UNIVERSITY OF WOLVERHAMPTON

Welcome to the University of Wolverhampton Student Accommodation



Welcome to your new accommodation at City! We’re so excited to have you here and hope you settle in fast. This pack has all the key info you’ll need, from campus services to useful contacts, to help you feel at home. If you need anything else, we’re here to help.

Index

Accommodation Information & Contacts

City Accommodation Map

Postal Information

Student Support & Wellbeing

Planon - How to report repairs & services

Kitchen Inspections and charges

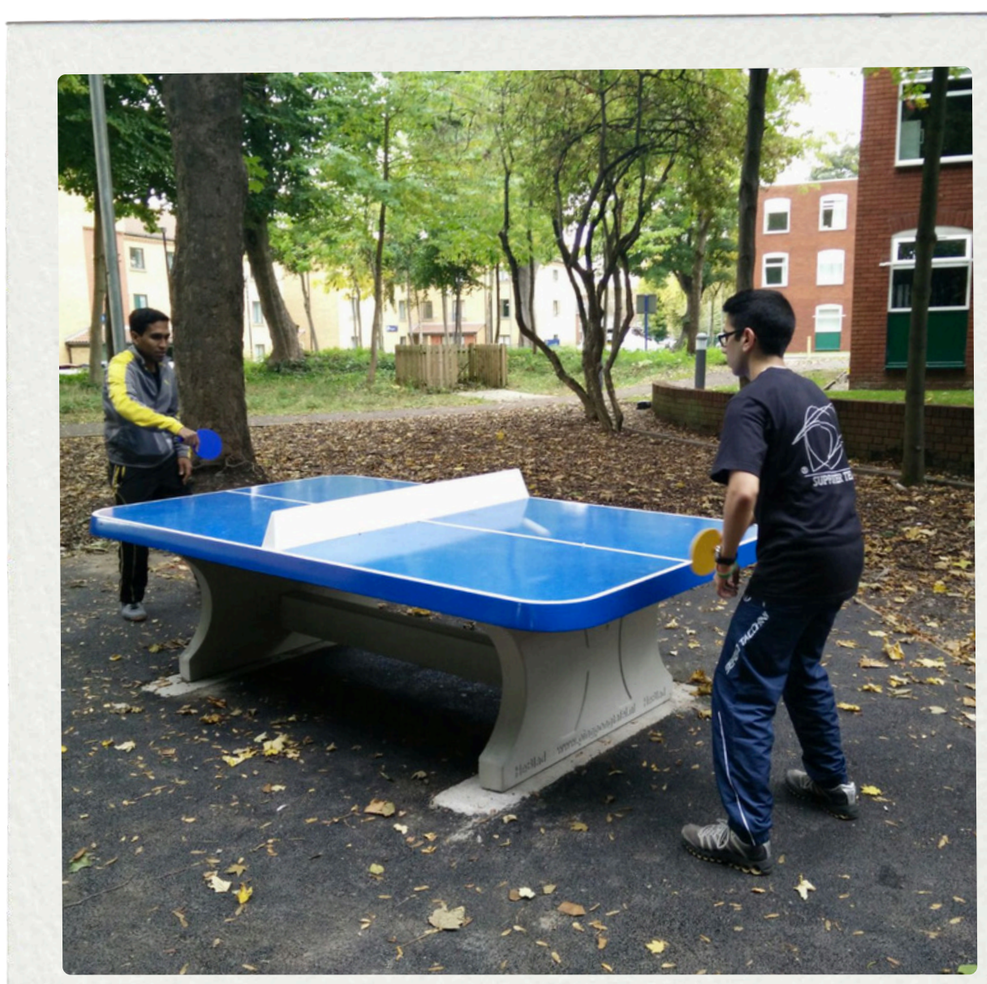
Catering Facilities at City Campus

WV Active

Glide - Get Connected

Circuit Laundry

Howden Insurance





Accommodation Information and Contacts

Campus	Opening Hours	Tel Number	Email
City	08:45am - 5:00pm	01902 321268	cityaccommodationhub@wlv.ac.uk
Walsall	08:45am - 5:00pm	01902 518914	walsallhub@wlv.ac.uk
OR contact us via Tawk or by logging a concern on your StarRez portal			

