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Welcome to University-Managed Halls of Residence
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. Please read the information in this handbook carefully to ensure you get the most out of your time living in Halls.

Accommodation you can Trust
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.

The Student Code of Conduct
All University of Plymouth students are expected to behave appropriately and are bound by the Student Code of Conduct. Please visit the Student regulations, policies and procedures section on our website to view all the current policies relating to living and studying at the University of Plymouth.
THE ACCOMMODATION TEAM & UPP HALL PROVIDER

The Accommodation Team are here to help throughout your time as a resident in University-managed Halls. We are available to assist you with information and offer signposting to both University and non-University support services.

Our Halls are provided in partnership with UPP (University Partnership Programme), the UK’s leading provider of on-campus residential and academic accommodation infrastructure.

UPP own and maintain the buildings, manage the Home at Halls app and provide reception and postal services for residents, while the University’s Accommodation Team provides a range of support for you including welfare and conduct support and are available throughout the year. This support includes Hall Officer appointments, your on-duty Halls team, and exclusive Residence Life events, competitions and giveaways! Wellbeing and welfare services and 24/7 security are provided by the University’s specialist teams.

YOUR HALLS TEAM

Available 11am – 9pm

The duty Halls Team are here to provide day to day support to students living in University-managed Halls as well as run a range of Residence Life events. Your Halls team consists of Assistant Hall Officers who are assisted by Student Hall Ambassadors and can be contacted by either phone or via social media between the hours of 11am - 9pm to provide support and answer your questions about living in Plymouth. The team aim to resolve any issues you report immediately but can escalate issues to our Hall Officers if necessary. The Halls Team are based on campus during duty times and can also assist with:

- Lockouts
- Trip switches
- Signposting to University services
- General queries
- Informal visits in response to concerns e.g. excessive noise

HALL OFFICER SUPPORT

Hall Officers are available Monday - Friday to provide support and to deal with more serious issues and complaints. If you would prefer to discuss any issues you may be facing privately, you can book a confidential appointment with a Hall Officer by visiting your Accommodation Portal and selecting the date to see available slots. These may be in person, by Zoom or telephone call back and include early evening slots for your convenience.

Hall Officers can assist with:

- Any concerns you have
- Advice about your licence
- Resolving complaints
- Assisting with communal living issues
- Serious Incidents in Halls

THE ACCOMMODATION PORTAL

During your stay in University-managed Halls you will be required to use the Accommodation Portal to pay your rent, book appointments and make amendments to your booking should this be required. It is best to keep a note of your log in credentials as you will be required to log in throughout the year. If you experience any issues regarding accessing the Portal please get in touch with the team by emailing residencelife@plymouth.ac.uk

ACCOMMODATION CONTACTS

Halls Team Duty Phone
(11am – 9pm)
07815 535834

The Accommodation Team
residencelife@plymouth.ac.uk

Hall Officers
hallofficers@plymouth.ac.uk

UPP Student Village Reception
01752 582984
contactplymouth@upp-ltd.com

UPP Francis Drake Reception
01752 582990
contactplymouth@upp-ltd.com

Security Team - Emergency Only
(9pm – 9am)
01752 588400
Besides being super excited (and perhaps a little nervous), preparing to move to University can also be stressful and daunting! The Accommodation Team are here to help make your transition go as smoothly as possible.

BE PREPARED
Not sure where to start? We’ve put together an essential checklist to help you prepare for your move into University-managed Halls. Start small to make moving less stressful and remember we are minutes away from shops such as Dunelm, Wilko, and Primark.

Bedroom & Bathroom essentials
- Duvet
- Duvet covers
- Pillows
- Pillow cases
- Flat bedsheets
- Mattress protector
- Washing basket
- Clothes and shoes
- Decorative items and pictures to make it homely
- Towels & flannels
- Toothbrush & toothpaste
- Toiletries
- Toilet roll
- Cleaning products

Kitchen essentials
- A frying pan or wok
- Cutlery
- Plates and bowls
- Mugs & glasses
- Food and drink
- Utensils
- Tea towels
- Cleaning products

GET TO KNOW YOUR HALL MATES BEFORE YOU ARRIVE
Join your exclusive resident Facebook group to meet your new neighbours and keep up to date with the latest events and news updates throughout your stay in Halls.

