

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

Move-in day is **Saturday 14th September 2019**. Below are the arrival timetables for your specific Halls. You will be greeted by University staff and students and issued with your room key during the below timeslots. 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 below (we are unable to accommodate any requests before the stated arrival date and time.)

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.

#### Hardwick Campus (for Hardwick and Shaftesbury arrivals)

Halls of Residence	Key Collection Point	Arrival Time
Hardwick	Hardwick campus reception Swindon Road Cheltenham GL50 4AZ	10am to 12pm
Shaftesbury Hall		12pm to 2pm

#### Park Campus (for Park Villas and Challinor arrivals)

Halls of Residence	Key Collection Point	Arrival Time
Park Villas & Challinor	Park Campus Reception The Park Cheltenham GL50 2RH	10am to 1pm

#### Oxstalls Campus (for Oxstalls Villas, Ermin Hall and Upper Quay arrivals)

Halls of Residence	Key Collection Point	Arrival Time
Ermin Hall Block A	Oxstalls Campus Reception Oxstalls Lane Gloucester GL2 9HW	10am to 1pm
Upper Quay		1pm to 4pm
Oxstalls Villas		
Ermin Hall Block B		

### 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 (found in your room offer within the Halls Portal) followed by the relevant Halls 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 relevant campus postcode stated above into [Google Maps](#) (Hardwick: **GL50 4BS**, Francis Close Hall: **GL50 4AZ**, Park Campus: **GL50 2RH**, Oxstalls Campus: **GL2 9HW**.) Then enter the postcode for [your Halls](#) to travel from the key collection point. To make things easier, below are some links to help get you from the key collection to your new Halls:

[From Hardwick Halls \(GL50 4BS\) to Francis Close Hall Campus \(GL50 4AZ\)](#)

[From Oxstalls Campus \(GL2 9HW\) to Ermin Hall \(GL1 3JP\)](#)

[From Oxstalls Campus \(GL2 9HW\) to Upper Quay Halls \(GL1 2JD\)](#)

### 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 from Library staff close to 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. A large number of our Halls of Residence are accessed via your student card (but we also have back-up door codes available if needed.) 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. What other services are available on move-in day?

A. Along with Accommodation, there will be Helpzone, Library Services and IT Services staff available 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 them (see below.) The Students' Union will also be present on each campus.

### 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. 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** Saturday 14<sup>th</sup> Sept 2019 we will be able to end your contract (although you will lose your £200 booking fee.) If you notify us on or after Saturday 14<sup>th</sup> Sept 2019 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. Depending on the location, 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.** 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 feature Wi-Fi and you can access this service by following the guide here: [Guide to accessing Wi-Fi in the Halls](#)

### Q. What activities will be taking place on the evening of Sat 14<sup>th</sup> Sept?

A. **Welcome BBQ's:** Each campus from **5pm** for all first-year students.

**Evening event:** The Students' Union will have events taking place in each campus 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 has been confirmed.

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

**A.** Yes, all students moving into Halls will receive a **COMPULSORY** Halls Induction Talk after you've moved in on **Saturday 14<sup>th</sup> Sept** at the times below. This talk features essential information and you will also get to meet key University staff.

### **Halls Induction Talks Saturday 14<sup>th</sup> September 2019:**

#### **Oxstalls Main Lecture theater LC003 TBC**

**4:30 to 5pm:** Oxstalls students

**5 to 5:30pm:** Upper Quay and Ermin Hall students

#### **Park Campus room TC014 TBC**

**1:30 to 2pm:** Park Villas and Challinor

#### **Francis Close Hall Campus Chapel**

**2:30 to 3pm:** Shaftesbury & Hardwick 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?](#)

Damage costs: [halls charges table](#)

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.

**For those students living in Cheltenham,** 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 Saturday 14<sup>th</sup> September (**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.

**For those students living in Gloucester,** the Alney Practice is very close to Oxstalls Campus and offers a full range of general medical services. For full details, please [click here](#). Medical staff will be available on move-in day to register you to this practice.

**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 each Halls complex? 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.

[Hardwick](#), [Shaftesbury](#), [Park Villas](#), [Challinor](#), [Oxstalls Halls](#), [Upper Quay](#), [Ermin Hall](#)

Please note that you will only be authorised access to the Halls complex you are housed in. Any external advertising posted by users will be removed and ongoing issues may lead to users being removed.