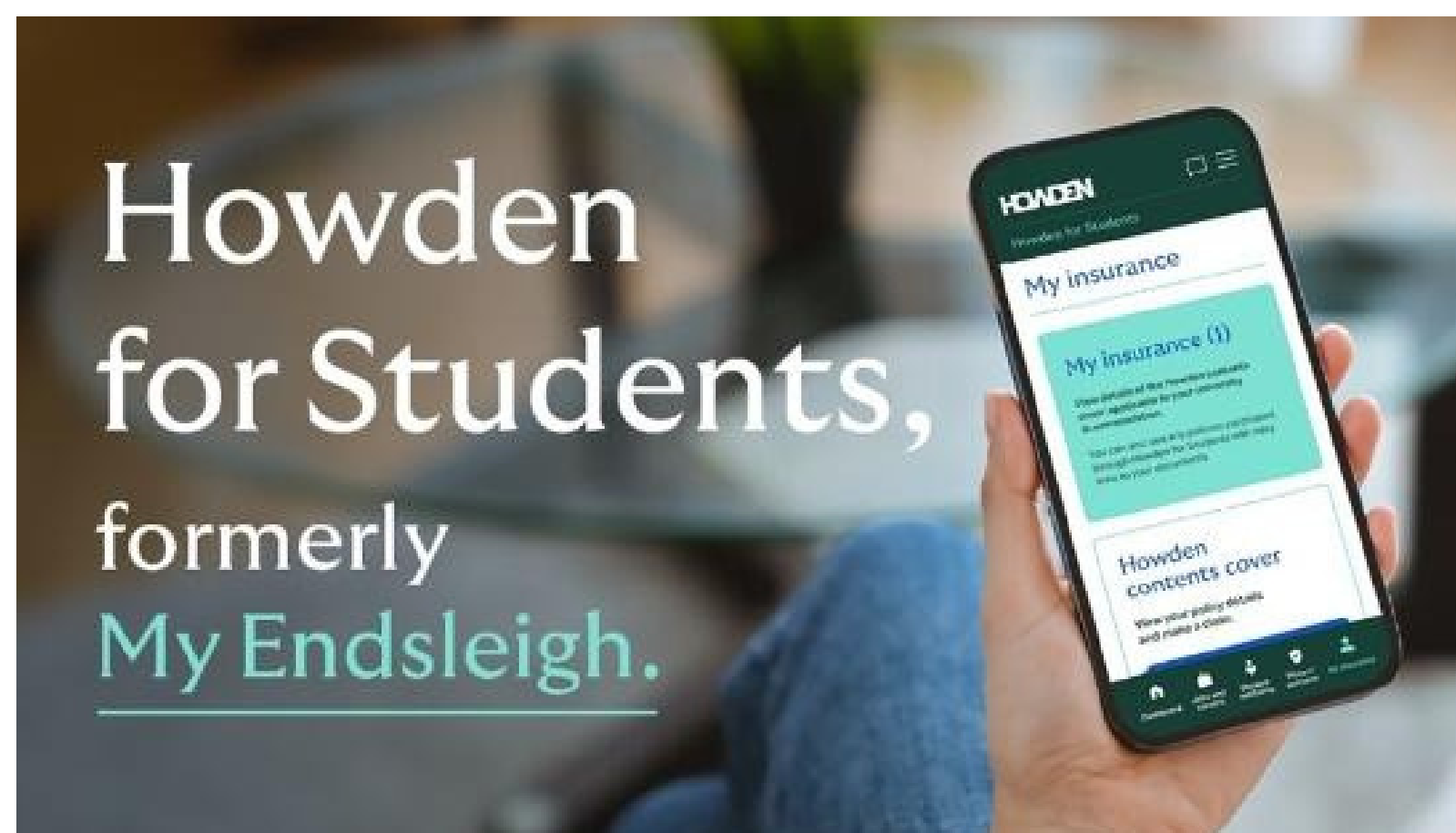
ACCOMMODATION INSURANCE

All of the university bedrooms are covered by **Howden Insurance**. Howden Insurance helps keep your possessions protected while you're at university and ensuring you and your belongings are covered while you're on holiday. Their student-friendly insurance is here for you when you need it.

You can upgrade your insurance policy by visiting Howden Insurance online.

To view the policy just visit:

[Howden Insurance Policy](#)



BRINGING YOUR CAR OR MOTORBIKE TO UNI?