FRANCIS DRAKE
MARY NEWMAN
RADNOR
ROBBINS
PILGRIM
GILWELL

LIVE CHAT
For details about the weekly Finance live chat drop-in sessions, check your Facebook Hall Group.

Our Halls Team are online between 2pm – 4pm every weekday to answer your Accommodation questions, both before you arrive and throughout your stay. Just pop them a message to start chatting.

HOME AT HALLS APP
Make sure you download the Home at Halls App! It is available to download for free on most devices from your app store. We highly recommend downloading upon arrival as it is used to:
- Complete your inventory on arrival
- Report maintenance issues
- Receive mail notifications
- Attend online events
- Perform room inspections
- Access Arrivals information

If the Home at Halls App is not working, contact reception.

ARRIVALS DAY
This day marks the start of your new journey! Arrivals Day is carefully co-ordinated, so you and your flat mates move in around the same time. A few weeks before you’ll receive an email containing city route maps, temporary parking permits and a time slot to ensure the day goes smoothly. Our friendly team will be there to welcome you and to help you unload and find your way.

Not on Facebook? Follow us on Instagram and TikTok to stay up to date with campus news.
YOUR STUDENT RECEPTION
Francis Drake: 9am - 6pm
Student Village: 8.30am - 8pm

If you are living in the Student Village your student reception is located on Gibbon Street opposite Robbins Hall. If you are living on campus then your reception is located in Francis Drake Hall behind Drake’s Kitchen. Both receptions are run by the UPP reception team, who are there to answer any questions relating to your accommodation, maintenance or post. UPP work closely with the University Accommodation team and can help direct your query to a specialist member of staff when required. You can use your receptions to find out about Residence Life events or campus news from the ‘What’s On’ television screen located in both receptions, report maintenance issues and to collect your post. Head to page 7 to find out more about receiving post in Halls.

BEDROOM CONTENTS
Your en suite room will include the following items:
- A bed
- A desk
- A desk chair
- A bin
- A lamp
- Shelving
- Curtains
- Wardrobe
- Under bed storage / storage space
- Notice board
- En suite bathroom with shower (wet room)
- A shower curtain

A standard / loft room & bathroom facilities
Your standard / loft room will include the following items:
- Bed
- Desk
- Desk chair
- Sink
- A mirror above the sink
- Under bed storage / storage space
- Notice board
- Shelving
- Wardrobe
- Curtains
- Two WCs (per flat of 8 people)
- Two shower rooms (per flat of 8 people)

KITCHEN FACILITIES
Your shared kitchen will include:
- Fridge
- Freezer
- Oven
- Hob
- Microwave
- Kettle
- Toaster
- Iron and ironing board
- Hoover
- Recycling bins
- General waste bin
- Seating area
- Notice board

BICYCLE AND SURFBOARD STORAGE
A limited number of bicycles and water-sports storage facilities are provided free of charge. Please arrange this with your Hall reception upon arrival. Please note: bicycles and water-sports equipment are not permitted in bedrooms or any communal areas for health and safety reasons. Bicycles must be stored in a bicycle storage room within designated buildings or the outdoor bicycle racks. If you have a bicycle, it is essential to insure it and lock it. The University of Plymouth will not cover loss or damage to items in a Hall storage area.

CONTENTS INSURANCE
Click here to view your insurance documents. Insurance cover is provided in all University-managed accommodation by Endsleigh Insurance. You can view your insurance cover details on our website and on the Accommodation Portal.

TV LICENCE
If you are watching, recording or downloading any live TV programmes on any device (including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD recorder) you will need to be covered by a TV licence. If you’re watching, recording or downloading live TV programmes without a valid licence, you risk prosecution and a maximum penalty of up to £1,000 - plus any legal costs and/or compensation you may be ordered to pay. To find out more about TV Licensing in Halls please see our FAQs on our website.
INVENTORY
You will be required to complete an inventory of your room and shared space within the first 72 hours of your arrival. You can complete an inventory via the Home at Halls App. An inventory is for your own benefit, so we highly recommend you complete it as soon as possible. If no faults are reported within 72 hours from your arrival, the inventory will be accepted by default.

