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HELLO AND WELCOME
TO YOUR NEW ACCOMMODATION FROM THE STUDENT MENTOR SCHEME!

Congratulations on achieving your grades to study at the University of Birmingham, we’re really excited to welcome you to the university and to our lovely city!

All of the student accommodation team, including the Student Mentors are here to help you settle in to your accommodation and make sure you have the best year possible at the University of Birmingham!

This booklet will tell you everything you need to know about finding your way around your new accommodation and local area before you even get here! We’ve also provided some information about the types of facilities on offer at your accommodation site, such as the launderette and social space, as well as tips on the bins and recycling, and how to handle any shared living issues that may arise.

Don’t forget, that as well as having lots of fun and socialising, it’s important to register with your local Doctor and Dentist. It’s also important to know about who you should contact if you feel you need some support, sometimes just having someone to talk to can help to ease any worries you may have and this is why we are here to help.

From A Level results day, you will be able to connect via Facebook, to the students that you will be living with when you arrive in September. This is done by logging in to our Flatmate Finder App, not only can you connect to those in the same flat, but also those living in your block and on your course. Please use the QR code on page 5 or search for Flat Mate Finder on facebook.

On Moving in Weekend, you will be greeted by our fabulous Welcome Team (who will be wearing pink t-shirts). They are there to help you with your luggage, show you to your flat and answer any immediate questions that you may have.

We hope you have a great time at the University of Birmingham. This day marks the start of a life-changing experience for you – we hope you are as excited about it as we are!

If you have any questions or would like to talk to someone before you arrive then please email us at mentors@guild.bham.ac.uk or call us on 0121 415 8967.

WE LOOK FORWARD TO MEETING YOU ALL!
THE STUDENT MENTOR SCHEME

IT’S OK TO ASK FOR A HELPING HAND WHEN YOU GET HERE!

The first few weeks at university are undoubtedly an exciting time, but it’s also inevitable that some challenges will appear along the way. You are absolutely not alone and we are here to help.

STUDENT MENTORS

Student Mentors are current students, who are trained to provide free advice and guidance to students living in university accommodation. They can help you with a range of issues including:

- Shared living and accommodation issues
- Your academic course
- Financial matters
- Your general wellbeing whilst living and studying at the university

Student Mentors can meet with you on a one-to-one basis, for however long you need. They can support you with settling into university life, adjusting and familiarising yourself with your new surroundings. For example, finding where your lectures will be taking place, getting to know the library, understanding your timetable, as well as finding out what events are taking place across campus and in the local area, plus much more!

Student Mentors can also offer a mediation service to help you work through any flat issues, guidance on keeping yourself safe and general advice if you’re worried about a friend or flat mate.

There is no problem too big or too small, so whatever you need help with, and whenever you need it, your Student Mentors can help.

CONTACTING US

Our office is based in The Vale Hub, next to The Duck and Scholar and is open Monday – Friday 4-8pm, during term time. Feel free to drop in between these times, alternatively you can book a meeting or ask advice via email: mentorwelfare@guild.bham.ac.uk or by calling 0121 415 8568.

Don’t forget to ‘like’ our facebook page and follow us on Instagram.

 студенцесхема
@StudentMentors12
MAKE SURE YOU LOG IN TO OUR FLATMATE FINDER APP TO CONNECT WITH YOUR FLAT AND BLOCK MATES, AS WELL AS PEOPLE ON YOUR COURSE!

THE WELCOME TEAM WILL BE GREETING YOU OVER MOVING IN WEEKEND. THEY ARE HAPPY TO HELP WITH YOUR LUGGAGE AND ANSWER ANY QUESTIONS THAT YOU MAY HAVE!

THERE IS NO PROBLEM TOO BIG, OR TOO SMALL, SO WHATEVER YOU NEED HELP WITH, AND WHENEVER YOU NEED IT, YOUR STUDENT MENTORS CAN HELP.
During Welcome Week and beyond, the Student Mentor Scheme runs a number of non-alcoholic events to help you meet and get to know people. These events are all free.