Accommodation Invoice

Upon checking into the accommodation, you will receive an invoice for the accommodation fees. Your accommodation fees are due in 3 instalments (October, January and April). Payments can be made either online or you can set up a direct debit for the payment to be taken on the due date. Payment plans are available to all students, to enable you to spread the cost of your licence period.

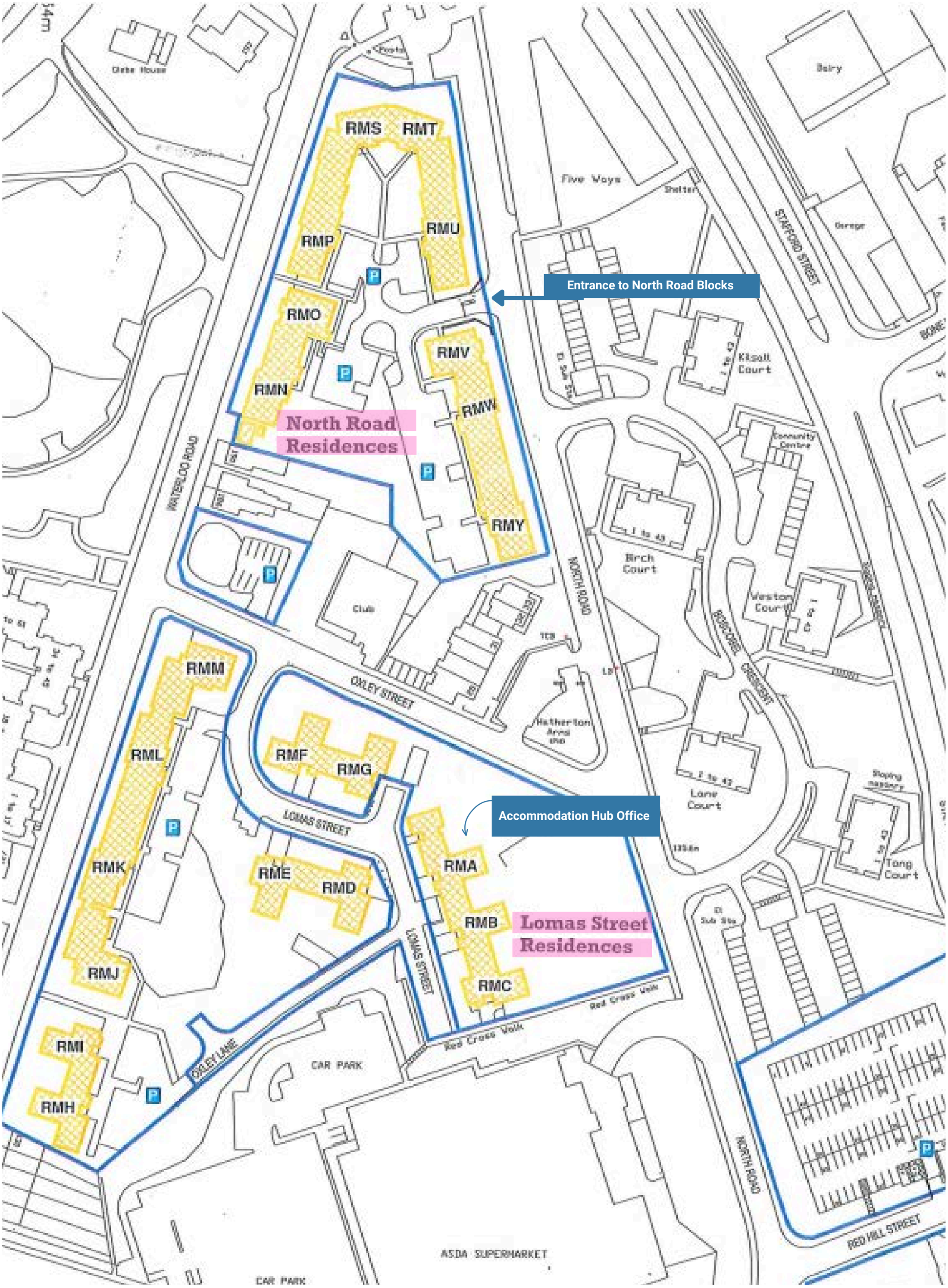
Room Inventory Forms

You will be sent a room inventory form via email. It is important that you complete this form as soon as you receive it. Please make sure you check all areas of your bedroom and make any notes of damage or concerns and then return this back to the office either via email or a hard copy. A copy will also be put with your key register for you to collect on arrival.

Security Information

Security is available 24 hours a day, 7 days a week across all sites: **01902 322106.** You can also download the Safezone app to contact security anytime, so you don’t need to remember this number.

City Accommodation Map



Post & Parcel Collection Information

For all posts and orders your address would be the following:

Lomas Street Halls	North Road Halls
Argyll, Bedford, Cumberland, Durham, Essex, Flint, Gloucester, Jersey, Kent, Lancashire, Middlesex	Northumberland, Oxford, Powys, Surrey, Tyrone, Usk, Vatersay, Wiltshire, Yorkshire
** YOUR NAME** ** ROOM NAME e.g. RMJ 012, Jersey** Lomas Street Wolverhampton West Midlands WV1 1QU	** YOUR NAME** ** ROOM NAME e.g. RMY 101, Yorkshire** North Road Wolverhampton West Midlands WV1 1HR

Please Note

All letters are posted into your post-box inside or outside your block.

All parcels are delivered to the Mail Room at the MX Building.

Once your parcel has arrived, a parcel slip will be put into your mailbox.

You will need to take this alongside your ID to collect your parcel