WIFI IN HALLS
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.

TO LOG IN PLEASE FOLLOW THE FOLLOWING STEPS:

Step 1: In your Wifi Settings select ‘eduroam’.
Step 2: When asked to log in you should use your university username or full email address as your username.
Step 3: Enter your University account password and click ‘join’.

Please note you will only be able to access eduroam once you have completed enrolment and received your university email.

PARKING
We do not provide parking spaces for our Halls of Residence and parking is very limited in the centre of Plymouth. There are various spaces around campus for blue badge holders. If you park on campus or around any of our Halls without a valid permit then you are liable to be fined, which we are sure you will want to avoid. Please make sure that you park only where you are permitted to do so. If you are a blue badge holder please get in touch.

YOUR ADDRESS AND POST
All post should be clearly marked with your name, Hall, flat and room number followed by the appropriate delivery address (please see below). To collect your post you will need to present your student ID card at your student reception upon collection.

If you live in Gilwell, Pilgrim, Radnor or Robbins please collect your post from the Gibbon Street reception, if you live in Mary Newman or Francis Drake please collect your post from the Francis Drake reception.

You will receive notification via the Home at Halls app for large and signed-for packages once they have been processed and are ready to collect. Please note: if you order any perishable items, please ensure these are delivered when reception is open and are collected promptly. At the end of your licence please ensure you re-direct your mail.

Your DELIVERY ADDRESS:

FOR FRANCIS DRAKE AND MARY NEWMAN:
Your Name, Hall of Residence, Block and Flat Number
c/o Student Village Reception
UPP Residential Services
Gibbon Street
Plymouth
Devon
PL4 8BT

If you need Proof of Address, this can be downloaded from the Accommodation Portal.

RESIDENCE LIFE
To help you settle in and make the most of your time in University-managed Halls we have put together an exclusive Residence Life events programme. These events are a fantastic way to meet new like-minded people outside of your course and flat. As a resident of University-managed accommodation you are automatically enrolled on the programme, and from day one you can join in as many or as few of these events as you would like. Almost all of our events, giveaways and day trips are free of charge. These alcohol-free events are advertised on your private resident Facebook groups and emailed to you in the monthly ResLife newsletter – so ensure you keep an eye on your inbox to stay up to date with what we have going on!
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. If you are living in Robbins, Radnor or Pilgrim, please visit your reception to obtain the room access code or refer to your bedroom poster where the code is provided for you. If you are living in Gilwell, Francis Drake or Mary Newman you can access the laundry facilities using your keyfob. If there are any problems with your keyfob, please contact reception. Please report any faults relating to laundry to your reception.

Francis Drake & Mary Newman laundry room is on the ground floor of Francis Drake, next to the Student Reception. Gilwell laundry is in Block 2. Pilgrim residents located in blocks 1 - 5, and all residents of Radnor Hall, can use the laundrette behind Radnor block 4. Residents of Robbins Hall and Pilgrim block 6 can use the laundrette located at the back of Robbins, adjacent to Pilgrim block 6.
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). You are responsible for the actions and behaviour 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.

SINGLE SEX ACCOMMODATION
If you have selected single sex accommodation you are not allowed overnight guests of the opposite sex, including family.

MUSIC AND NOISE
Please show respect and consideration to your Halls community and neighbours. If playing music, this should be played at a reasonable volume and bass. After 11pm all music and noise should be kept to a minimum to avoid the disturbance of other residents. Please remember that excessive noise could be a breach of the code of conduct.

SMOKING
We operate a strict no smoking policy (including tobacco, vapes, e-cigarettes and other substances) across all buildings. Please stand a minimum of 5 metres away from any building when smoking and be respectful of others. This policy includes your room, balcony, communal areas, stairwells, entrance areas and lobbies. Anyone found to be in breach of this rule may be subject to a disciplinary.

