



Brunel
Commercial
Accommodation
& Residences

ACCOMMODATION SERVICES

Brunel University Campus Accommodation 2014/15



HOME FROM HOME



INVESTORS
IN PEOPLE



Brunel
University
London



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Welcome

Going to university is all about new experiences and where you live plays a huge part in your experience of university life at Brunel. Leaving home for the first time is a big step and it helps if you know you will be living in a safe, comfortable and supportive environment.

Brunel boasts the kind of welcoming atmosphere and compact environment in which to live, study and socialise, which means we can make your time with us as enjoyable as possible.

Brunel has an inclusive and dynamic student community, with a strong spirit of belonging and participation. Our halls of residence are some of the best value you can find in London. Our location in Uxbridge, Greater London, means you also have the benefit of being within easy reach of Central London, but without the expense or the hectic pace of life.

Brunel's halls of residence are all on campus, meaning you are only minutes away from the teaching, sporting and social facilities. Each hall is unique in both character and design, but all provide a warm welcome. This will be your new home for the year and the focus of many varied and exciting social activities. Many of these activities take place through Brunel's very active Students' Union, which has a key role in creating a vibrant atmosphere on campus, and provides the opportunity for students to balance their academic studies with active and enjoyable social lives.

This guide is designed to provide you with all the information you'll need to get started at your new home from home at Brunel.



How can we help you?

All students are welcome to contact us and make use of our customer focused and approachable service.

Both Accommodation Services and the Halls of Residence teams have many years of experience in looking after the needs of our students and understand that having the right place to live is important to help you enjoy student life.

These specialised teams are here to help you with any accommodation queries and day-to-day hall queries. Each office is unique in its abilities; the next section provides information on what services each team offers.

Purpose of Accommodation Services

What the Accommodation Services Team can help you with:

- Allocating accommodation to students seeking to live on campus and raising the appropriate room fees via the Finance Office for your accommodation.
- Prior to your arrival: sending out information and offers of accommodation to prospective students and preparing students' Licence Agreements.
- Late arrival requests
- We can help you with information regarding your Licence Agreement and any queries regarding your allocation. After session starts we may be able to assist you in applying for room exchanges and information on how to apply for next session.
- We contact students by email and text to remind you about payment dates and other important key dates.
- We maintain the Accommodation website and a number of publications, where you will find information on all aspects of accommodation, photographs, room plans, our interactive question and answer centre, leaflets, application guidance and forms and financial information.

We can help find the right campus accommodation for you – so you can get on with being a student!

Purpose of the Halls of Residence Offices

What the Halls of Residence Teams can help you with:

If you need help with any of the following please contact the individual Residences Offices, which are located in either Bishop or Concourse halls, by telephone or email.

- Maintenance, domestic requests and issues
- Early arrival requests
- General housekeeping issues
- Problems which are affecting your quality of life as a resident in university accommodation e.g. noise disturbance

Staff in the Residences Offices are responsible for the day-to-day management of their halls of residence. Residences staff are also a useful first point of contact for other general enquiries.

The Accommodation Services and Residences Offices teams are committed to ensuring that their services and facilities enhance the student experience. Your experience as a student isn't only determined by the quality of your course and lecturers; where you live is important to making the most of university life. Feel free to get in touch with us with your queries: our Accommodation Services and Residences Office teams will be happy to help.



Your new home – what's on offer?

The Brunel campus provides self-catering accommodation for approximately 4550 students in 33 halls of residence, which include 113 studio flats for co-habiting couples. Each hall has its own character and you can discover more about them by consulting the individual hall web pages on Accommodation Services website: www.brunel.ac.uk/services/accommodation/residences.

To enhance your student experience you will normally live in en suite accommodation in a mixed gender flat or standard accommodation in single sex flats, with other students from different countries, backgrounds and courses. Our halls of residence consist of 85% en suite rooms and 15% standard rooms.



