

***Frequently Asked Questions 2017/18***  
**- 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 2017/18 is £80.00 per week. The standard 38 weeks contract for 2017/18 costs £3,040. You are required to pay a deposit of £200 in addition to this.

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

No, all charges for heating, lighting, hot water and the internet 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 if paid by a given date in your contract.
- By instalment - currently three instalments (October, January and April)
- In 8 monthly instalments.

For a semester one contract, there is one way to pay:

- In one 'lump sum' payment

For a semester two contract, there are two ways to pay:

- In one 'lump sum' payment
- In two instalments

**5. What is the length of the contract?**

The standard contract for 2017/18 will begin on Saturday 16<sup>th</sup> September, 2017 and will end on Saturday 9<sup>th</sup> June, 2018, which is 38 weeks in length.

Students studying for semester one only will be provided with a contract that commences on Saturday 16<sup>th</sup> September, 2017 and ends on Saturday 27<sup>th</sup> January, 2018.

Students studying for semester two only will be provided with a contract which commences on Saturday 27<sup>th</sup> January 2018, and will end on 9<sup>th</sup> June, 2018.

**For 2018/19 students** we envisage that a standard Halls of Residence contract will begin on Saturday, 15<sup>th</sup> September, 2018 for a standard contract period of 38 weeks that will run until Saturday, 8<sup>th</sup> June 2019.

#### **6. Can I arrive earlier than the standard contract start date?**

For 2017/18, the University will offer early arrival contracts. Students studying for the full academic year can choose from the following:

Early Arrival Option 1: Saturday 2<sup>nd</sup> September 2017 until Saturday 9<sup>th</sup> June, 2018  
(40 weeks)

Early Arrival Option 2: Saturday 9<sup>th</sup> September 2017 until Saturday 9<sup>th</sup> June, 2018  
(39 weeks)

Semester One students could choose from:

Early Arrival Option 1: Saturday 2<sup>nd</sup> September 2017 until Saturday 27<sup>th</sup> January 2018  
(21 weeks)

Early Arrival Option 2: Saturday 9<sup>th</sup> September 2017 until Saturday 27<sup>th</sup> January 2018  
(20 weeks)

There is an opportunity to indicate an early arrival on your Halls application form and we will send you the contract length appropriate to your early arrival request if we are able to.

#### **7. 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.

#### **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 semester.

#### **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 Orlando Village 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

#### **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.

**14. Is there a communal area within the flat?**

Within Orlando Village there is a communal dining area within each kitchen.

**15. Is catering provided?**

No. All the accommodation is self-catering. There are full kitchen facilities within each flat and supermarket facilities close by.

**16. What kitchen appliances are there?**

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 Halls staff 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 Halls staff 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 cost £20. You have the option of requesting a bedding pack on the Halls of Residence application form.

**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 is one laundrette at Orlando (located behind the Common Room).

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

**Washing machine £2.00**

**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, table football, TV and vending facilities, however, there is no bar onsite.

**24. Is there plenty of room for parking?**

There is extensive free parking at Orlando Village. Vehicles must be registered at the Warden's Lodge or online after you have moved in.

**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 the Halls. 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 Orlando Village 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 Orlando Village, 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. In 2017 the University installed gates at the halls making Orlando Village a gated community.

### **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 and lockers are supplied at Orlando Village, 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 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-time.

### **40. Is there wireless internet at the Halls?**

The University provides each student with a WIFI internet 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](http://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. You may apply online or request an application form pack to be posted or emailed to you.

#### **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](mailto:accomm@bolton.ac.uk)

Also follow us on Twitter @UoB\_Accomm and view the Halls virtual tour at: [www.bolton.ac.uk/accommodation](http://www.bolton.ac.uk/accommodation)