## Student Mentor Scheme Welcome Week Events

<table>
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<th>Activity</th>
<th>Information</th>
<th>Where</th>
<th>Date &amp; Time</th>
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| **Student Mentor Scheme Office Hours** | The Student Mentor Scheme Office will be open over Moving In Weekend so if you have any questions or need help settling in then please drop in to speak to a Student Mentor. | The Student Mentor Scheme Office, The Vale Hub | Saturday 22nd September (4 – 8pm)  
Sunday 23rd September (4 – 8pm) |
<p>| <strong>Finding Your Feet (Walking Tours)</strong> | Let the Student Mentors help you navigate your way around your new surroundings. | From all university residences (meet at site reception) to university campus and the local area | Monday 24th September (11am) |
| <strong>Free Mocktail &amp; Casino Night</strong> | Place your bets whilst watching the Mocktail Maker &amp; Shaker do their thing. Free non-alcoholic cocktails provided. Meet at your site reception at 7:15pm and we’ll show you the way! Residents welcome from all accommodation sites. | JC’s, Chamberlain Tower, Vale Village | Monday 24th September (7:30pm – 10pm) |</p>
<table>
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<th>Event Name</th>
<th>Description</th>
<th>Location</th>
<th>Date/Time</th>
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<td><strong>Battle of the Brains! Quiz Night</strong></td>
<td>Think you’ve got what it takes? Come along to our free quiz night and be in with a chance of winning a £50 shopping voucher! Come on your own or in a team. Residents welcome from all accommodation sites.</td>
<td>Leo’s Lounge, Pritchatts Park</td>
<td>Tuesday 25th September (7 – 9:30pm)</td>
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<td><strong>Games Night</strong></td>
<td>A fun evening of nostalgic board games and free snacks! Residents welcome from all accommodation sites.</td>
<td>The Melt, Vale Hub</td>
<td>Wednesday 26th September (5:30pm – 7:30pm)</td>
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<tr>
<td><strong>International Welcome Evening</strong></td>
<td>A chance to meet other international students in a relaxed environment. Buffet and refreshments provided. Residents welcome from all accommodation sites.</td>
<td>Leo’s Lounge, Pritchatts Park</td>
<td>Thursday 27th September (7 – 9:30pm)</td>
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<td><strong>Chocolate Tasting!</strong></td>
<td>Come along and relax after a busy first week by tasting different chocolates with yummy treats!</td>
<td>Bournbrook, Brooks Bar</td>
<td>Friday 28th September (12 – 2pm)</td>
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THE GUILD OF STUDENTS

The Guild was the first purpose built student’s union building and is a popular place to go any time of the week. There is a Spar convenience store, a Subway and a Costa as well as other services such as STA Travel and Santander Bank. Joe’s Bar is a great place to go and relax in the day, with TV’s, pool tables, a bar and good food.

The Guild hosts a number of events in the evening’s including sports night on a Wednesday and ‘Fab and Fresh’ on a Saturday, these are popular nights with students and tickets are like gold dust. The Guild also hosts big events such as Fresher’s Ball, Winter Ball and Grad ball, alongside more chilled events such as open air cinema’s, community events, De-stresstival (includes Guide-Dog Day), vintage clothes sales and street food.

The Guild also provides a number of services for students, including:

• Guild Advice offers free, impartial and confidential advice. They specialise in five main areas: academic, finance, international support, housing and employment.

• The Community Wardens aim to make the local area safer, cleaner and greener for all residents in Selly Oak.

• Jobs, Skills & Volunteering offer job skills workshops and help you to find part-time work and volunteering opportunities.

• Student Voice represents students and helps them to voice issues that affect them.

• Student Groups provides support to student groups and societies.

YOUR HALLS REPS

Each accommodation site has a dedicated Halls Rep. They are here to ensure you get the best out of living in UoB or partner accommodation, building a community amongst students through a range of fun activities and events. You can also approach them about any issues you have with your accommodation. Look out for their upcoming events!

For more information about the Guild, please go to www.guildofstudents.com
Pritchatts Park, the Vale Village, Jarratt Hall and university campus are located in Edgbaston. Nearby areas are Selly Oak, where most students live after their first year at university, and Harborne, which is mainly populated by young professionals. The city centre is just under 4 miles from your accommodation, or 10-15 minutes by taxi, bus or train. For more information about transport, please see the next page.

**CHINESE QUARTER**

The Chinese Quarter is located in the city’s Southside. It spans Hurst Street, The Arcadian, Ladywell Walk and Pershore Street.

The Chinese Quarter has a variety of supermarkets, restaurants and social venues.
TRAVELLING AROUND BIRMINGHAM

TRANSPORT

WALKING
All accommodation sites are within walking distance on the main university campus.

• It takes 10 minutes to walk from Pritchatts Park to the centre of campus, 30 minutes to walk to Fiveways/Broad Street and 20 minutes to walk to Selly Oak.
• It takes 5-10 minutes to walk from Jarratt Hall and Victoria Hall to campus, 30 minutes to walk to Fiveways/Broad Street and 5 minutes to Selly Oak train station.
• It takes 15-20 minutes to walk from The Vale to campus, 20 minutes to walk to Fiveways/Broad Street and 30 minutes to walk to Selly Oak.
• It takes 40 minutes to walk from Liberty Sites to campus, 5 minutes to walk to Fiveways/Broadstreet from Gardens and QHC (25 minutes from Court).

