

CLIVE BOOTH STUDENT VILLAGE **FREQUENTLY ASKED QUESTIONS**

1. Facilities Near by?

Where is the nearest cash point?

There is a cash point located in the Helena Kennedy Student Centre next to the shop which is approximately 5 minute walk or there is one on the main campus in Gipsy Lane.

Where are the nearest shops/supermarket?

There are small Hospitality Services Shops on the Headington Campuses or alternatively there are shops and supermarkets on Headington High Street which is approximately a 20 minute walk.

Where are the nearest pubs/restaurants?

There is the Morals bar which is onsite or there are pubs and restaurants on Headington High Street and St Clements which are approximately a 20 minute walk.

2. Who will I be living with?

How many flatmates in a flat?

Most flats have six residents but there are a few flats with five residents. There are approximately 36 residents per block. In the Postgraduate Centre, there are flats with between 3 to 6 students,

How will my flat be mixed?

Accommodation is allocated via a random computer allocation system so your room could be on any floor and any direction. The flat will consist of a mixture of students who are of different genders, cultures and studying different courses. The only exception to this is those students who have longer contracts due to course requirements who are generally housed together.

Will the accommodation be with undergraduates or postgraduates?

Students who have requested postgraduate or mature undergraduate will be allocated to the new Postgraduate Centre. If a student moves out during the year and we have students wanting accommodation then this room could be filled with an undergraduate or postgraduate student.

3. The Hall

How much storage is provided in kitchen or bedroom?

In the kitchen there is one wall and one base unit per resident.

In the bedroom there is one floor to ceiling wardrobe and an under bed storage box.

What is provided in the kitchen?

In the kitchen, the following are provided microwave, kettle, oven, hob, fridge-freezer, vacuum.

Bedding packs – when do get them and how much they cost?

If you require a bedding pack then these are available from the hall office and they cost £25.00 for duvet, pillow, pillow case, duvet cover and bottom sheet.

□ **What is a room inventory?**

We use the inventories as a benchmark on the condition of your room and the communal area in your flat. This allow us to pick up and if necessary repair a fault we may have missed and it is to save you being charged for any damage that you have not done at the end of your stay with us. It is therefore important that you return the inventory to us in the allotted time scale.

□ **When do cleaners come?**

“Domestic Assistants” are here to ‘assist’ residents to keep the university property to a clean and hygienic standard. You are expected to help keep the area you live in clean and tidy. Staff are scheduled to clean communal areas twice weekly. At all times, it is up to you and your flatmates to make sure adequate cleaning is occurring to maintain acceptable levels of hygiene.

□ **How much to do my laundry?**

The laundry is provided by Circuit Laundry and costs £2.00 for a wash and 20p per 20 minute dry cycle.

□ **Internet – is it wireless, are there any restrictions?**

Internet is available in your rooms once you have enrolled on your course and have a student number. This is included with the rent and you require an Ethernet card and cable to be able to connect to this service. This can be purchased in the computer services shop at the University.

□ **How to contact after hours if having problems, or need help with lost keys, noise etc.**

There is 24 hour support available in the hall which is provided by a warden and out of hours support. The staff are able to assist with pastoral issues, lost keys and noise disturbances. All the phone numbers will be in your welcome pack which will explain what you need to do and how to contact people.

Contact numbers are available in the reception area.

□ **Can guests stay and how long for?**

Students are able to have guests to stay in their room. You are allowed one guest for a maximum of three nights in any seven day period and they need to be signed in on a guest form at the hall office, this is a requirement for Health and Safety (fire register), Insurance reasons and Hall Regulations. Guests are not permitted during the first two weeks of the semester.

4. Accommodation Office

□ **What services are provided?**

The Accommodation Office is available to provide advice and support on accommodation issues such as room swaps, continuing student’s accommodation and shared housing. If your issue is related to hall operational issues then you need to go to the hall office.

□ **Where is it and opening hours?**

The Accommodation Office is located in the Helena Kennedy Student Centre on the Headington Hill Campus; it is on the first floor up the stairs next to the cash point in the Helena Kennedy Student Centre. It is open Monday to Friday 10am until 4pm with one late night opening until 7pm on a set day during semester time.

Second Year Accommodation - when to apply and what is available?

The Housing lists will be available in December, which can be downloaded from the website or collected from the Accommodation Office.

The Accommodation Office has over a hundred properties situated mainly in and around the popular student areas such as Cowley Road and Headington with the majority close to the Gipsy Lane Campus. We have 46 and 50 week length contracts, which can be secured by paying a non refundable £226 Booking Fee. Additionally there is no deposit, joining fee or guarantor required to secure any of our properties and should you wish to you can take up priority re-application for next year. Prices for our room start from as little as £68 per week (not including bills) and the average price is £83.

In addition we can offer rooms and studio apartments in privately run Halls within close proximity to the Gipsy Lane Campus where prices start from £98 for a single en-suite room.

What summer accommodation is available and when to apply?

There is generally accommodation available in one specific hall over the summer period; you would need to enquire after Easter.

How to swap rooms and costs involved?

If you wish to swap rooms whilst in halls, we provide a room swap service from week 5 of semester 1 onwards. You can discuss which accommodation would be most suitable to you, subject to availability. When you do a room swap you would not be required to find a replacement student and would transfer your current contract to the new one on the day that you changed rooms. The room swaps are generally conducted via email and there is a £32.50 charge to cover the cost of facilitating this service.

5. Directions on getting to the hall particularly when first arrive

How to get to the hall when first arrive in oxford?

SatNav with post code OX3 0FN.

If you arrive via the Airline or London coaches, then if you advise the bus driver that you want to get off at the Gipsy Lane Stop and then it is approximately 15 minute walk.

If you are arriving in the city centre, then you would need to catch a U5 bus, these are located near the train station and in the centre of town.

Bus times and where buses go from/to?

Please refer to the Brookes bus website for bus times <http://www.brookesbus.org/>.

The U1 bus goes from Harcourt Hill through the town centre to Headington Campus and then on to Wheatley.

The U5 bus goes from Marston to City Centre to Temple Cowley and Headington. It covers Clive Booth Halls, Marston Road Campus, Headington Campuses, Paul Kent Hall and Crescent Hall.

The U5X bus runs from Cowley to Temple Cowley and Wheatley. It covers Paul Kent and Crescent Hall.