

**Q. When can I occupy my Halls of Residence room and where do I collect my keys?**

**A.** Arrivals will take place on **Friday 13<sup>th</sup>** and **Saturday 14<sup>th</sup> September 2019**. Below is the arrival timetable for your specific Halls. You will be greeted by University and uliving staff along with student employees. You will be issued with your room key/card during these slots. We are unable to accommodate early arrivals due to summer commitments. Please email [accommodation@glos.ac.uk](mailto:accommodation@glos.ac.uk) if you plan to arrive later than the key collection time stated below. Your keys will then be held at Pittville Student Village reception for collection.

We are keen that students arrive on this date and within the given timeslot as your keys, student card and medical registration will be available during this period. There are also great social benefits from arriving during the same period as your housemates.

**Q. Why are there two dates for move-in?**

**A.** As we have nearly 800 students arriving so the move-in process needs to take place over two days. All Pittville Original, Townhouses and Mason & Potter students move in on Friday 13<sup>th</sup> Sept and the remaining Pittville Enhanced and Studio students move in on Saturday 14<sup>th</sup> Sept.

**Friday 13<sup>th</sup> September 2019 Arrivals**

Halls of Residence	Key Collection Point	Arrival Time
Chadwick, Gurney, Spencer & Thursby	Pittville Student Village Laurie Lee reception Albert Road GL52 3JG	9:30am to 11:30am
Cardew, Holst, Sayer & Foley House		11:30am to 1:30pm
Ashbee, Dent, Riley, Sargeant & Henley		1:30pm to 3:30pm
Mason & Potter		3:30pm to 5pm

**Saturday 14<sup>th</sup> September 2019 Arrivals**

Halls of Residence	Key Collection Point	Arrival Time
Parker & Jones	Pittville Student Village Laurie Lee reception Albert Road GL52 3JG	9:30am to 12:30pm
Moore		12:30pm to 2pm
Raikes & Crook		2pm to 4pm

**Q. What will my postal address be and where are my Halls?**

**A.** Your postal address will be your halls/block name and room number followed by the address found [here](#). This document also features a map of Cheltenham and Gloucester showing the locations of all University of Gloucestershire Halls of Residence.

**Q. Could you help me with directions?**

**A.** You can plan the journey to collect your keys by entering the Pittville postcode: GL52 3JG into [Google Maps](#).

**Q. How do I enroll before arrival?**

**A.** The University will send you information about enrolling during the Summer. Completing the enrolment process ensures your University student card will be available for collection on Move-in day at the key collection point. **Your student card will not be available unless you have fully completed enrolment process beforehand.**

### Q. Why do I need to collect my student card on Move-in Day\*?

A. All Pittville Halls of Residence are accessed via student card so you need this card. Your ID is also used to access other services along with getting discounted bus access (£1.40 per journey, price based on the 2018/19 academic year.)

Please note that to collect your student card on move-in day, you will need to show either your current signed passport, current UK or EEA photo-card driving licence, EEA member state identity card or original birth certificate.

### Q. Is bedding included and what size is my bed?

A. Bedding is not provided. All Pittville rooms\* feature a 3/4 size bed (also known as a small double.) These beds are 120cm X 190cm/ 4' X 6'3" in size. \*Pittville Studio rooms feature a standard size double bed.

### Q. Is cleaning provided in rooms and communal areas?

A. No, a cleaning service will be provided in the stairwells but it is the student's responsibility to keep rooms, kitchens, communal areas and corridors clean along with transporting rubbish to the relevant bins.

### Q. What other services are available on move-in day?

A. Along with Accommodation and uliving staff there will be Library Services to assist you. There will be Endsleigh insurance staff available to discuss the cover that's already provided with your room along with extending this cover (see more details below.) A local GP will be available to register with (see below.)

### Q. I've accepted my room but no longer require it, what should I do?

A. Please email [accommodation@glos.ac.uk](mailto:accommodation@glos.ac.uk) as soon as possible! If you notify us by Friday 30<sup>th</sup> August 2019 your contract will be ended and the £200 booking fee minus a £50 administration fee will be returned to you. After this, if you notify us **BEFORE** your move in date and we will be able to end your contract (although you will lose your £200 booking fee.) If you notify us on or after your move-in date, you will be liable for rent for the year unless a suitable replacement student is found.