Shared Kitchen

All the accommodation on campus is self-catered offering flexibility and independence: you determine your food budget, prepare your own meals and decide when and what to eat. Each of the halls provides a kitchen which will contain:

cooker • sink • shared refrigerator and freezer • kitchen table and chairs • waste disposal bins, including recycling bins • ironing board and iron • kettle • dustpan and brush • broom • mop and bucket • shared cupboard space • vacuum cleaner

Students are required to bring their own crockery, cutlery and cooking utensils. For 2014/15 you will be able to purchase a standard pack online at <http://unikitout.com/collections/brunel-university> and collect it on arrival. If you don't wish to cook for yourself there are several places to eat around campus. For more information, visit the website at: www.brunel.ac.uk/life/lifestyle/nightlife.

Bedroom

The en suite and standard bedrooms are for single occupancy only. All rooms have WIFI and internet access via the University network which is included in your rent. WIFI/Internet use is subject to computing terms and conditions which can be found online at www.brunel.ac.uk/life/study/computer-centre/services/connect-service. All rooms provide the following fixtures and fittings:

• bed • bedding (1 duvet & cover, 1 pillow & case and 1 sheet) • wardrobe and chest of drawers • bookshelf and notice board • desk and chair • WIFI and network connection • wastepaper bin

Your new home – what's on offer? (cont)



Studio Flats

We offer co-habiting couples accommodation (irrespective of sexual orientation) at Brunel. There are 113 studio flats within the Isambard Complex; the studios are approximately 26sq metres. The studio flats each comprise of a double bed, 2 wardrobes, 1 chest of drawers, 1 desk, 1 bookshelf, 1 study chair, 2 chairs/stools, 1 fridge/ freezer, single electric oven, two seater sofa, built in cupboard, bathroom pod and small kitchen.

For further information please visit our website at: www.brunel.ac.uk/services/accommodation.

Cleaning Facilities

Cleaning of shared and communal areas will be carried out in accordance with the cleaning rotas displayed in the residences. In order for the University to provide this service residents are also required to maintain certain standards. Residents are responsible for removing waste and unwanted items from bedrooms and kitchens to the large bins that are provided outside for this purpose and for ensuring that all areas of accommodation (personal and shared) are kept clean and tidy between any published cleans. For 2014/15 residents will be able to book and pay for extra cleaning services. For further information please see <http://accom.brunel.ac.uk/cleaning>.

Televisions

If you will be using any equipment which is capable of receiving a television signal in your accommodation, you must purchase a television licence. The University is unfortunately unable to license an entire hall of residence. Full details about TV licensing in the UK are available at the following website: www.tvlicensing.co.uk. Unfortunately, we are unable to guarantee the strength of television reception.

No Smoking Policy

In the interests of health, smoking is not permitted in any part of the University's halls of residence, including bedrooms/bathrooms. E-cigarettes are not permitted in any University buildings, including the halls of residence.

Mail

Mail for residents is put in the pigeonholes located near each Residences Office. Security risk items and small packages are kept in the Residences Office for safekeeping and personal collection. Parcels are delivered to the University's distribution centre for personal collection. For heavy and bulky items, residents are advised to make their own arrangements directly with the delivery company.

Laundry Facilities

There are laundry facilities provided on campus, which means you don't have to go far to do your washing. All halls have access to coin-operated laundry facilities, which are reasonably charged, either within the halls or located close by. You can check if a washing machine or tumble dryer is available by visiting: <http://www.laundryview.com/lvs.php?s=346>.

Security at Brunel

We know how important it is for students to be safe when living away from home and Brunel University prides itself on having a safe and secure campus where students and staff enjoy living, learning and working in a community environment. The University has security measures in place to keep crime to a minimum and boasts some of the lowest crime figures in the London Borough of Hillingdon.

There is a dedicated, 24 hours a day 7 days a week, Security Team located on campus. Students may well see the security vehicle around the campus and the security officers also use bicycles to get around. Brunel also has a dedicated police officer who is based on campus Monday to Friday from 9am to 5pm. You can contact him directly on jon.walls@brunel.ac.uk with regards to any concerns or problems you may have.