If you need further assistance please report to your hub office

Student Support and Wellbeing

Whilst you are residing within the student accommodation there are various support services available within the University for you to utilise. If you need to contact the accommodation team you can email, telephone or go the campus hub at campus you reside at:

City Hub Email: cityaccommodationhub@wlv.ac.uk **or** Telephone: 01902 32 1268
Walsall Hub Email: walsallhub@wlv.ac.uk **or** Telephone: 01902 323 200

Student Disability and Inclusion Help and support for students with disabilities 01902 32 1074	**Independent Mental health advice** Mind - 020 8519 2122 Drugs advice Talk to Frank - 0300 123 6600
Student Mental Health and Wellbeing Free confidential one to one advice and support: MHWenquiries@wlv.ac.uk or 01902 321074	**Alcohol Abuse** Free confidential advice with Alcoholics Anonymous 0845 769 7555
Academic Support Help with study skills and academic writing 01902 32 2385	**Local Doctors** Thornley Street Surgery - 01902 688500 (City) Lichfield Street Surgery - 01922 620532 (Walsall)
Financial Support Funding and financial advice 01902 32 1070	**Emergency Services - Fire, Ambulance Police** For emergencies only: dial 999 Health advice & information service provided by the NHS - 111
Students' Union Assist with any academic & non-academic issues 01902 32 2054	**Careers and Employment Centre** Part-time job vacancies 01902 32 1414
Chaplaincy T. 01902 32 2905 E. chaplaincy@wlv.ac.uk	**Security** Out of hours all campuses 01902 32 2106

How to report repairs & services

Scan me

To use the system go to Planon on our University webpage:

https://wolverhamptonprod.planoncloud.com/startpage/BP/Students

Login, then provide your Username name (your Email address) and Password stated in your registration confirmation email.

To raise a job simply click **Report an Accommodation Job** on the home page and input the required information.

