Welcome & UUK
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Residence Life social programme, social media and pre-arrival advice
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Campus map
Welcome to your new home! We hope you enjoy living and studying as part of a thriving halls community, making new friends and many memories. Living away from home for the first time can be daunting so our friendly Accommodation team is here to help you settle in.

There are 2 dedicated student receptions based at Francis Drake Hall and in Gibbon Street. There are various drop-in sessions and bookable appointments times which are displayed in receptions and on our social media channels. Please read the information in this handbook carefully and keep it in a safe place, so you can access it during your stay in halls.

Our Commitment to You

The University of Plymouth is signed up to the Universities UK Code of Practice for Student Accommodation. The Code outlines best practice and provides benchmarks for the management and quality of student housing in the Higher Education sector. For further information, or to download a full version of the UK Code of Practice, please visit the Universities UK website.

All University of Plymouth students are expected to behave appropriately and are bound by the Student Code of Conduct. Please visit our Student regulations, policies and procedures section on our website to view all the current policies relating to living and studying at the University.
Accommodation Services

The Accommodation Team are here to help throughout your time as a resident at the University. We are available to assist you with information and offer sign-posting to both University and non-University support services.

Receptions

Our partners UPP manage the halls residences and provide reception and postal services in Francis Drake and Gibbon Street. Information concerning upcoming events and important contact numbers can be found at your reception and the reception team are able to help you with any queries you may have relating to your accommodation. UPP work closely with the accommodation team and can help direct your query to a specialist member of staff when required.

Opening times: -
**Francis Drake** 9am - 6pm Monday to Friday term time only
**Gibbon Street** 8.30am - 8pm Monday to Friday
*Times subject to change

Hall Ambassadors

University-managed halls has a group of Hall Ambassadors, students like yourself who coordinate activities to suit all interests, help you get the best out of all that Plymouth has to offer and give you the benefit of their experience of the University. Hall Ambassadors will make themselves known to you on arrival and operate a duty rota if you are looking for someone to talk to. Any questions, they are here to help. Please see your notice board for details.

You can contact a Hall Ambassador during evenings (5 pm-11 pm Monday-Friday and weekends 11 am-11 pm) via phone. Alternatively, you can contact a Hall Ambassador on the private Facebook group and find useful information about your hall, the University, and the city. When the Hall Ambassadors are on duty they may visit your flat to say hello!

**Your Hall Ambassador contact:** 07815 535834

Contact

If you need assistance during office hours (Monday to Friday 9 am to 5.00 pm (4.30 pm on Friday) please contact:-
**Gibbon Street Reception** - 01752 582984 or **Francis Drake Reception** - 01752 582990

Alternatively, you can email contactplymouth@upp-ltd.com

Emails

This is our primary method of contacting you throughout your stay in halls. It is your responsibility to check for our updates.

Hall Officers

If you would like an appointment with a Hall Officer, for example to discuss a confidential matter, welfare concern or complaint, you can book appointments via the accommodation portal. There are various slots available weekly, including evenings. Alternatively, visit one of our scheduled drop-in sessions - session times are advertise in your reception and on social media.
Residence Life

We run events and trips for residents throughout the academic year which we call our "Residence Life" programme. This a great way to see local attractions, take part in new activities and meet new people.

As a resident of University-managed halls you automatically have special membership and can join in as many or as few of these activities as you like.

Hall Ambassadors

Your Hall Ambassadors are on social media and will post each time they come on duty if you’re looking for help or information. If your issue is confidential you can direct message.

Membership

You have automatic membership of our "Residence Life" programme. We co-ordinate events including meals, charity fundraising, social events and visits to local attractions. Many of these are provided free or at subsidised rates, be sure to check our Residence Life web pages and social media for our upcoming events.

Social Media

Visit our social media channels for halls news, exclusive resident competitions and deals, events and student live chats. We also provide safe Facebook groups for you to meet your neighbours and ask the team questions.

What's on...

Look out for the latest events! Full information can be found in your hall reception, on your hall Facebook group or you can ask your Hall Ambassador.

Join your Hall Facebook group

Francis Drake

Robbins

Gilwell

Radnor

Mary Newman

Pilgrim

Home at Halls App

The Home at Halls app is available to download for free on most devices from your app store. We highly recommend downloading it either before you arrive or upon arrival as the app can be used to:

- Complete your inventory on arrival (this is for your own benefit, if no faults are reported within 72 hours from arrivals, the inventory will be accepted by default)
- Report maintenance issues
- Receive mail notifications
- Perform room inspections
- Give feedback on UPP staff

Ask your Hall Ambassador or at Reception for a demo.
Settling In

Within the first few weeks you will meet your new neighbours and people on your course. You may also look at joining a society or club at the Students’ Union.