All of our accommodation is secured by either having swipe/proximity card or key access: students will be issued with swipe cards and keys to allow them access to the various areas that they need whilst at the University. In addition, a comprehensive CCTV network operates throughout the campus, which is monitored and controlled from the Security Control Room.

The contact details for Security are:

Tel: **+44 (0)1895 266943**; email: security-operations@brunel.ac.uk

Council Tax

As a full time student you are not required to pay council tax. University owned accommodation on campus that is predominantly for the use of students is exempt from council tax. However if you decide to go off campus you can get a council tax exemption form from Evision (the online student portal).

Insurance

You will be pleased to know that basic insurance of buildings and personal effects is included in the accommodation fees. Students who have no separate insurance arrangements of their own and are intending to rely solely on the block insurance are strongly advised to check the cover provided under the policy and purchase any extensions you may require. For further details please visit:

www.endsleigh.co.uk/student/pages/student-insurance.aspx.



We always have an outside-in
approach to dealing with students:
we put ourselves in your shoes.

Licence Lengths and Accommodation Fees

Your Licence Agreement will specify the fee amounts and payment dates. The preferred method of payment is by direct debit. You are required to accept online your Licence Agreement, in which you agree to abide by the terms and conditions. Please find below the Licence Agreement contract lengths and instalment information. Residents will be charged accommodation fees for the Licence period stated in their Licence Agreement.

Undergraduate contract length: Sunday 14 September 2014 – 10am Sunday 7 June 2015

Postgraduate contract length: Sunday 14 September 2014 – 10am Sunday 6 September 2015

Payment Date

22 October 2014

7 January 2015

22 April 2015

29 May 2015 (Postgraduates only)

Accommodation period covered

14 September 2014 – 10am 4 January 2015

4 January 2015 – 10am 26 April 2015

26 April 2015 – 10am 07 June 2015

07 June 2015 – 10am 06 September 2015



Halls of Residence Price Bands

TYPE OF ROOM	COST PER WEEK (2014/15)
En suite rooms (flat layout): have private shower/bathroom facilities and shared kitchen facilities	£130.00
En suite rooms (corridor layout): have private shower/bathroom facilities and shared kitchen facilities	£127.00
Standard rooms: have a washbasin and share the shower/bathroom and kitchen facilities	£102.00
Studio Flats: have a shower room, kitchen and bedroom suitable for co-habiting couples	£194.00

Accommodation during Summer Vacation

All students can apply for accommodation during the Summer Vacation. If you wish to stay on campus during the Summer Vacation you will need to submit an application form online (available online from March). Whether you are interested in staying for your graduation, working in the area or would just like to continue living in campus accommodation, Accommodation Services will assist you in arranging this.

Payment for Summer Vacation accommodation must be received in advance (on application).

For further information regarding the Summer Vacation please visit our website at

www.brunel.ac.uk/services/accommodation/returning-students/summer-vacation.

Accommodation after your first year

Due to the generous supply of rooms within residences we are able to invite applications for campus accommodation from a number of returning students each session.

If you are interested in applying for accommodation for session 2015/16, further information on how to apply will be available from December 2014. Please visit our website for regularly updated information at

www.brunel.ac.uk/services/accommodation.



Supportive staff
interested in your welfare



Ways to pay your fees

There are different ways in which you can pay your fees. You can set up a direct debit for your accommodation fees. Below are the different methods you can use to pay your accommodation fees:

Online at www.brunel.ac.uk/courses/paying-your-fees

Telephone to the Cash Office: **+44(0)1895 265264**

Bank transfer to the Brunel Cash Office account

In person at the Cash Office in the Bannerman Centre



Medical Centre on Campus

The Medical Centre is located adjacent to Saltash Hall. Please note the Medical Centre does NOT provide a 24 hour service.

All residents are advised to register at the Medical Centre during the first week of term. In order to register it is necessary to produce a medical card, obtainable from your local NHS Executive Council, which contains details of your National Health Service number and the name of your previous doctor.

Residents who have a disability and whose condition could cause concern to other residents or themselves are recommended to notify their Residences Manager, in case of an emergency.