You can then see your requested job by going onto **My Repairs & Services List** on the home page (on the top right-hand side of the page). You will also receive an email to inform you that your job has been reported. You will receive updates of when your repair or request has been completed. If this needs to be passed over to another member of the estates team to resolve, you will be notified of this as well.

Kitchen Inspections and Charges



Ensure your kitchen is clean and tidy

What we check for:	
Cooker • Tops of cooker, rings and under rings • Grill area and Grill pan • Inside oven and shelves • Glass door	**Work Surface/ Table** • Clean draining board/ sink • Washing up • Kitchen cupboards doors
Microwave • Microwave plate • inside and outside of microwave	**Rubbish Removal** • Remove rubbish from kitchen
Floor • Mopped and swept	**Kitchen Walls** • Remove all splashes/spills

Please Note

If your kitchen is below standard when inspected, the area will be re-checked first thing the next morning. If it is not up to standard, we will arrange for a contractor to clean it and you will be charged.

Catering Facilities at City Campus Term Time Services and Out of Term

The Courtyard Kitchen in the in the Millennium City Building

Providing Breakfast, Deli Bar, Full Meals, Cold and Hot Drinks, Sandwiches and Snacks
Alternatively, for those customers wanting to utilise the large seating space provided, there is always the option of sitting in the seating area and working whilst eating or enjoying time socialising with friends and colleagues.

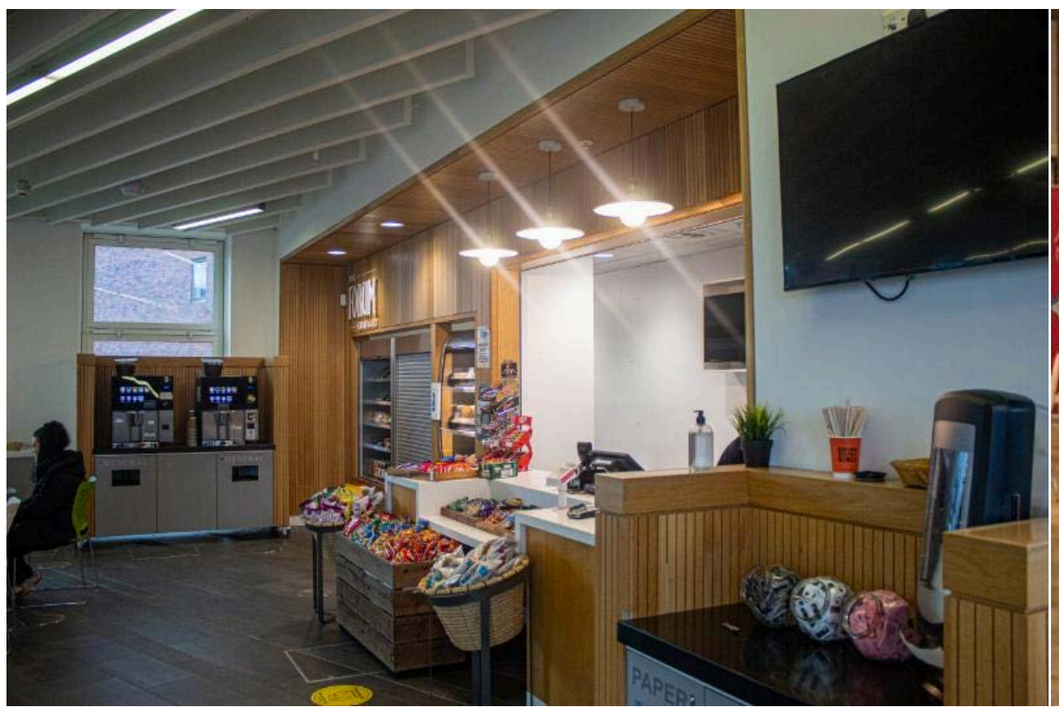
Monday to Thursday 8.30am – 3.00pm
Friday 8.30am – 2:30pm
Saturday and Sunday Closed

The Campus Store in the Ambika Paul Building MD

The Campus Store is the one-stop shop selling all essential clothing and stationery items to get you through your time at the University. Located in The Ambika Paul (MD) Building, The Campus Store also sells hot and cold beverages, sandwiches, confectionery, graduation and birthday giftware and other essential items.