NEIGHBOURS
As members of 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.

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, for 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.
HOW TO REPORT MAINTENANCE ISSUES
Maintenance is on site Monday - Friday, 9am - 5pm. Please report maintenance issues via the Home at Halls app, at your student reception or by emailing UPP directly at contactplymouth@upp-ltd.com.
If you experience a power cut, please contact the Halls Team between 11am and 9pm.

ROOM ACCESS FOR MAINTENANCE
UPP can only enter your room with your permission unless it is an emergency e.g. report of a leak. In this case, a calling card would be left so you know that we have been. If you are reporting a fault, you are granting us permission to enter the fault area. Should you want to be in attendance, please let UPP know so they can schedule an appointment with you.

EMERGENCY MAINTENANCE
Out of hours emergency maintenance is available from 8pm - 9am. An emergency is something which needs to be dealt with immediately. THINK! Can this wait until the morning?

DAMAGES
Following appropriate investigation any damages, caused accidentally or maliciously, will be charged using the charges set by the Hall provider. A current scale of charges is clearly displayed in your Policy and Procedures document. For some damages the cost can vary and will be based on current external contractor charges and you will be given a cost breakdown.

For more information on damages and charges please read the Accommodation procedures and information document available on our website.

MAINTENANCE RESPONSE TIMES

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<th>Usual Response Time</th>
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<td>Emergency</td>
<td>Failure or need to repair which constitutes a danger, health hazard or seriously affects the occupation of the premises e.g. leak or broken window</td>
<td>1 hour to make safe 24 hours to restore or make suitable alternative arrangements</td>
</tr>
<tr>
<td>Urgent</td>
<td>Affects amenities but does not seriously affect occupation of the premises or the residents’ living conditions e.g. no hot water/heating</td>
<td>24 hours to make safe Up to 48 hours to resolve</td>
</tr>
<tr>
<td>Routine (non-urgent)</td>
<td>All other conditions e.g. change of lightbulb</td>
<td>1 week</td>
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CLEANING

The housekeeping team will visit your flat once a week to clean all communal areas. They do not clean your bedroom, en suite bathrooms, or studio flats. You will be notified of the day of your clean via the kitchen poster. Before your housekeeper visits, please ensure there is no washing up in the sink and the surfaces and floor are as clear as they can be.

Please make sure hallways are kept clear for fire safety purposes. Any items left in your hallways will be moved by the housekeeping team as they pose a risk to your safety should an evacuation be required.

Throughout the year, please ensure you:

- Keep your room and en suite clean and tidy
- Do your washing up after eating or social gatherings
- Clean spillages and keep surface areas clear
- Keep the extractor fan on when cooking
- Organise your recycling and put any broken glass in cardboard and mark it clearly for the housekeepers to see to help avoid risk of injury.

Upon departure you are expected to leave your room, en suite and communal facilities in a clean and tidy state.

BINS

Your bin bags will be provided. Housekeeping will take out your full bin bags daily. Please ensure the bin bag is tied ready for collection.

SUSTAINABILITY

We are a leading, award-winning university for sustainability – establishing ourselves as the ‘sustainable university’. We are committed to sustainability throughout the campus. We highly encourage you to do your bit for the planet by ensuring that water and energy is not wasted in our Halls of Residence; please consume responsibly.

RECYCLING

Details of recycling methods can be found in every flat. Please ensure you put glass in the correct bin and this will be removed by your housekeeping team.

ROOM INSPECTIONS

Room inspections take place during the Easter Spring break and at the end of your licence by UPP teams. These inspections are to gauge the condition of your room and communal areas (shared toilet and shower if applicable, corridors and kitchens) to give you a guide of anything that may require attention before you leave at the end of your licence, and to identify anything that may incur a charge.

More information regarding room inspections will be emailed to you prior to them taking place.