Surgery Opening Hours

Student walk-in surgeries during term time are from 11.30am – 1.15pm (non appointment) and during vacations from 12.00midday – 1.00pm (non appointment) and at other times by appointment as advertised in the Medical Centre. Specialist clinics are available by appointment and details can be obtained from the Medical Centre +44(0)1895 234426. Only persons registered with the University Physician can be treated in the Medical Centre except in cases of emergency. A nurse will be on duty from 9.00am – 6.00pm Monday to Friday.

Parking and Transport

The campus is well served by public transport from the nearby Uxbridge town centre. Uxbridge underground station is only a short walk or bus ride away.

Students living on campus or within a two mile radius of the University are not eligible to apply for an annual parking permit. They can use the pay & display areas between 8am and 4.30pm Monday to Friday. You can also apply for “out of hours” access which allows you to park on campus outside these hours. Once fully registered/enrolled you will need to apply for this access to be added to your Brunel student ID card via eVision under “My University” and then click on the relevant parking application link.

The University does of course make exceptions for Blue Badge holders and they can apply for a free parking permit via the Student Centre. Please note the University encourages the use of public transport and other sustainable methods of travel. Special arrangements will be in place at the start and end of each year so that new and returning students can load and unload their personal belongings. For further information please visit the website www.brunel.ac.uk/about/pubfac/car-parking or contact the Student Centre at studentcentre@brunel.ac.uk.

There are a number of secure cycle sheds around the campus, should you wish to bring a bicycle. Access can be arranged through your Halls of Residence office.

For information on travel links to Brunel and the surrounding area, see the Brunel University Interactive Travel Map: <http://brunel.pindarcreative.co.uk>.

Fire Prevention and Fire Safety

All residential buildings are fitted with fire detection systems. Smoke/heat detectors are installed in bedrooms, kitchens and corridors. Please note smoking is not permitted in any residences on campus.

When the detection system is activated, it will automatically result in the Fire Brigade being called. Residents should therefore be careful and thoughtful at all times about what they do in the residences e.g. keep kitchen door closed when cooking. The use of incense or naked lights and candles is not permitted in the residences.

Emergency assistance outside normal office hours

In the case of a fire follow the procedure on the fire action notices in your accommodation. Dial 999 to contact the Fire Brigade (9-999 from an internal extension). Report to the person in charge of your assembly point. Do not re-enter the building until instructed to do so. An ambulance or the police can be contacted in emergencies by dialling 999 (9-999 from an internal extension).

Please inform the Security Office if you have dialled 999 so that they can direct the emergency services to the correct location.

The Security Office is located beside the Wilfred Brown building at the Cleveland Road entrance to the University and is open 24 hours a day.

Direct Line **+44(0)1895 255786**

Internal Extension: **66943**

Security will also investigate other emergency problems, which may arise out of normal office hours e.g. noise, disturbances and maintenance problems.

Emergency evacuation procedure for people with a disability

Under no circumstances should anyone use lifts during a fire alarm. Therefore to reduce risk people who cannot use stairs will normally be accommodated on the ground floor. During an evacuation on an upper floor a person unable to use the stairs should make their way to a place of safety e.g. a closed staircase landing/refuge area. You should inform your supervisor or available person that you will remain in this place of safety and wait for assistance while they inform security or the Fire Brigade.

In any event, unless there is an immediate threat to life, no attempt should be made to carry a disabled person up/down the stairs to a fire exit. It is safer for the disabled person to stay in the place of safety. Any subsequent evacuation should be done with their consent and this may require abandoning wheelchairs and other equipment. On arrival wheelchair users and others who cannot use stairs will be shown the locations of designated refuges and other places of safety in each of the buildings they are likely to frequent.

People with limited mobility who can manage stairs, but slowly, should not use a crowded staircase. You should make your way to a staircase landing and wait until the main body of people have cleared before starting to go down.

Staff and students should be made aware of colleagues and visitors who have limited mobility or impaired vision and in the event of an emergency evacuation they will be prepared to help them make their way to emergency exits and on to assembly points.