Additionally, products can be purchased online through the online store where product details, images, and pricing information are available to view at any time.

Monday to Thursday 8.30am - 5pm
Friday 8.30am – 4:30pm
Out of Term: Monday to Friday, 8am - 3pm
Saturday and Sunday: Closed





Catering Facilities continued...

Costa Coffee Shop in the Millennium City Building MC

If you're on campus, looking for a place to relax or meet with students and colleagues, you can do that at our Costa Coffee on the ground floor of the Millennium City Building at City Campus. We provide the full Costa range of hand-crafted drinks and delicious food.



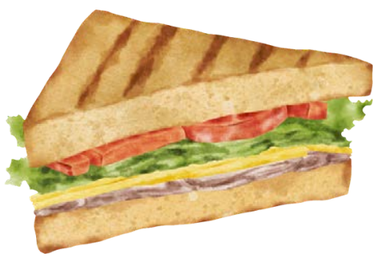
In term Hours:
Monday to Thursday: 8am - 5pm
Friday: 8am 4pm
Out of Term Hours: Monday to Friday 8am – 3pm
Saturday and Sunday Closed.

The Forum Grab and Go in the Lord Swraj Paul Building MU

The Forum Grab & Go provides a dual experience. For those looking to grab hot or cold food and drinks on the go, our speedy service from our helpful staff will always ensure you're never held up. Alternatively, for those customers wanting to utilise the large seating space provided, there is always the option of sitting in the seating area and working whilst eating or enjoying time socialising with friends and colleagues. Whichever option you require, The Forum Grab & Go is always the best destination.

THE FORUM GRAB & GO

Monday to Thursday : 8am to 4pm
Friday: 8am to 3:30pm
Out of Term: Monday to Friday, 8am - 3pm
Saturday and Sunday: Closed



Springfield Coffee Bar

The Springfield coffee bar provides hot or cold food and drinks on the go. For those customers wanting to utilise the large seating space provided, there is always the option of sitting in the seating area and working whilst eating or enjoying time socialising with friends and colleagues. Whichever option you require, The Springfield coffee bar is always the best destination.

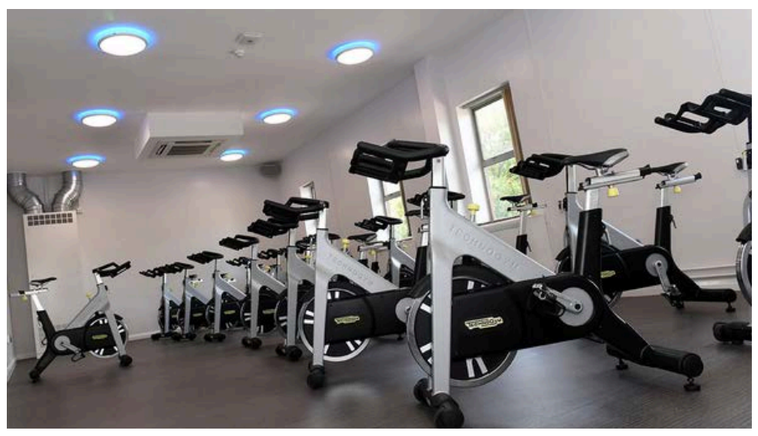
Monday to Friday: 8am to 4pm
Out of Term Hours: Monday to Friday, 8.30am - 3pm
Saturday and Sunday: Closed