### Q. Where can my family/friends park to unload on arrival?

A. You should be able to park close to your Halls. However, once unloaded you'll need to move your motor vehicle to an external Car Park immediately. The Cheltenham Race course is just down the road for Pittville and features a large car park. Additionally, the Pittville School car park next to Pittville Student Village will also be open for usage. Staff will be on hand to assist with parking throughout the day. Please note that parking is limited at some of our Halls of Residence so patience will be required at peaks times during move-in day. Please note that the specific time slots for each Halls are in place to assist with parking and ease congestion so please arrive within the times stated.

**Don't forget that students in Halls are not allowed motor vehicles in either Cheltenham or Gloucester.** If you bring your own vehicle to unload your belongings you will need to arrange for it to be taken back home **the same day**.

### Q. How will I be able to identify students from my Halls on move-in day?

A. **Wristbands:** All first year Halls and Housing students will receive a wristband with their keys which is colour coded to their accommodation complex. You can find out which colour your Halls wristband will be in August. Make sure to wear your wristband during the Fresher's period and don't forget to say hello to your fellow halls students when socialising!

### Q. How do I access the internet in my room/Halls?

A. All Halls rooms feature wired and Wi-Fi internet. Access instructions will be provided in your Halls Handbook and Welcome Pack.

### Q. What activities will be taking place on the evening of my move-in day?

A. **Welcome BBQ's:** will take place from 5:30pm on Fri 13<sup>th</sup> and Sat 14<sup>th</sup> September on site.

**Evening event:** There will have events taking place in the Pittville Student Village bar after the BBQ. This will be a great opportunity to socialise with your new housemates! The Students' Union [website](#) will be updated once the timetable of events taking place across each campus have been confirmed.

### Q. Will there be an Induction Talk for Halls students?

A. Yes, all students moving into Halls will receive a **COMPULSORY** Halls Welcome Talk after you've moved in. This talk

features essential information and you will also get to meet key University and ULiving staff.

## Halls Welcome Talks

### Friday 13<sup>th</sup> September

#### Pittville Student Village Bar area

4:30pm: Original Pittville Halls: **Ashbee, Cardew, Chadwick, Dent, Gurney and Holst**

5pm: Original Pittville Halls: **Riley, Sargeant, Sayer and Spencer**

5:30pm: Pittville Townhouses: **Henley House & Foley House & Thursby House**

6pm: Pittville Enhanced: **Mason & Potter**

### Saturday 14<sup>th</sup> September

#### Pittville Student Village Bar area

4:30pm: **Parker & Jones students**

5pm: **Crook, Moore**

5:30pm: **Raikes & Crook students**

## Further Useful Information

Rent details: [halls rent](#)

If there's trouble: [halls of residence disciplinary procedures](#)

Packing list: [what do I need to bring? \(Pittville\)](#)

Damage costs: [halls charges table \(Pittville\)](#)

Find where they are: [halls maps and addresses](#)

Get your TV licence: [apply for a TV licence](#)

**How to register with a GP:** When you come to university, you will need to register with a GP. Medical staff will be available on the move-in day to assist you.

The Underwood Surgery is the "partner practice". They provide a full range of general medical services plus additional services for students at the Medical Centre based on the Park Campus. For full details, please see our website [here](#). We will be sending you a form to complete in August which we urge you to complete and bring with you on move-in day (**this will save you a lot of time.**) PLEASE allow a member of the surgery staff to check it before you sign and date it on the day.

**Endsleigh insurance cover:** Endsleigh will be providing you with contents insurance for your room. This service is included in your rent. Please note this is basic contents insurance. You can find out what is included [here](#) (the 2019/20 version of this document will be provided via email in August.) Endsleigh staff will be available on move-in day to add any additional items to your insurance policy.

**Facebook:** Why not join our official 2019/20 Facebook page for Pittville Student Village? This is a great way to meet your future Hall-mates before arrival! We'll also be updating these pages with the latest accommodation news. Simply open the link below for your Halls complex and select 'Join Group.' Accommodation staff will then authenticate and provide access during office hours Monday to Friday.

## [Pittville Student Village](#)

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