TRAIN TRAVEL
We have our own train station on university campus so travelling by train is easy and convenient. University station is only two stops from Birmingham New Street (here you will find the famous Bullring Shopping Centre and many other places of interest); the journey takes approximately 8 minutes. You can also travel to lots of other regional and national destinations from University station.

Trains to and from the city centre also go from Selly Oak, which is a 5 minute walk from Jarratt Hall. Ask a member of staff within your accommodation or on campus for directions to your nearest station.

BUS TRAVEL
If you live in Pritchatts Park then there is a bus stop at the exit of Pritchatts Park, opposite the blood transfusion centre. From there you can catch buses which travel all around Birmingham. They take you to the supermarket at Five Ways, the city centre and New Street station.

If you live on The Vale then your nearest bus stops are on Church Road and Edgbaston Park Road. They provide direct links to the city centre and campus, with buses running every 15-20 minutes.

If you live at Jarratt or Victoria Hall then there is a bus stop on Bristol Road immediately outside Aldi supermarket, from there you can catch buses 61, 63 and 98 to the city centre.

Liberty Court has a free shuttle bus to campus that runs in term time. You can also catch the 61 and 63 to campus or the 45 and 47 for the city centre.

For further information on bus and train routes visit Travel West Midlands at www.travelwm.co.uk or National Rail at www.nationalrail.co.uk or phone 0845 748 49 50.

TAXI TRAVEL
If you want to book a taxi, the University and the Guild of Students recommends that you always use a licensed taxi. It should cost you around £6 to travel from Pritchatts Park or The Vale to the City Centre and around £7 from Jarratt Hall to the City Centre (based on a car of up to 4 people).
There is something for everyone in Birmingham and you will get a warm welcome in one of the most culturally diverse cities in Britain.

Weekends & evenings are a great time to get out and about with your new flatmates/friends, giving you the opportunity to get to know your vibrant new city and to form lifelong friendships.

Here are a few ideas of things you can do with your new friends; there is so much on offer and definitely something for everyone!

**Cadbury World**  
www.cadburyworld.co.uk

**The National Sealife Centre**  
www.visitsealife.com/birmingham

**Millennium Point** (hosting a 3D cinema)  
& the Think Tank (Science) Museum  
www.millenniumpoint.org.uk

**Birmingham Museum and Art Gallery**  
www.bmag.org.uk

**Shopping**
If you fancy a bit of retail therapy then the Bull Ring is Birmingham’s biggest shopping destination, with over 160 shops and 30 restaurants, including Selfridges and Debenhams. For something a bit more unique then you can always visit the rag market, which is right next to the Bullring by St Martin’s Church. If you enjoy shopping then make sure you pay Grand Central a visit too; this is located around New Street train station and hosts a number of high end shops, boutiques and restaurants.

For somewhere a little bit more upmarket, head to the Mailbox (located on Commercial Street), where you will find a Harvey Nichols, as well as other high end shops, restaurants and bars.

**Restaurants and Bars**
In addition to the Mailbox, most of the bars are located on Broad Street in the city centre. You will also find restaurants and bars in the Arcadian (China Town) and Brindley Place, which sits on the Birmingham canal, just off Broad Street.

**Selly Oak**
Selly Oak is a popular student area. There are numerous curry houses, pizza places and Chinese takeaways dotted along the Bristol Road. There are lots of pubs and bars such as The Soak and The Goose, all catering for student’s budgets and requirements. There is also a library, swimming pool and gym (located on Tiverton Road).

**Harborne**
Harborne is an upmarket residential area, located about 3 miles from campus. Being close to the medical school it is popular with medics and young professionals. It has a bustling high street with everything you might need, including a number of popular coffee shops, bars, pubs and chain restaurants.
WHERE TO BUY FOOD!

LOCAL SUPERMARKETS AND ON SITE/CAMPUS FOOD OUTLETS

At the heart of The Vale Village is The Hub which boasts fantastic facilities for the entire Vale. There are a variety of different food outlets located in The Hub as well as the shop Costcutter where you can buy your groceries.

If you live in Pritchatts Park then in addition to The Vale Village, you are in close proximity to Harborne high street, only a 20 minute walk away, which has an array of shops, including Iceland and a Sainsbury’s local. Regardless of where you live and particularly for those living in Jarratt Hall, nearby Selly Oak hosts various pubs, bars and restaurants. There are also supermarkets such as Tesco Express, Aldi and Sainsbury’s along the Bristol Road.

