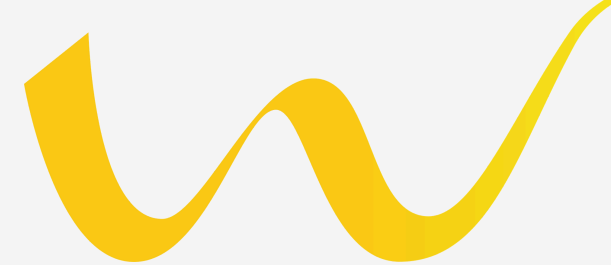


Student Information



Safety and Security

- Always lock doors and windows when leaving.
- Walk with friends and use safe routes.
- Keep keys in your pocket.
- Do not let unknown people into your block or corridor.
- Avoid dark shortcuts.
- Never leave drinks unattended.
- Personal alarms recommended.
- Bikes must not be stored indoors.
- E-scooters and bikes are not allowed on campus.
- Download the SafeZone App

Fire Information

General Information

- On finding a fire, raise the alarm and evacuate the building immediately.
- Upon hearing the fire alarm, evacuate the building immediately.
- Tampering and misuse of fire equipment is a criminal offence which could result in a fine or a custodial sentence.
- Candles are not allowed to be used anywhere in the accommodation.

Malicious Activation

- Tampering with fire alarms leads to disciplinary action and may involve the Police.
- 1st offence: final warning + Anti-Social Behaviour Contract.
- 2nd offence: referred to Conduct & Appeals – may lead to a Notice to Quit.

Fire Alarm Testing

- City Campus: Sundays, 12pm–5pm
- Walsall Campus: Saturdays, 12pm–5pm
- If alarms sound outside these times, evacuate.

Smoking Ban

- Smoking and the use of vapes and e-cigarettes is prohibited across all accommodation.
- 1st offence: means a First Warning.
- 2nd offence: Final Warning + Behaviour Contract.
- 3rd offence: student's details should be passed to the Conducts & Appeals unit and the student may be serviced with a Notice to Quit.
- Upon the occupant vacating the room, a deep cleaning charge of £250 will be levied against the student by raising an invoice (if the smell is in the room).
- Smoking includes the use of Vapes and E-cigarettes.

Parties

- Permission required for any party (48 hours' notice).
- Loud or unauthorised parties will be stopped and reported.
- Be considerate of others who may be studying.

Sustainability and Recycling

- Please separate recyclable items from general waste and place them in the clearly marked bins outside your accommodation block.

For more advice on sustainable living and recycling in halls, visit: Student Accommodation Tips: <https://www.wlv.ac.uk/about-us/corporate-information/environmental-social-and-governance/>

Insurance

Basic contents cover is included in your rent.
Upgrade at: [howdeninsurance.co.uk/personal/student](https://www.howdeninsurance.co.uk/personal/student)

TV Licensing

A TV licence is required to use communal TVs or to watch live TV in bedrooms. For more info: [tvlicensing.co.uk](https://www.tvlicensing.co.uk)

Noise Expectation

Living in a communal environment will attract noise and occupants are asked to be tolerant and respectful of each other.

You are requested keep noise to a reasonable level between 11pm and 8am.

Maintenance Reporting

If you spot a repair or need to request service, you can easily report the job online. Scan the QR code below:



Cooking / Appliances

- Close the kitchen door and open a window when cooking.
- Never leave hobs or grill pans unattended.
- Follow appliance instructions (available online or at your Hub).
- Scan the QR code below for access to all the appliance manuals:



Contact Us

City Accommodation Hub

- Tel: 01902 32 1268
- Out of hours: 01902 32 2106
- Email: cityaccommodationhub@wlv.ac.uk

Walsall Accommodation Hub

- Tel: 01902 51 8914
- Out of hours: 01902 32 2106
- Email: walsallhub@wlv.ac.uk

First Aid

- Call Security: 01902 32 2106

Chat with us online:

- www.wlv.ac.uk/university-life/accommodation/ (via Chatify)