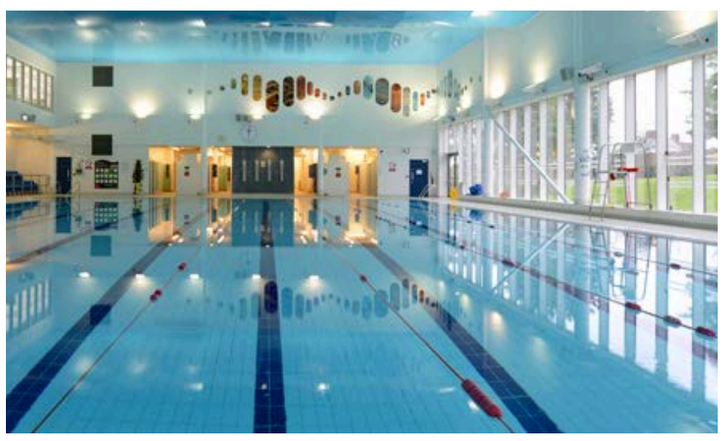
We are pleased to announce our new partnership with WV Active Leisure Centres. WV Active Central, WV Active Aldersley and WV Active Bilston-Bert Williams Site are now available to University of Wolverhampton students, who are entitled to unlimited access to WV Active gyms, pools and classes across all WV centres for just **£10 per month** — with no joining fee and no fixed contract.

Scan here for locations, classes and activities

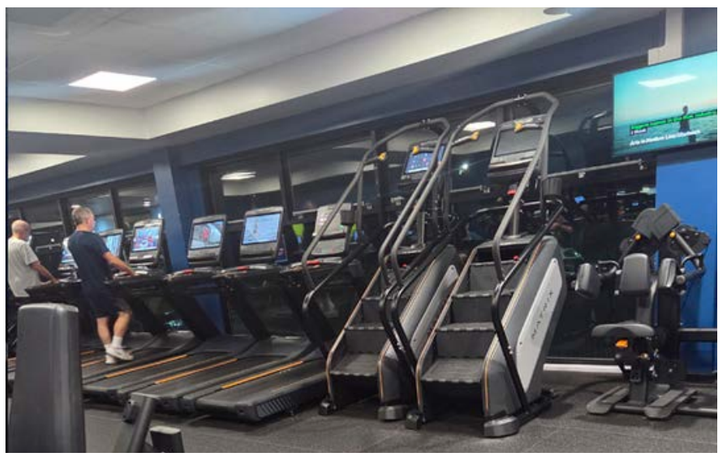
Perks include:

Unlimited access to gyms
Unlimited access to public swimming sessions
Unlimited access to classes
Unlimited use of the outdoor track
Complimentary use of the Sauna at WV Active Bilston - Bert Williams
50% off racket sports bookings during off-peak hours
50% off personal fitness programmes during off-peak hours







To access the facilities, students can visit their chosen WV Active leisure centre and present a valid **University ID badge.**

Glide

Get Connected



Quick start guide

Step 1: Connect to Glide Wi-Fi

• Scan for available Wi-Fi networks and select Glide or connect your device using an Ethernet cable.
• Open a browser and you will be re-directed to the Glide welcome screen.
• Click Get Started.

Step 2: Choose your service

• If you only have an inclusive product at your property, go to Step 3 below.
• If you have upgrade options available at your property, click the basket icon next to the product price to add it to your basket.
• Click Proceed to Checkout, where you can review your purchase before selecting Continue.

Step 3: Create account

• Complete all fields and click Register. If registration has been successful, a confirmation screen will be displayed and you'll be automatically logged in.
• If a payment is required, enter your payment and billing details. Click Pay Now to accept terms and conditions. If the payment is successful, a confirmation screen will be displayed and you'll be automatically logged in.

Step 4: Go online

• You'll receive an email confirming your order.
• You can now get online and start browsing.

Need help?

0333 123 0115
studentsupport@glide.co.uk
@GlideStuHelp

Get the Glide Student App

Download our App 'Glide Support'.