SUPERMARKET OPENING TIMES:

Tesco Express 24hrs a day, 7 days a week

Aldi
8am-9pm
Monday to Saturday
11am-5pm Sunday

Sainsbury’s
8am-10pm
Monday to Friday
7am-10pm Saturday
10am-4pm Sunday

FOR THOSE LIVING IN LIBERTY SITES
YOUR CLOSEST SUPERMARKETS ARE:

Morrisons on Hagley Road
7am – 11pm Monday – Saturday
10am – 4pm Sunday

Tesco on Granville Street
6am – 12am, 7 days a week

Aldi on Edgbaston Road
8am – 10pm Monday – Saturday
10am – 4pm Sunday
PERSONAL SAFETY THINGS TO REMEMBER

Selly Oak Villages, Pritchatts Park and The Vale Village are all very safe places to live. However, you should always be aware of the potential for crime and take your personal safety very seriously.

Please read the following advice carefully:

**DO**

- Walk during day light hours and travel in groups.
- Book taxis in advance. Taxis should NOT pick you up from the side of the road if you haven’t called for one.
- Keep your flat safe – everyone has an equal responsibility. You should ensure you lock all of your doors and windows when leaving for the day and be considerate of who you invite to the flat.

**DON’T**

- Walk home alone, especially at night.
- Get in unmarked or private taxis.
- Advertise your valuables. Make sure you keep laptops and phones hidden when you are walking to and from campus.
- Carry a lot of cash on you at one time.

If you have any questions or concerns regarding your personal safety, then you can speak to the campus Police Officer. During term time the Police Officer is available in the Partnership Hub, in University Centre.

IN AN EMERGENCY, PLEASE CONTACT SECURITY ON 0121 414 3000 OR THE EMERGENCY SERVICES ON 999
Q. How do I collect my post?
A. Post will be delivered to your accommodation. If you are unavailable to accept your parcels, you will have to contact your courier to arrange to pick it up yourself from another location, or to arrange an alternative delivery date.

Here at the University we have Amazon Lockers situated at the University Centre and the Vale Reception. Parcels are delivered to the locker Friends and family who want to send you a gift can send it to the Amazon Lockers for you to pick up at a convenient time. Make sure you make a note of the unique locker code for when you want to place an order. Take a look at www.amazon.co.uk for more information and to find an Amazon Locker near you.

Q. Can I connect to Wi-Fi?
A. You can connect to Wi-Fi in your block—ask at your reception for more details.

Q. What can reception do for me?
A. You can ask reception about:
- Your accommodation (including reporting faults or anything that is broken)
- The local area
- Collecting post
- Finding someone to help you if you are worried about something/have a problem

Q. How do I do my laundry?
A. There is a launderette on site, you will be given a laundry card for you to apply credit to and use as and when you like. You are required to bring your own detergent.

The on-site launderettes are open 24 hours a day, 7 days a week. See the relevant ‘Your accommodation’ section for the on-site location of your launderette.
Welcome to Pritchatts Park, which is home to a blend of undergraduates and postgraduates from all around the world.

Pritchatts Park has its own social centre, called Leo’s Lounge, which contains a large lounge area where many of your social activities will take place. An ATM machine is located in the foyer.

**Location**

Pritchatts Park is located in Edgbaston and is only a 10 minute walk to main campus. It is also within walking distance to the suburb of Harborne, this is where you will find a wide variety of shops, bars, restaurants, cafes and supermarkets.

**Facilities**

The social centre at Pritchatts Park is called Leo’s Lounge and has plenty of social space. It has a café and bar and is used by students for a variety of social activities. There is also a pool table and TV. There is a Study Zone located in Pritchatts House which can be used by all residents if you need a quiet space to work. There is also the Snack Shack in Pritchatts House where you can purchase drinks and snacks.

There is a laundry room in Pritchatts House. Reception and is open from 8am until 7.00pm on weekdays, during term time (8am-4pm out of term). However, other site staff are on duty 24 hours a day, 365 days a year.

Your customer Services Manager:
**Lily Badger**
pritchattsreception@contacts.bham.ac.uk
Welcome to The Vale, which is home to a blend of undergraduates and postgraduates from all around the world.

The Vale has its own social space called The Hub. The Hub is located in the heart of The Vale Village and is situated below Shackleton. It provides recreational facilities including bars, restaurants, a convenience store, 24 hour reception and a coin operated launderette. The Hub is available to all students who want a meal, sandwich, coffee or relaxing drink. Chamberlain, our newest accommodation, also has a small restaurant which is available for all students.

