Frequently Asked Questions - Student Accommodation
Student Services

General Halls enquiries

COSTS AND CONTRACTS

1. How much will it cost to live in Halls of Residence?

The price of rent in the Halls of Residence for 2014/15 is £78.50 per week. The standard 38 weeks contract for 2014/15 costs £2,983.00. A deposit of £200 is in addition to this.

The cost for a 2015/16 stay in Halls has not yet been confirmed.

2. Do you have to pay extra for fuel bills and the internet?

No, all charges for heating, lighting and hot water are included in the cost. We also offer £5,000 worth of personal contents insurance to all residents.

3. How much deposit do I receive back?

Depending on the condition you have left your room and flat, you satisfy all conditions within the contract, and you do not have outstanding rent you should receive the full £200 caution fee.

4. How can I pay for Halls accommodation?

For a standard contract, there are three ways:-

- In one ‘lump sum’ payment, this currently attracts a £200 discount for a standard contract.
- By instalment - currently 3 instalments (October, January and April)
- By Direct Debit – 1 cheque, 7 Direct Debit payments

For a semester one contract, there is one way to pay:
- In one ‘lump sum’ payment

For a semester two contract, there is one way to pay:
- In one ‘lump sum’ payment

5. What is the length of the contract?

The contract for 2015/16 has not yet been confirmed. However, it is anticipated that the start date will be 12th September, 2015. The current 2014/15 full academic year contract commenced on Saturday 13th September 2014, and will end on Saturday 06th June, 2015, which is 38 weeks in length.

Students who studied for 2014/15 semester one only were given a contract which commenced on Saturday 13th September 2014, and ended on Saturday 24th January, 2015. The contract for 2015/16 has not yet been confirmed.

Students studying for semester two only were given a contract which commences on Saturday 24th January, 2015, and will end on 06th June, 2015. The contract for 2015/16 has not yet been confirmed.
6. Can I sign my contract on arrival?

No. Students will only be able to collect their room keys once their signed contract has been received either by a member of the Halls staff, or in the Student Centre.

7. Is there anything else I need to bring with me on arrival to Halls?

Yes. Students should bring one passport photograph with them to give to a Halls staff member when they collect their room keys if they have not sent us one already. A passport photograph is required for security purposes.

8. Can I stay in Halls of Residence whilst I look for alternative accommodation?

No. Due to the high demand for rooms, we are unable to offer guest accommodation at the start of any academic trimester.

9. What if I don’t like living in the Halls and I want to leave?

As you have signed a legally binding residency contract if you leave the Halls to live elsewhere, either at home or in private accommodation, you will remain liable for the full costs of the accommodation. If you are experiencing problems within the accommodation from external factors which affect your ability to remain you should contact a member of staff in Student Services for further guidance.

ROOMS AND FACILITIES

10. Do you have rooms with facilities for the disabled?

Yes, we have rooms available at each Halls of Residence designed specifically for disabled students. Applications for accessible rooms are considered on individual merit. Where appropriate, reasonable adjustments will be made to a standard room. Please contact our Disability Advisor, or staff at the Student Centre for further information.

11. What size are the rooms?

The rooms at Orlando Village measure: 3.6m x 2.6m (12’ x 8’ 5”) approximately
The rooms at The Hollins measure: 3.5m x 2.3m (11’ 6” x 7’ 10”) approximately

12. Do you have any en-suite facilities?

No, bathroom and kitchen facilities are shared between flat members.

13. How many toilets are there in a flat?

Within each flat at Orlando Village bathroom facilities include a shower cubicle, bath and two toilets.

Within each flat at The Hollins bathroom facilities include a shower room, w/c, and bathroom with bath, sink and toilet facilities.

14. Is there a communal area within the flat?

Within Orlando Village there is a communal dining area within each kitchen. Within The Hollins, all flats have a communal dining area within each kitchen. The larger flats have a lounge room.
15. Is catering provided?

All the accommodation is self-catering. There are full kitchen facilities within each flat.

16. What kitchen appliances are there?

Within each kitchen at The Hollins there is a fridge/freezer, cooker, microwave, kettle, and toaster.

Within each kitchen at Orlando Village there is a fridge/freezer, combination microwave oven/grill, hob, table-top oven, kettle, and toaster.

You should bring crockery and cutlery, cooking utensils and pans, tea towels and cleaning materials (washing up liquid, etc) and a small padlock to secure the food cupboard.

17. Can I bring my microwave, kettle, electric heater etc?

Any electrical appliances which you bring to the Halls of Residence and which you intend to use in a communal area, such as a kitchen, requires Portable Appliance Testing. The Wardens at the Halls of Residence are able to carry out this test for you. Any cooking appliances including kettles, toasters, microwaves, etc cannot be used in bedrooms. If you wish to bring your own table-top fridge or freezer, this can be kept in your bedroom. Deep fat fryers and chip pans are prohibited.

18. Can I set my own heating times?

The heating times are set by the Halls staff to provide a pleasant level of warmth at all times of the year. If you feel cold please speak to the Warden at the Halls.

19. How much wardrobe space is there?

The wardrobes measure 187cm x 55cm x 55cm (72" x 22" x 22"). Each room also has a chest of drawers and a bedside cabinet.

20. Is bedding provided?

No. You can purchase a bedding pack, consisting of a sheet, duvet, duvet cover, pillowcase and pillow in advance of arriving, or on arrival (subject to stock). Bedding packs will cost £20.