App Store
Google play

CIRCUIT

WELCOME TO CIRCUIT LAUNDRY



We know student life is busy, so we've made doing your laundry as simple and stress-free as possible. While washing your own clothes might be a new responsibility now that you're away from home, we're here to help make it easy!

Lomas Street Laundry Location:
by Jersey Block

North Road Laundry Location:
by Vatersay Block

WE PROVIDE:

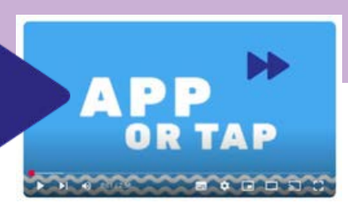
STUDENT ONLY ACCESS	A safe, secure and inclusive environment to do your laundry
SIMPLE PAYMENT OPTIONS	Pay using the Circuit app or by a contactless tap
FAST SUPPORT	Same-day or next-day service and multiple ways to get in touch
AFFORDABLE PRICING	At least 30% cheaper than high street laundrettes, guaranteed

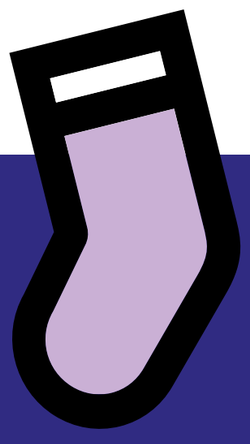
5 STEPS BEFORE YOU START

CIRCUIT GO

1) Download the Circuit Go app
2) Watch the 'HOW -TO' video
3) Get yourself a laundry bag
4) Grab some detergent pods
5) Follow Circuit Laundry on Facebook & Instagram

WATCH THE 'HOW-TO' VIDEO HERE





NEED HELP?

LIVE CHAT	Via the app or the website
WEBSITE	www.circuit.co.uk
CALL	0808 281 22 88
EMAIL	circuitgo@circuitgroup.com

Policy Summary - Group Contents Insurance

To be read in conjunction with your certificate of insurance and policy wording

Features and benefits

Cover Section 1 Contents and tenants liability

- New for old cover following loss of belongings at the term-time address, caused by theft (including following non forced entry), fire, vandalism, storm, flood, burst pipes.
- Liability cover up to £5,000 for landlords' fixtures and fittings for which you are legally responsible under your tenancy agreement.
- Loss or damage to contents by an insured event whilst in direct transit between your permanent home address and your term time address at the beginning and end of each university or college team.
- Provides finance up to £5,000 allowing you to finish your course following the accidental death or permanent total disablement of a parent or guardian.
- Up to £350 to replace keys and locks to an external door as a result of theft or attempted theft.
- Provides up to £50,000 in the event of permanent total disablement caused by fire in the term time address or as a result of visible violence by burglars..

Significant exclusions or limitations

- Theft following non-forced entry when the term time address is unoccupied and where any ground floor accessible door or window to the term time address has been left open or unlocked.
- Accidental damage and accidental loss.
- Money, keys, mobile phones, portable computer equipment, bicycles, bicycle accessories, dentures, deeds and documents (other than driving licences and passports or proof of age cards), documents and certificates showing ownership of shares, bonds and other financial investments, plants, animals, guns or any item specifically excluded by this policy.
- Accidental damage to landlord's goods.
- Damage caused by water or oil leaking from any fixed appliance, pipe or tank when the term time address is unoccupied for 30 consecutive days.
- Malicious damage when the term time address is unoccupied for 30 consecutive days.
- An excess of £25 unless otherwise stated on your certificate of insurance.

Features and benefits

Cover Section 2
Portable computer equipment in the term time address Optional: covered if shown on certificate of insurance
Covers your laptop and portable computer equipment at your term time address against loss or damage by fire, flood, storm, theft, escape of water.

Significant exclusions or limitations

- Any rebuilding of software data.
- For any portable computer equipment not belonging to the insured person.
- An excess of £50 unless otherwise stated on your certificate of insurance.
- Accidental damage

Features and benefits

Cover Section 3 Contents outside the term time address Optional: covered if shown on certificate of insurance
Covers your non electrical items for loss or accidental damage anywhere in the UK and for up to 30 days worldwide.