**Location**
The Vale is located in Edgbaston and is only a 20 minute walk to main campus. It is also within walking distance to the city centre and Broad Street, this is where you will find a wide variety of shops, bars, restaurants, cafes and supermarkets.

**Facilities**
The Duck & Scholar is the main bar at The Vale. It hosts a number of events and is equipped with pool tables and a television.

There is also The Melt (Panini bar), Pizza Shack, InFusion (dining area) and The Hungry Duck (in The Duck & Scholar). There is a free cash point located in the Vale Hub Foyer area (Shackleton).

There is a launderette in Shackleton, at Tennis Courts and opposite Maple Bank Block 1.

Reception is open 24 hours a day, 365 days a year.

Your Customer Service Managers:
valereception@contacts.bham.ac.uk
Welcome to the Selly Oak Village, which is home to a blend of undergraduates and postgraduates from all around the world.

Jarratt Hall is situated just south of the main campus, close to the University and the large student community of Selly Oak.

LOCATION
Selly Oak Village is located in Selly Oak and is only a 10 minute walk to main campus. It has a wide variety of shops, bars, restaurants, cafes and supermarkets. It is also within walking distance to Harborne and has excellent links to the main city centre.

FACILITIES
Jarratt Hall has its own social room with a TV (speak to a member of site staff about booking this room) and a launderette that is open 24 hours a day.

Reception is open from 8am until 7.00pm on weekdays, during term time (8am-4pm out of term). However, other site staff are on duty 24 hours a day, 365 days a year.

Your Customer Service Manager:
Andy Lee
sellyoakreception@contacts.bham.ac.uk
Bournbrook (Selly Oak Village)

This modern, ensuite accommodation opened its doors in September 2017.

Location

Located in Selly Oak, this accommodation is the closest site to campus! It is home to the new University of Birmingham sport pavilion, a café, a bar and a function room with sports facilities on the doorstep of the university sports pitches!

Selly Oak Court (Selly Oak Village)

Welcome to Selly Oak Court, brand new in 2015, this accommodation is modern and stylish and is located in the heart of Selly Oak, predominately catering for undergraduate students.

Location

Located in Selly Oak, it has an excellent variety of shops, bars, pubs, take-aways, pharmacies, dentists and doctors close by. It is especially close to the main Sainsbury’s and Selly Oak train station. It is a 20 minute walk to campus.

Facilities

Selly Oak Court has its own games room, TV lounge, fully equipped gym, an onsite laundry and a study room. There is limited parking which you can pay for.

The main reception is open 8am-6pm, but there are staff available 24 hours a day.
Host, The Metal Works

Call: 0121 285 1770
Email: themetalworks@host-students.com

Welcome to the Metal Works, which is home to a blend of undergraduates and postgraduates from all around the world.

The Metal Works comprises of just one property, situated just off the main campus, and is the closest accommodation to the university.

LOCATION
The Metal Works is located close to Selly Oak and is a 5 minute walk to the main campus. There is wide variety of shops, bars, restaurants, café’s and supermarkets in Selly Oak. It is also within walking distance of Harborne and has excellent links to the main city centre.

FACILITIES
The Metal Works has its own social room with TV, pool table and a variety of games. The laundrette can be used 24 hours a day.

The main reception is open 8am – 6pm during the week, but staff are available 24 hours a day and over the weekend. Reception collect all post, for you to pick up at your convenience. There is no parking at this site.
Welcome to Liberty Living which compromises of three sites; Liberty Court, Liberty Close and Liberty Park.

**Location**

Liberty Gardens are located close to Fiveways and Broadstreet, therefore having great transport links and access to the city centre. Catching the train from Fiveways is the quickest way to get to campus.

Liberty Court is located on Pershore Road and has a free shuttle bus to take student to campus.

Liberty Park is based in Selly Oak and is the closest Liberty Site to campus. With just a quick walk you’ll be on campus in no time!

There are a number of supermarkets near Fiveways including a Morrison’s and Tesco Express. There is an Aldi close to Liberty Court, next to Edgbaston cricket ground. There is also an Aldi and plenty of other convenient shops on Selly Oak high street.

**Facilities**

All sites have a social area, a laundrette, reception and 24 hour security. There is also plenty of bike sheds and car parking at all sites.
GENERAL INFORMATION ABOUT YOUR FLAT

CLEANING
You will be expected to keep your own bedroom clean and tidy. You will also be required to undertake your share of cleaning in the communal areas. Equipment will be provided for this purpose but you will be expected to provide your own cleaning materials. Some accommodation carry out flat inspections throughout the year and you may be liable to pay for professional cleaners if they do not deem it clean enough.