There are limited parking spaces available at each accommodation site.

If you wish to bring your car or motorbike to university, you must bring your insurance and vehicle registration documents or have a copy ready.

When you move into your accommodation, the hub office team will need to scan the documents mentioned above. If you are sending these by email, please provide the team with your:

- Student name
- Student number
- Block name
- Room number

Please note: if not all information is supplied, car gate access may not be granted..

We will then give you access on your key fob to open the gates and park your vehicle.



TV LICENSING

- Whether your favourite TV show makes you cry with laughter or puts you on the edge of your seat, it's really important to know when you need a TV Licence.
- You need to be covered by a TV Licence if you're watching or recording television programmes as they're being shown on TV.
- This applies whatever device you're watching on – a TV, laptop, tablet, mobile phone or games console – and however you're receiving the programmes, whether via an aerial, satellite, cable or internet streaming.
- You'll also need a licence if you download or watch BBC programmes on demand – including catch-up TV – on BBC iPlayer (this applies to all the devices listed above).
- Please note: If you or one of your flatmates has a TV licence for their room, this will cover a TV in the communal area.
- It's the law, and anyone in accommodation who watches or records television programmes as they're being shown on TV without a valid TV Licence is at risk of prosecution and a fine of up to £1,000.



For more information visit the TV Licensing website at: tvlicensing.co.uk/studentinfo OR speak to your halls manager.

DON'T FORGET TO REGISTER TO THE LOCAL DOCTORS & DENTISTS

MEDICAL INFORMATION

It's your responsibility to register with a doctor and a dentist while you are at university.
NHS 111 has replaced NHS Direct. Telephone: 111 (24 hours) or visit NHS 111 online.

J WORSLEY

150A CALDMORE ROAD
WALSALL
TEL: 01922 623 144

BROADWAY MEDICAL CENTRE

213 BROADWAY
WALSALL
TEL: 01922 622 064

SEXUAL HEALTH CENTRE

HATHERTON CENTRE

HATHERTON STREET
WALSALL
TEL: 01922 775 040

WALSALL MANOR HOSPITAL

MOAT ROAD
WALSALL
WS2 9PS

LICHFIELD STREET SURGERY

19 LICHFIELD STREET
WALSALL
TEL: 01922 620 532

THE LIMES MEDICAL CENTRE

5 BIRMINGHAM ROAD WALSALL
TEL: 08443 878090 OR 01922
612048

RUSSELLS HALL HOSPITAL

DUDLEY DY1 2HQ

DUGAS AND PARTNERS

111 BIRMINGHAM ROAD WALSALL
TEL: 01922 624 320

NEW CROSS HOSPITAL

WEDNESFIELD
WOLVERHAMPTON
WV11 1UK

DRS M M L & U PASSI

LEICESTER STREET MEDICAL CENTRE
WOLVERHAMPTON
TEL: 0845 072 461

LOCAL DENTAL PRACTICES:

A J ACQUAYNE

183 NEWHAMPTON ROAD EAST
WOLVERHAMPTON
TEL: 01902 421 704

G V BARKER

7 PARK ROAD WEST
WOLVERHAMPTON
TEL: 01922 620 532



USEFUL CONTACTS

UNIVERSITY SWITCHBOARD

TEL: 01902 321 000

CHAPLAINCY

TEL: 01902 322 903

E:CHAPLAINCY@WLV.AC.UK

STUDENT SUPPORT AND WELLBEING

E:MHWENQUIRIES@WLV.AC.UK

**CAREERS ENTERPRISE AND THE
WORKPLACE:**

TEL: 01902 321 414

W: WLV CAREERS



UNIVERSITY FINANCE DEPARTMENT

TEL: 01902 321 231

E: INCOMESECTION@WLV.AC.UK

STUDENT FUNDING AND SUPPORT

TEL: 01902 321 070

E: MONEY@WLV.AC.UK

IT SERVICES

TEL:01902 322 000

W: IT SERVICES

DISABILITY AND INCLUSION

TEL:01902 321 074

E: SEC@WLV.AC.UK

HOWDEN INSURANCE

TEL: 0800 028 3571

W: HOWDEN INSURANCE

ASK

TEL: 01902 518 518

E:ASK@WLVHELP

WEST MIDLANDS POLICE

TEL: 0845 113 5000

W: WEST MIDLAND POLICE