PESTS

Please do not feed pigeons and seagulls or disturb their nests. Ensure that all windows are closed when you are not in. If a pest does get into your flat, please report it to UPP immediately.
CAMPUS SECURITY

Security are on site 24 hours a day, 7 days a week, 365 days a year. Our security staff make regular visits to on-campus Halls and areas surrounding Halls to ensure your safety. They should be your first point of contact for the following reasons:

- Serious incidents in Halls
- Out of hours support (9pm - 9am) e.g. lockouts, noise complaints
- To alert them of any suspicious behaviour
- For First Aid

In an emergency, please dial 999

FIRE SAFETY

Prior to arrival, you will be required to complete the online induction, including the fire safety module on the Accommodation Portal. This module is essential and must be completed by all Hall residents 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 assembly point.

YOUR FIRE MUSTER POINTS ARE:

- Francis Drake – Fitzroy car park or opposite the Rolle building sensory garden
- Gilwell - in the Gilwell Hall car park
- Mary Newman - in the Fitzroy car park
- Pilgrim - outside of Pilgrim Block 1, next to the bins
- Radnor - in the Radnor courtyard
- Robbins (North Side) - in the Gilwell car park
- Robbins (South Side) - car park next to the laundrette

To keep fire alarms to a minimum, ensure your kitchen is well ventilated while cooking and avoid excess steam when showering where possible. If you do burn food in the kitchen, please keep the kitchen door closed and open the windows please keep the kitchen door closed and open the windows.

ELECTRICAL SAFETY

We offer a PAT test service for student electrical equipment once a year and details of this service will be emailed to residents. In addition, PAT testing of electrical appliances provided in our Halls is conducted annually.

To ensure electrical safety in Halls please:

- Do not overload extension leads
- Ensure that any electrical appliance that plugs into the wall socket has a fused 3 pin plug
- Ensure any appliances do not exceed 230v

Please alert the Halls team or your student reception if you experience any electrical faults in your flat.

COMPLAINTS AND SAFETY PROCEDURES

Please refer to the ‘Accommodation Procedures’ document for more information on the following points:

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

PROHIBITED ITEMS IN HALLS

The following items are prohibited in University-managed accommodation:

- Firearms (real or replica, including airsoft and paint-ball devices)
- Fireworks
- Fuel
- Non-British standard adaptors or extension leads
- Deep fat fryers
- Candles, incense or open flames
- Supplementary heaters
- Domestic appliances (for example kettle, mini fridge, toaster and microwaves)
- Plug-in air fresheners
- Barbecues
- Plug-in fairy lights
- Dartboard and darts

Please note that this list is not exhaustive. If you are unsure if an item that you would like to bring is appropriate, please get in touch with the Halls Team.

HALL USER GUIDE

To access your Hall user guide, or to find out more about fire and electrical safety in Halls please head to the Accommodation Resources page on our website.
Paying Rent

Your rent fees will be split into four instalments that will need to be made via the Accommodation Portal. These payments are usually required just after your student loans have been received. Your rent payments will be due on the following dates:

- **2 week Advance Rent Payment (on signing your licence)**
  - 29th October 2022
  - 28th January 2023
  - 29th April 2023

The instalments above are typical of all new students on a 41, 42 or 43 week licence. Returning students pay a 2 week advance rent payment on arrival in September rather than at the point of signing the licence.

**SEMESTER 1 EXCHANGE:** students pay a 2 week advance rent on securing the room and then the remaining balance on 29th October 2022.

**SEMESTER 2 EXCHANGE:** students pay the 2 week advance rent on securing the room then two further instalments on 28th January 2023 and 29th April 2023.

If you are having difficulties making a rent payment, please contact the Accommodation Team as soon as possible so we can advise you further. Letting your finances and debt get out of control can affect your personal wellbeing. The terms of your licence are legally binding and rent fees must be paid in full by the end of your licence agreement. Failure to do this will result in a third-party company managing your debt.

Leaving Your Accommodation Early

If you are considering leaving Halls early, it is likely you will be liable for your remaining rent. Please read the early leaver information on the Accommodation Portal. You should book a Hall Officer appointment so we have the opportunity to try to resolve any concerns and improve your experience in Halls. Your licence agreement lays out the terms under which you may be eligible to terminate your licence. Please note all requests to be released from licence must be supported by independent evidence and decisions are made by a panel following your departure.