FIRE SAFETY
Your safety is our number one priority. It is VERY important that you read and understand the fire safety notices in your flat.

GENERAL SAFETY
Student accommodation is generally a safe place to live, however it is important to be vigilant.

• Always lock your room door, even if you are just popping in to another flatmate's room
• Never prop your front door open
• If you have your window open, do not leave anything within reaching distance
• Draw your curtain and lock your window when you leave your room
• If you have a bike, make sure it is locked in an allocated bike shed with a D-lock
• Don't leave your laptop or belonging unattended in social spaces
• Always use a licensed taxi
As a tenant living in university accommodation you now have equal responsibility over things that may not have mattered before, such as the cleaning and who puts the bins and recycling out for collection, and what is or isn’t acceptable in regards to noise and using your accommodation as a social space.

For all the excitement of living together, there will inevitably be a few problems along the way. Use these tips to prevent some of these problems. If everyone in your accommodation is on the same wavelength, then initial troubles should be easily dealt with and long-term issues prevented.

- **Once you have moved in try and have a flat meeting with your new flat mates.** Get together in the communal area to discuss how you think this area should/shouldn’t be used and what is or isn’t acceptable behaviour.

- **Talk about security** Everyone has an equal responsibility to keep the flat safe, ensuring you lock all of your doors when leaving for the day or if you head out in the evening.

- **Study habits and times** Be considerate of each other’s space and need for privacy at certain times.

- **Sleeping habits** Do some of your housemates like to get a good eight hours of sleep and wake up feeling fresh at 6am? Are there others in the house with a preference for staying up late, chatting with friends and then lying in until lunchtime? Preferences vary, so be considerate of others if they are trying to rest or if they need some quiet time.

- **Lifestyle differences** Some like to party into the small hours, others prefer to relax at home and get an early night. Discuss this when you move in and think about ways in which you can socialise together so that everyone feels included.

- **Cleaning** Discuss cleaning and cleaning standards. Make sure you are all responsible for your own rooms and you take a fair share in cleaning the communal areas. It would be beneficial to draw up a cleaning rota making sure that this is flexible and fits in with each other’s timetables and deadlines.

- **Having friends over to stay** Is this acceptable within the group? How long is too long?

- **Kitchen and equipment** Make sure that the kitchen space and storage, both in the cupboards and the fridge/freezer is allocated fairly and that food is labelled to avoid confusion when preparing meals.
• **Basic items**
Think about whether or not you will be sharing any basic items such as milk, tea, coffee, toilet roll etc. If so, then who is responsible for replacing them, will you be taking it in turns to replenish the stock?

• **Do not waste resources**
Remember, every time you leave a light on unnecessarily or leave the heater on in an unoccupied room, you are wasting money. These bills are included in your accommodation cost; however it is important that you take an active role in looking after your environment.

Welcome Team will be coming around during Welcome Week to complete a Shared Living Agreement with you flat so that you can discuss all of the above. If you miss out on completing one of these, please email mentorwelfare@guild.bham.ac.uk to arrange a suitable time for a visit.
WHAT TO DO IF YOU ARE EXPERIENCING PROBLEMS IN YOUR FLAT

MEDIATION

Mediation is a safe place for everyone to express their concerns and address any issues they have before they escalate.

Typically, you and your flatmates will meet as a group to discuss the issues that are concerning you and a Student Mentor or a member of accommodation staff will be there to help the discussion move forward and look at ways of resolving the issues.

Don’t worry! Mediation meetings are designed to help to ease the problems in your flat, not create them! Therefore please don’t hesitate to get help.

PLEASE REMEMBER

If you are experiencing any issues whilst living in your accommodation and you feel you would like someone to talk to, then please speak to a Student Mentor or a member of accommodation staff at your site (visit your site reception for help).

The Student Mentor Scheme Office is situated in The Vale Hub, next to the entrance to The Duck and Scholar and is open Monday – Friday 4-8pm during term time, feel free to drop in during these times. Alternatively you can email mentorwelfare@guild.bham.ac.uk or ring 0121 415 8568 and arrange an appointment, or a Mentor can visit you at your flat.
MANAGING YOUR MONEY

It is important that you understand the hidden costs of university and budget for these when you arrive to make sure that you don’t run out of money!

Below are a few expenditures that you should be aware of to help you budget for the first term.