Your Hall Ambassador can provide a wealth of knowledge about life at the University of Plymouth so why not meet them for a friendly chat?

You will meet your Hall Ambassador at arrivals and on their regular visits around the halls. When you first arrive we’ll quickly check we have a current contact number for you and make sure you can contact us.

Keys

Upon arrival, you will collect your key and/or fob from the reception or hall check-in point. If you lose a key, please visit your hall reception for a replacement where charges are displayed. This charge will be added to your account. You are not allowed to transfer keys between individuals, or have duplicate keys made. You must not give your key to anyone else. Lost keys must be reported to reception as a matter of urgency and replacement charges will apply.

Internet

Internet provision is included in your rent via Eduroam. We cannot guarantee a continuous high-speed connection as it is dependent on the usage by other residents, which can sometimes affect the network speed. The University Computing policy can be found online.

If you are locked out of your room outside of your hall reception opening hours, please call the duty Hall Ambassador phone. The Hall Ambassador for your hall will meet you and arrange access until new keys can be arranged. After 11 pm, and before 11 am on weekends this call will automatically divert to University Security.

Cleaning

The cleaning team will visit your flat to clean communal areas and kitchens once a week. They do not clean your bedroom or studio flat. Hallways must be kept clear for fire safety purposes and any items left in hallways will be removed as these pose a risk to your safety should an evacuation be required. We expect you to:

- Complete an inventory form upon check in - this is for your own benefit
- Keep your room and en-suite clean and tidy
- To do your washing up after eating or social gatherings
- Clean spillages and keep surface areas clear
- Ventilate the kitchen whilst cooking
- Put any broken glass in cardboard and mark it clearly for cleaners to see
- Leave your bedroom and communal spaces in a clean state upon departure

Kitchen bins will be emptied daily, please ensure that bin bags are tied. Bin bags are provided

Insurance

There is a basic level of insurance offered for your halls. Please visit our website or the Home at Halls app for the latest insurance certificate.

TV Licence

Students living in halls need to have their own TV licence and are not covered by parents or communal licences. For information on how to purchase a TV licence, what the TV licence covers, and payment options, please visit the TV Licensing website.

We cannot guarantee continuous TV signal within halls as it can depend on a range of factors, including other tall buildings on the campus.
Settling In

Maintenance

For matters relating to general maintenance or cleaning services, please contact UPP at your hall reception.

Out of Hours emergency maintenance is from 20:00 to 09:00 call 07734740467. An emergency is something which needs to be dealt with immediately. THINK! Can it wait till morning?

Maintenance is on site Monday to Friday 9-5. Please report maintenance issues via the UPP Home At Halls app, by visiting reception or email contactplymouth@upp-ltd.com. If you report a fault you are granting us permission to enter that area, should you want to be in attendance, please contact reception who will schedule an appointment with you.

UPP can only enter your room with your permission unless it’s an emergency e.g. report of a leak. A calling card will be left so you know that we have been. Please call your Hall Ambassador when they are on duty to assist with basic power cuts, freezer, water and heating failures.

Post

All post should be clearly marked with your name and room number - student ID is required for collection. If you live in Mary Newman or Francis Drake, please collect your post from the Francis Drake Reception.

If you live in Gilwell, Pilgrim, Radnor or Robbins, please collect your post from the Student Village Reception located on Gibbon Street.

You will receive notification via the Home at Halls app for large and signed for packages - Please ensure that you re-direct your mail at the end of your licence agreement. Full postal address can be found on our Resources for Residents webpage.

Amazon lockers are also available for deliveries and are situated below the Robbins building just off of Gibbon Street. These are accessible 24/7.

Music and Noise

Please respect and give consideration to other students living in halls. If playing music, this should always be played at a reasonable volume and bass. After 11 pm, all music and noise should be kept to a minimum to avoid the disturbance of other residents. This time may be revised during revision and examination periods. Remember that excessive noise could be a breach of the code of conduct.

Guests

Guests can stay overnight occasionally but should never have access to communal areas unless accompanied by you or be left in your room. Please ensure that your flatmates are happy for guests to stay especially where facilities are shared (to ensure everyone’s comfort and dignity).

If you have selected single sex accommodation you are not allowed over night guests of the opposite sex including family

You are responsible for the actions and behavior of your guests and must be present at all times when your guests are in a University facility.

Any guest in University-managed facilities must behave in accordance with the University of Plymouth policies and it is up to you to ensure this. We hold you responsible for any damage or problems that a guest may cause.

If any of your guests are disruptive, we have authority to ask them to leave immediately.
Sports and Activities

There is a gym located on campus offering special student rates for the academic year. You may also wish to join a club or society run by the Students’ Union.