Room Change

Settling into your new home can take a few weeks. If after this time you are still considering moving rooms, please book an appointment on the Accommodation Portal with a Hall Officer and they can discuss your options with you.
If you’re in need of support or are worried about another student, the University of Plymouth offers a range of support, advice and information to support your wellbeing. If you’re in need of help but are unsure of where to start, contact the Halls Team who can signpost you to the appropriate services.

**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 advisors 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 their website for their opening hours and full list of services.

**STUDENT SERVICES**

These university services comprise of a Mental Health team, Counselling team, and Pastoral and Spiritual Support.

These services are available:
Monday - Thursday, 8.30am - 5pm
Friday, 9am - 4.30pm

There is a mental health advisor on duty and on campus during working hours. If you need to see someone urgently or have urgent concerns for a fellow student, please go to the Student Hub or call 01752 587456. For an emergency outside of these times call security on 01752 583333.

**HOW TO GET IN TOUCH & ACCESS SUPPORT**

Please visit the Student Hub OR complete the Online Referral Form, Alternatively:
- Call Student Services on 01752 587676 and ask for the duty mental health advisor
- Email Student Services: studentservices@plymouth.ac.uk

Pastoral and Spiritual Support services can be contacted via email spiritualsupport@plymouth.ac.uk, or offer a drop-in service which runs Monday - Friday, 10am - 4pm.

**UNIVERSITY MEDICAL & WELLBEING CENTRE**

The University Medical Centre is located within the Wellbeing Centre (1st floor), and you can register with a GP there during your time at University. For emergency medical appointments, contact the University Medical Centre directly on 01752 222341.

Please register with the GP when you arrive, do not wait until you need an appointment.

**UPSU**

The UPSU is your University of Plymouth Student’s Union. As well as organising and hosting events they also offer advice and support in the following areas:
- Student finance and money management
- Private Accommodation
- Academic advice
- Wellbeing
SUMMER ACCOMMODATION

We offer summer accommodation to students on a weekly basis, but this may not be in the same Hall that you are currently living in. Details and prices will be emailed to students living in Halls during the final term if you wish to book.

Please note that we are unable to accept bookings for summer accommodation from students who have been subject to conduct processes during their stay in Halls, or from students who have an account in arrears.

CHECKOUT

At the end of your licence agreement, you will need to ensure that your room has been emptied of all possessions and is left in a clean state. Anything left in your room will be disposed of.

Please return your key in an envelope clearly marked with your name and room number to your student reception. Please collect a key return receipt and retain this (for your own benefit) until your room has been checked and formal check out procedures have been completed.

If your student reception is closed at the time you would like to return your key and it is before 9pm, please contact the Halls Team who will take your key and provide you with a key return receipt.

Please complete the Self Check Out and update your default delivery details on Amazon, Hello Fresh etc. We cannot store parcels for students who are not residents. These will be returned to sender if possible, or opened and donated to charity after 14 days.

SPORTS AND ACTIVITIES

The SU Gym located on campus offers discounted membership rates during Freshers, exclusive to University-managed Hall residents. Information about this will be emailed to all residents after arrivals. If you are interested in getting involved in a club or society head to the UPSU website to find out what’s available here at Plymouth.

UNIVERSITY USEFUL CONTACTS

UPP Student Village Reception
01752 582984
contactplymouth@upp-ltd.com

UPP Francis Drake Reception
01752 582990
contactplymouth@upp-ltd.com

Halls Team
07815 535834
hallofficers@plymouth.ac.uk

Campus Security
01752 588400

Student Services
01752 587676
studentservices@plymouth.ac.uk

Library Services
01752 588588

Local Hospital - Derriford
01752 202082

UPSU
01752 588388

Dental Emergencies
01392 822348

Campus Gym
01752 588510

Police
101 or in an emergency 999

NHS
111 or in an emergency 999

Samaritans
116 123
CCTV cameras are in operation on the University campus. Images are monitored for the purpose of crime prevention and public safety. For further information contact 01752 588400.