1. Course expenditures including trips, books, equipment and printing costs estimated average £10 per week
2. Travel (buses/taxis/trains) estimated average £7 per week
3. Signing up to societies (£3-£5 on average) and sports clubs (£120-£150 on average)
4. Money for general expenditure - £20
5. Laundry (£2.60 Washing Machine, £1.40 Dryer)
6. Weekly food shopping estimated average £25 per week
7. Socialising (alcohol/nights out/eating out) estimated average £13 per week
8. NUS Card – £12
9. Joe’s Loyalty card – £1
10. Deposit for next year’s house – normally equivalent of one month’s rent (if you choose to live in the private sector!)

*Prices stated above subject to change.

CASH POINTS

There are numerous cash points located on main campus. At the Guild of Students, there is a Santander cash machine in Mermaid Square. You will also find four cash machines at University Centre (next door to Costa in the main square), plus a Barclays Bank. Finally, on Edgbaston Park Road, a stone’s throw from the Guild of Students, there is a Lloyds TSB.

The Vale Hub and Pritchatts Park have free cash machines for you to withdraw money. A number of cash points can also be found in Selly Oak and along Harborne High Street.
REGISTERING WITH YOUR LOCAL DOCTOR’S SURGERY

It is really important to register with a doctor as soon as you start University. Although you may not need to see a doctor straight away, it will make things much simpler when you do. If you receive regular care from your doctor at home, it is even more important to register with a doctor here too so that your care can continue.

The University Medical Practice is the local practice for most students living in halls of residence. To register with them visit www.theump.co.uk, click on ‘New patients’, ‘How to Register’ and download a Student Registration Form. You can either post your completed form to the practice or return it directly. For information on other local Doctors and how to register with them, visit www.nhs.uk/service-search.

RECYCLING & RUBBISH MADE EASY

We take great pride in recycling stuff, wherever possible. This helps to keep our carbon footprint low, which in turn helps keep our University campus looking green. However, we realise not everything can be recycled and sometimes this means that stuff has to be put in a black bag and then placed in one of the big rubbish bins provided.

Therefore, all that we ask is that you think about which bin you put the items into.

TO HELP, HERE IS A TABLE THAT SHOWS YOU WHICH BINS YOU SHOULD USE.

THINK BEFORE YOU THROW

<table>
<thead>
<tr>
<th>GENERAL WASTE</th>
<th>MIXED RECYCLING</th>
<th>GLASS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carrier bags</td>
<td>Paper</td>
<td>Wine bottles</td>
</tr>
<tr>
<td>Food cartons</td>
<td>Cardboard</td>
<td>Spirit bottles</td>
</tr>
<tr>
<td>Yoghurt pots</td>
<td>Magazines</td>
<td>Beer bottles</td>
</tr>
<tr>
<td>Food waste</td>
<td>Cereal boxes</td>
<td></td>
</tr>
<tr>
<td>Old clothes</td>
<td>Greeting cards</td>
<td>Jam jars</td>
</tr>
<tr>
<td></td>
<td>Plastic bottles</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Drinks cans</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Milk bottles</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Toiletry bottles</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
INTERNATIONAL STUDENTS

INTERNATIONAL STUDENTS ADVISORY SERVICE (ISAS)

The International Students Advisory Service (ISAS) provides support for all international students at the University of Birmingham. Their advisers offer free advice and guidance before and during your studies.

Coming to study in another country is a huge decision and you may find that being part of another culture is very exciting, whilst at the same time missing the things that feel familiar to you.

The Student Engagement Team & Student Mentors, alongside other support services at the university, will help you adjust to your new life. However, ISAS are the experts on international matters.

GLOBAL BUDDIES

The International Buddying Scheme, run by Guild Advice, is a peer to peer service that provides informal support and guidance on how to engage in wider community activities, enabling international students to meet people from other countries and fully integrate into University life. Registration takes place in September. For more information visit us on the Ground Floor of the Guild or email guildadvice@guild.bham.ac.uk

BIRMINGHAM INTERNATIONAL ACADEMY (BIA)

The Birmingham International Academy (BIA) runs the Pre-sessional Programmes for international students. These are intensive, motivating and challenging Academic English courses. They focus on the language, concepts and study skills necessary for academic success in your degree courses.

During term time, the BIA provides in sessional English language support to undergraduate and postgraduate students studying on their main programmes at the university, such as guidance on essay writing, time management and exam techniques.

STUDENT MENTOR SCHEME

The Student Mentor Scheme run FREE Welcome Week events which are a great opportunity for you to meet other international students and enjoy some free food and drink!