Sustainability

The University is committed to sustainability throughout the campus. Please use the consumption of water and energy wisely as not to waste them.

Recycling

Details of recycling methods can be found in each hall. Please put glass in the correct recycling bin and this will be removed by your hall provider.

Neighbours

As members the Plymouth community, we strive to be good neighbours and expect respectful interaction with our neighbours at all times. Please do not make excessive noise when returning to your hall at night as it may disturb those living nearby.

Bicycles and Wet Storage

Bike and wet (e.g. surf board) storage is available on a first-come first-served basis from your hall reception. This is the only place equipment is permitted in halls. The University of Plymouth will not cover loss or damage to items in a hall storage area.

Car Parking

We do not provide parking in our halls of residence. If you are a blue badge holder please contact us.

No Smoking

We operate a no smoking policy (tobacco, other substances and e-cigarettes) across all buildings and within a five meter distance of a building. This includes your room, balcony, communal areas, stairwells and entrance areas/lobbies. This includes e-cigarettes.

Anyone caught in breach of this rule may be subject to disciplinary action.

Laundry

Chargeable laundry facilities are provided. This is powered by Circuit Laundry and an app is available for download. Alternatively, you can visit the website www.circuit.co.uk. Visit your reception to obtain the room access code. Please report any faults relating to laundry to your hall reception.

Francis Drake & Mary Newman laundry is on the ground floor of Francis Drake, next to the Student Village Reception.

Gilwell laundry is in Block 2

Pilgrim can use the launderette outside of Radnor block 8 for residents of Pilgrim blocks 1 to 5, and adjacent to block 6 at the back of Robbins for residents of Pilgrim block 6.

Radnor can use the launderette outside block 8.

Robbins can use the launderette on the ground floor of Robbins, next to the car park.
Security

We have 24-hour security all year round. Our security staff make regular visits to on-campus halls and areas surrounding halls to ensure your safety. All of our security staff are first aid qualified and respond to all emergencies. Please alert them if you suspect any suspicious behaviour. They can easily be reached by calling 01752 588400 (or 01752 583333 in an emergency).

Fire Safety

You are required to complete the fire safety module on the accommodation portal and will receive two reminders. This advises you of banned items in halls of residence such as candles. It is essential this module is completed by all students to ensure everyone’s safety.

A fire action notice can be found on the back of your bedroom door. In the event of a fire alarm, please evacuate the building as soon as possible and meet at your designated fire assembly point.

For safety reasons, please do not wedge open fire doors or tamper with fire equipment. Fire doors and fire equipment are there for the safety of the building and its occupants and must not be tampered with. Failure to follow this guidance may result in disciplinary action.

Further details of this can be found at your hall receptions.

Whilst fire evacuations are disrupting they ensure your safety. Keep these to a minimum by ventilating cooking and avoiding excess steam from showers.

Electrical Safety

- Please do not overload extension leads
- Any electrical appliance that plugs into the wall must have a fused 3 pin plug
- They must not be over 230v
- Please alert your hall reception of any electrical faults in your flat

For more information on:
- Fire Safety
- Electrical safety
- User guides for your kitchen appliances

Please see the UPP Halls user guide handbook

Procedures

For the following points, please refer to the procedure, complaints and concerns document:

- Your accommodation licence
- Complaints
- Discipline process
- Bomb alerts
- Raising concerns about exploitation, radicalisation, harm or abuse

Room Access

If we need to enter your room we will give you a minimum of 24 hours’ notice, except in an emergency for your safety or the safety of others, or for essential maintenance, which may necessitate immediate entry. University or UPP staff may enter communal areas at any time if reasonable and proportionate.
Finance

Paying rent

Accommodation rent is split into three payments. October, January and April. The first payment is required at the point of signing your license agreement, two weeks advance rent to secure your booking, instead of a deposit. The other three payments are usually due just after student loans have been received.

You can make a payment for your halls of residence on our accommodation portal.

Managing your money

It is important that you manage your finances very early on and establish a budget.

The terms of your rent is legally binding and must be paid in full by the end of your licence agreement. Failure to do this will lead to a third party company managing your debt.

If you are experiencing problems paying your rent then please book an appointment with a member of our team or make contact with us. Letting finances and debt get out of control can affect your personal well being.

Student Life

If you're in need of support or worried about another student there's help and information available. If you're unsure where to start, contact your student reception or the Student Hub. You can also come to a drop-in or make a Hall Officer appointment so we can point you in the right direction.

Wellbeing Centre

Here you will find the University Medical Centre where you can register with a GP.

Student Hub

The Student Hub, located on the ground floor of the Charles Seale-Hayne Library, is the University’s first point of contact for all your non-academic queries. Our dedicated advisers are here to help you to get the most out of your time at University. No issue is too big and no question is too small. Our friendly, confidential and impartial team will be pleased to help you.