Significant exclusions or limitations

- Loss or damage to the contents if left unattended at any time in a place which has public access.
- Money, keys, mobile phones, portable computer equipment, bicycles, bicycle accessories, dentures, deeds and documents (other than driving licences and passports or proof of age cards), documents and certificates showing ownership of shares, bonds and other financial investments, plants, animals, guns or any item specifically excluded by this policy.
- Theft from a parked motor vehicle.
- An excess of £25 unless otherwise stated on your certificate of insurance

Features and benefits

Cover Section 4
Portable computer equipment in college and university buildings
Optional: covered if shown on certificate of insurance
Covers your Portable Computer Equipment for theft whilst in college or university buildings.

Significant exclusions or limitations

- Any rebuilding of software data.
- Mobile phones
- Loss of or damage to portable computer equipment if left unattended at any time in a place which has public access.
- An excess of £50 unless otherwise stated on your certificate of insurance.

Features and benefits

Cover Section 5
Accidental damage to portable computer equipment
Optional: covered if shown on certificate of insurance
Covers your contents for accidental damage in the term time address.

Significant exclusions or limitations

- Loss or damage to any item not identified as contents.
- Accidental damage to landlord's goods.
- An excess of £25 unless otherwise stated on your certificate of insurance.

Features and benefits

Cover Section 6
Accidental damage to portable computer equipment
Optional: covered if shown on certificate of insurance
Covers your portable computer equipment for accidental damage in the term time address

Significant exclusions or limitations

- Any rebuilding of software data.
- An excess of £25 unless otherwise stated on your certificate of insurance

Features and benefits

Cover Section 7
Accidental damage to portable computer equipment in the term time address and college or university buildings
Optional: covered if shown on certificate of insurance
Covers your portable computer equipment for accidental damage in the term time address and at university or college.

Significant exclusions or limitations

- Any rebuilding of software data.
- An excess of £25 unless otherwise stated on your certificate of insurance.

Features and benefits

Cover Section 8 Theft of bicycles from the term time address
Optional: covered if shown on certificate of insurance
Covers your bicycle and fixed bicycle accessories for theft from the term time address.

Significant exclusions or limitations

- Theft, unless locked to an immovable object when left unattended.
- Battery powered bicycles (e-bikes).
- Accidental damage.
- An excess of £25 unless otherwise stated on your certificate of insurance

Features and benefits

Cover Section 9
Theft of bicycles from the term time address or from University or College
Optional: covered if shown on certificate of insurance
Covers your bicycle and fixed bicycle accessories for theft from the term time address and at university or college.

Significant exclusions or limitations

- Theft, unless locked to an immovable object when left unattended.
- Battery powered bicycles (e-bikes).
- Accidental damage.
- An excess of £25 unless otherwise stated on your certificate of insurance.

Important information

Your cover is valid for 12 months from the date of commencement unless otherwise shown on your policy certificate. This summary contains the key features of your insurance policy. It does not contain the full terms and conditions, which can be found in your policy wording. If you wish to view a copy of your full policy documentation you can visit **https://students.howdengroup.com/registration** and download the Howden for Students app. It is particularly important that you read the policy conditions and exclusions and any additional terms that apply to your policy.

How to make a claim

To make a claim download the Howden for Students app at **https://students.howdengroup.com/registration** or submit a claims form at Zurich Insurance - Property Claims Portal - Home You can talk to us about a claim on 0800 923 4042.

UNIVERSITY OF
WOLVERHAMPTON



@wlvaccommodation

T: 01902 321268

E: cityaccommodationhub@wlv.ac.uk

INVESTOR IN STUDENTS GOLD 2026

YOUR RIGHT TO A QUALITY HOME

THE STUDENT ACCOMMODATION CODE