CONTACT BIA

birmingham.ac.uk/international/bia
(0121) 414 6209
presessional@contacts.bham.ac.uk

The Birmingham International Academy (BIA) provides English language support and is located in the Priorsfield building on Edgbaston Park Road.

Follow us on social media to find out about other up and coming events throughout the year.

@StudentMentors12

studentmentorscheme
SUPPORTING YOU

**Guild Advice**

In need of academic, housing, wellbeing or financial advice? Or are you an international student in need of support?

Guild Advice, a free, impartial and confidential advice service, is here to help. They give practical advice on all kinds of subjects relating to student life.

Opening hours are 10-4pm during term time, with advisors on hand between 12 and 2pm.

guildadvice@guild.bham.ac.uk

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**You Report, We Support**

The Guild of Students and the University believe that sexual harassment is not acceptable.

You report, we support is an online reporting tool for students who have experienced sexual violence and harassment. Support and advice will be available to any student who discloses an incident via the reporting tool. Anonymous reporting is also available.

You can find the You report, We Support tool in the University’s intranet pages.

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**Student Services**

The University’s Student Services consists of a range of teams that support students to settle in at the University.

From counselling and wellbeing services to disability support and academic conduct, the Student Services teams deal with a range of problems that may affect your learning.

You can also go in person to the Student Hub, Aston Webb to access a wide range of student support facilities.

Find all student support services in the University’s intranet pages.
**Forward Thinking Birmingham**

Forward Thinking Birmingham is the provider of mental health services for people up to the age of 25 in Birmingham.

The mental health service offers support, care and treatment through one organisation, making it easier for you to access the right support at the right time.

Contact: 0300 300 0099  
Mon-Fri: 8am-8pm, Sat and Sun: 10am-3pm  
forwardthinkingbirmingham.org.uk

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**Student Mentor Scheme**

The Student Mentors are a team of students here to help and support fellow students living in University accommodation.

Whether you need support with your course, money, accommodation, or wellbeing, the mentors are here to listen.

Find the mentors at the Vale Hub, Shackleton.

Open 4-8pm during term time  
mentorwelfare@guild.bham.ac.uk

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**Nightline**

Birmingham Nightline is a confidential and anonymous listening and information service run by students, for students.

Open every night of term, and regularly through the holidays, contact Nightline for a chat about your worries and concerns in a non-judgmental environment.

You can contact Nightline by phone, instant message, email or drop-in. Call 7999 from your hall’s internal phones or find their full contact details via the my.bham portal.

bhamnightline.co.uk

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**Supporting Your Journey**

University of Birmingham  
Students’ Union  
guild.bham.ac.uk
LIVING (ACCOMMODATION SERVICES)
Student life at the University of Birmingham is so much more than your bedroom. Not only are you far away from home, but for most of you, student accommodation will be your first time living independently. The university strive to offer you a welcoming environment so that your new room instantly feels like home.

Birmingham offer a fantastic choice of living, all which provides a safe, secure and sociable start to your university experience. However, if you encounter any problems with your accommodation during your stay here, please don’t hesitate to contact Living.

Tel: 0121 414 8000  
Email: living@contacts.bham.ac.uk  
Online: www.birmingham.ac.uk/students/accommodation

SECURITY (NON-EMERGENCY)
Tel: 0121 414 3000

NHS DIRECT – MEDICAL NON-EMERGENCIES AND HEALTHCARE ADVICE
Tel: 111  
Online: www.nhsdirect.nhs.uk

ASK4 (INTERNET PROVIDER)
Tel: 0114 303 3232  
Email: support@ask4.com

FINANCE (RESIDENT FEES)
Tel: 0121 414 6074  
Email: studentfees@bham.ac.uk

GUILD ADVICE
Drop ins: Monday – Friday 12-2pm (Ground floor, Guild of Students)  
Tel: 0121 251 2400  
Email: guildadvice@guild.bham.ac.uk

UKCISA
Tel: 020 7788 9214  
Online: www.ukcisa.org.uk

POLICE/AMBULANCE/FIRE
If you have an emergency then please call 999 for immediate assistance

OTHER

USEFUL CONTACTS
We hope this guide has helped you to start getting to know your new home! There will be a lot to learn and to familiarise yourself with when you arrive at university but if at any point you feel overwhelmed or even just clueless about using the laundrette then just ask a Student Mentor. No problem too big or too small, just give us a call, email or drop in to the Student Mentor Scheme Office and we can help make sure you get the best out of your time here.

HAVE A GREAT SUMMER AND WE’LL SEE YOU SOON!

LOVE FROM,

THE STUDENT MENTORS X