There are a range of services and resources available to students at the University. Most services can be accessed via the Student Hub which is open Monday to Friday. Visit the website for our opening hours and full list of services.

UPSU

The UPSU is your University of Plymouth Students Union. As well as organising and hosting events, they also offer advice and support in areas including:-

- Student Finance and Money Management
- Accommodation
- Academic Advice
- Wellbeing
5 Ways to wellbeing

5 ways to Wellbeing is the Government initiative to improve wellbeing. It focuses on the below 5 things we can do every day to help keep us well.

We all have mental health and it's good to talk about it, no matter how small or big the issue seems, we're here and happy to help!

External Contacts

- **Head Space** (6pm – 10pm daily): Plymouth based service run by volunteers and staff 07890 257614
- **Samaritans** (free 24/7): Call 116 123 or email jo@samaritans.org
- **Papyrus** (prevention of young suicide): Call: 0800 068 4141/Text: 07860 039 967/Email: pat@papyrus-uk.org
- **Shout crisis** text line (free 24/7): 85258
- **First response Team** call 01752 434922

It can be easy to get 'stuck in a rut' of negative thinking. However, we can train our minds to see the positive, instead of automatically jumping to the negative thoughts. A really simple way to do this is at the start of each day, write down three ways you’re going to make that day great and at the end of each day write down three positive things that happened. They can be as small as you like, even 'I saw blue sky today!'

The longer you do this daily, the more likely your mind set will change to focus on the positive – you just need to practice!
# How to Log Onto Eduroam WiFi

University staff and students on campus should use eduroam to connect to the wireless network rather than the Guest Wifi as this will provide a more secure and faster service.

## Step One

In your WiFi settings, select ‘eduroam’

## Step Two

When asked to login you should use your university username or full email address as your username.

## Step Three

Enter your password and click ‘join’. You should now be connected to the University WiFi.

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# The Accommodation Portal

During your stay within University managed halls, you will be required to use the accommodation portal to pay your rent, book hall officer appointments and to make amendments to your booking should this be required (e.g. room swap). If you experience any issues regarding accessing the portal, please email residencelife@plymouth.ac.uk.

## Logging on

If it is your first time visiting the portal you will need to enter your email address that you used for your UCAS application and student number. This will send an email to your account within 30 minutes with a link for you to set your password. If you have logged onto the portal before, then your portal username is your registered UCAS email address. If you have forgotten your password, click forgot password to be sent a reset link.

## Booking A Hall Officer Appointment

Hall officer appointments are available for you to book on the portal if you would like to discuss any of your accommodation related concerns in private. To book, log onto the portal and select ‘appointments’, please then select a time and date.

## Paying Rent On The Portal

When your payment is due you'll automatically receive an email asking you to log in to our accommodation portal and pay using a credit or debit card. On your account all your fees for the year will be displayed with the date they are due.
Leaving for the holidays

Your licence is for a continuous period, so there is no need to vacate your room for Christmas and Easter holidays.

Summer

We offer summer accommodation to students on a weekly basis, this may not be in the same hall as you are currently living in. Details and prices will be emailed to students living in halls if they wish to book.

Leaving Early

If you are considering leaving halls early, please book an appointment to discuss if there is anything we can do to improve your experience in halls. Your licence agreement details the financial liability of terminating your agreement.

Room Changes

Settling in to your new home can take a few weeks. If after this time you are still considering moving rooms, please book an appointment to discuss the situation via the accommodation portal. More details can be found in our Procedures and Information document which has been emailed to all residents.

Useful Contacts

UPP Student Village Reception
01752 582984

UPP Francis Drake Reception
01752 582990

Student Services
01752 587676
studentservices@plymouth.ac.uk

Library Services
01752 88588

Local hospital
Derriford

UPSU
01752 588388

Dental emergency
01392 822348

Campus Gym
01752 588510

Security
01752 588400

Police
101 or in an emergency 999

NHS
111 or in an emergency 999

Samaritans
116 123

Hall of Residence Addresses

Francis Drake: Francis Drake Hall of Residence, James Street, Plymouth, Devon PL4 6AP

Gilwell: Gilwell Hall of Residence, Tavistock Place, Plymouth, Devon PL4 8AP

Mary Newman : Mary Newman Hall of Residence, Portland Square, Plymouth, Devon PL4 6DH

Pilgrim: Pilgrim Hall of Residence, Gibbon Street, Plymouth, Devon PL4 8BT

Radnor: Radnor Hall of Residence, 10 Gilwell Street, Plymouth, Devon PL4 8BX

Robbins: Robbins Hall of Residence, Gibbon Street, Plymouth, Devon PL4 8BZ