Upon notification to your Residences Manager an alternative provision will be made in halls of residence to alert people with impaired hearing who might not hear the standard fire alarm. In all locations students should be mindful of those nearby who have impaired hearing and ensure they are alerted to any need for evacuation.



Accommodation Services

Opening Hours:

Monday – Friday

9am – 1pm and 2pm – 4.45pm

Tel: **+44 (0)1895 267900**

Fax: **+44 (0)1895 269793**

Text: **+44 (0)7860 023026**

Question & Answer Centre:

<http://accominfo.brunel.ac.uk/>

Web: **www.brunel.ac.uk/services/accommodation**

MFG & Isambard Complex Residences Office

Opening Hours:

Monday – Friday 9am – 9pm

Saturday & Sunday 1pm – 3pm

Tel: **+44 (0)1895 266381**

Fax: **+44 (0)1895 269792**

MFG email: **mill-hall-staff@brunel.ac.uk**

Isambard email:

isambard-residences@brunel.ac.uk

Web: **www.brunel.ac.uk/services/accommodation/residences**

Bishop/Lancaster Complex & Faraday Residences Office

Opening Hours:

Monday – Friday 9am – 9pm

Saturday & Sunday 1pm – 3pm

Tel: **+44 (0)1895 267284**

Fax: **+44 (0)1895 269794**

Bishop/Lancaster email:

bishop-staff@brunel.ac.uk

Faraday email: **halls-staff@brunel.ac.uk**

Web: **www.brunel.ac.uk/services/accommodation/residences**

Cash Office

Opening Hours:

Monday – Friday

(Term time): 9.15am – 4.15pm

(Out of term time): 9.15am – 1pm

Tel: **+44 (0)1895 265264**

Fax: **+44 (0)1895 269720**

Online Payments: **www.brunel.ac.uk/courses/paying-your-fees**

Please check with your Halls of Residences office for up-to-date details of opening hours.





Student Mentors

The University employs 4 teams of Student Mentors to help us support and guide you throughout your stay with us. Your student mentors are available during term time between 5pm to 9pm Monday to Thursday evenings inclusive.

Bishop and Lancaster Complex Mentors:

Email bishop-mentors@brunel.ac.uk, Telephone **+44 (0)7546 365167** or **+44 (0)7546 364812**

Mill, Fleming and Galbraith Halls Mentors:

Email mill-mentors@brunel.ac.uk, Telephone **+44 (0)7799 282619** or **+44 (0)7774 833261**

Isambard Complex Mentors:

Email isambard-mentors@brunel.ac.uk, Telephone **+44 (0)7546 73640** or **+44 (0)7546 373756**

Faraday, Saltash, Clifton and Chepstow Halls Mentors:

Email faraday-mentors@brunel.ac.uk, Telephone **+44 (0)7796 354967** or **+44 (0)7884 036740**

PLEASE NOTE: All information contained in these notes has been checked and is correct at the time of publication but may be subject to change at any time. The University reserves the right to reasonably alter its Accommodation Policy at any time that it considers appropriate.

Student Centre

Opening Hours (In person)

Monday, Tuesday, Thursday 10am – 4pm

Wednesday and Friday 9am – 1pm

Opening Hours (Telephone)

Monday to Friday 10am – 4pm

Tel: **+44 (0)1895 268268**

Email: **student.centre@brunel.ac.uk**

Web: **<http://www.brunel.ac.uk/life/new-student-guide/student-services/student-centre>**

Brunel Student Homes (off-campus)

Opening Hours

Monday – Friday 9am – 5pm

Tel: **+44 (0)1895 266187**

Email: **housing-uxb@brunel.ac.uk**

Web: **www.brunel.ac.uk/services/accommodation/living-off-campus**

Residential Services Office

Opening Hours

Monday – Friday 9am – 5pm

Tel: **+44 (0)1895 265318**

Fax: **+44 (0)1895 269706**

Email: **residences.comments@brunel.ac.uk**

Web: **www.brunel.ac.uk/services/accommodation/residences**





Brunel
Commercial
Accommodation
& Residences

www.brunel.ac.uk/services/accommodation



Accommodation Services

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