21. Do I need to bring an ironing board?

Ironing boards are provided between every 2 flats. Students must provide their own irons.

22. Are there facilities for me to wash my clothes?

There are two launderettes at The Hollins (at the end A & B Block) and one at Orlando (located behind the Common Room).

The equipment is coin operated and are 9KG large load machines.

Washing machine £2.50
Dryer £1.00
These prices are subject to change
23. Is there a common room with a bar facility?

At Orlando Village there is a common room with entertainment facilities including pool table, TV, and vending facilities. However, there are public bars next to The Hollins and both Halls of Residence are within walking distance of the town centre.

24. Is there plenty of room for parking?

There is extensive free parking at both Halls of Residence. Vehicles must be registered at your Warden’s lodge.

PERSONAL INFORMATION

25. Are there any time restrictions i.e. do I have to be back in Halls before 12 midnight?

No, you have 24 hour access to each Halls site. Please ensure that you respect the right of other residents if you are returning late by ensuring that you ask taxis to stop at the Halls’ entrance and return to your room quietly.

26. How noisy is it within the Halls?

Occasionally there can be noise within the Halls. There are established procedures for controlling excessive noise or inconsiderate behaviour. Please report any problems to your Halls staff during office hours. Outside of office hours there is a 24 hour security service and they will respond to any problems you may be experiencing.

27. Are the Halls mixed gender flats?

At both Halls there are some flats that are mixed sex. You will not be placed in a mixed sex flat unless you have indicated your agreement on your application form and a single sex flat is unavailable.

28. I have a friend who has applied for Halls, can we be placed together?

Although we will do our best to accommodate personal preferences to share with others we do not guarantee to do so.

29. Can I choose my room?

No, your room will be allocated by a member of staff, depending on your age and sex.

30. Can my friend stay with me at weekends?

You may have guests at the weekend (Friday and Saturday night only) providing that you notify Halls staff in advance of their arrival (This is for fire safety purposes). There is a fee of £10 per night for a maximum of two nights.

31. Can I smoke in the flat?

No. If you have applied as a smoker and have been allocated a smoking room, you can only smoke within your room. The University of Bolton Halls of Residence is currently reviewing the smoking policy.

32. Who is responsible for cleaning my room / flat?

The main responsibility for keeping the flat clean and tidy is that of the residents. You will be expected to clean your own bedroom, do your own washing up and share in the
cleaning of the communal areas of the flat. University cleaning staff will provide a weekly cleaning service and the cleaners will empty the bins on a daily basis.

SECURITY

33. Are the Halls safe?

The Halls offer a safe and secure environment for residents. There are separate keyed entry points to each accommodation block. Each flat has keyed entry, with each room having individual key access. CCTV operates at both Halls of Residence, and is used for crime detection and prevention. It assists with the identification of actions that might result in disciplinary proceedings against staff and students and to monitor security of campus buildings.

34. Do you have security guards?

Yes, there is a 24 hour security service which can be summoned at any time.

35. Is it safe to store my bicycle within the Halls?

Although bicycle stands are supplied at each Halls of Residence, all bicycles (and motor vehicles) are left entirely at the owner’s risk.

36. Can I store my bike in my flat/room?

No, bicycles may not be stored inside residences.

COMPUTING AND COMMUNICATIONS

37. Can I bring my PC?

Yes, you may bring your PC.

38. Do you have telephones within each room?

No, you may find a mobile phone is a useful alternative.

39. Is there a line for Internet use?

A high speed internet connection is available in all rooms at both Halls of Residence and the cost is included in the rent. The network service provided within the Halls is called Res-Net. Ethernet cables are provided to all residents.

There is 24 hour, seven day access to the Library and their computers during term.

40. Is there wireless internet at the Halls?

The University provides each student with a router for their room at no additional charge to the student. The router is the property of the University and a charge will only occur if there is intentional damage caused to the router or if the router is removed from the room at the end of the contract.

41. Can I bring my own router or use a switch on the Halls Res-Net?

Yes, but only if it does NOT present a DHCP server to the Res-Net connection point. Therefore ADSL modem routers should NOT be connected to Res-Net as they normally
have DHCP enabled on their LAN port. Connecting a DHCP server to the Res-Net connection point would cause disruption to normal network operation.

Switches may be connected to Res-Net, but the total number of devices is restricted to a maximum of 3 (as of September, 2013).

Routers with an Ethernet WAN (EWAN) port which are often called "Cable Broadband Routers" may be connected to Res-Net using the WAN port only. You can then connect as many devices as you wish to the LAN ports on your router.

42. Do you need a TV licence?

Yes, the TV Licensing Authority require that all students in Halls of Residence accommodation have their own individual licence. Although if you use a set for only 9 months of the year you may be able to obtain a refund on the proportion of the cost. Please check the TV Licensing website www.tvlicensing.co.uk for more details

43. Are there aerial points in each room?

No. Coaxial/aerial points are not available at the Halls of Residence. You are recommended to bring an amplified internal aerial.

FURTHER INFORMATION

44. When should I apply for a room in Halls of Residence?

You must have firmly accepted an offer of a place to study at the University of Bolton before submitting your Halls of Residence application. New students to the University are advised to apply as soon as accepting an offer of a place to study.

45. Who can I contact if I have further questions?

Please contact the Accommodation Team directly on 01204 903481 or by email accomm@bolton.ac.uk

Follow us on Twitter @UoB_Accomm.

Information correct at time of going to print.
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