

UNIVERSITY OF
WINCHESTER

GUIDE TO FAMILY FLATS



Welcome

At the University of Winchester we realise that where you live is an important factor in deciding where to study. This decision is even more crucial when you have a family or partner to be considered. Our aim is to help you through the process of securing good quality housing for the duration of your course, by offering University Managed accommodation and providing information and advice on accommodation with us.

In this brochure we aim to give you as much information as we can and a flavour for what living in a self-contained flat at The University of Winchester would be like. We hope this will help you decide what might be right for you, not just for your first year but potentially for the duration of your study.

The University of Winchester has a small number of one and two bedroom self-contained self-catered Flats in our accommodation portfolio. These are available for couples, students with families and those with a medical need who fulfil our guarantee criteria of being a full time student.

Our Family Flats are situated amongst our vibrant student villages. They are dotted around the campus within or close to our various Halls of Residence (please see the campus map for more information). If your application is successful, then you would have other students for neighbours, generally speaking this would be our incoming first years as they make up the majority of our residents.

Quality Assurance

The University is signed up to 'The Student Accommodation Code', a code of practice for high standard management of residential accommodation. As part of our adherence to the code, we go over and above the standard legal obligations in the management of our accommodation. For more information about the code please visit: www.thesac.org.uk



Applying

Students who fulfil the criteria outlined on the previous page can apply for a Flat using the online system. This then means you don't have other accommodation preference choices. We will normally allocate to families first then couples, applying the 'first applied first allocated' system approach where possible.

We do also apply a level of needs-based assessment to these applications and all allocations are subject to availability of a suitable flat. There is an option to extend your stay in our flat into your second and third year if required.



What comes with your Flat?

The University seeks to provide the following items in our flats.

Bedrooms and Living areas

A bed, a mattress and protector, wardrobe, draw unit (varied sizes), some shelves (varied amount), desk, desk lamp, desk chair, bin, pin board for posters, curtains and carpets and electrical and internet sockets.

The pin boards in each flat are for posters/pictures/timetables and must be used instead of the walls. If any items are stuck to the walls you may be charged for redecoration if walls are damaged by tape or blu-tack for example.

Kitchens

The Flat kitchens come with an electric cooker and hob, fridges and freezers, cupboard space, microwave, kettle, sink and drainer, table and chairs and easy chairs, waste and recycling bins, iron and ironing board, hoover, mop and bucket, dust pan and brush, broom, first aid kit and appropriate firefighting equipment (residents are not asked to fight fires but can use common sense and access this equipment if needed).

What to pack

- Tea towels/dish sponges or cloths
- Crockery
- Cutlery
- Saucepans
- Some food for the first few days
- Cleaning products

What not to pack includes but are not limited to:

- All of the study bedroom items noted previously
- Any extra white goods or furniture items without express permission from the Housing Team
- Chip fryers
- Any pets or Animals. If you need an assistance animal please contact Student Housing Services immediately

If your application is successful, then you will be able to request a more detailed inventory with the specifics of what is in the flat you have been allocated.



Living on Campus

Our Family Flats are situated amongst our vibrant student villages. They are dotted around the campus within or close to our various Halls of Residence (please see the campus map for more information). If your application is successful, then you would have other students for neighbours, generally speaking this would be our incoming first years as they make up the majority of our residents. Our Campus's are a great blend of old traditional and modern builds with a lot of green spaces. There is a Rose Garden in the Medecroft Quarter, The Garden of Reconciliation and Peace on the King Alfred Quarter and a Cosmic Garden at the West Downs Quarter.

Food

There are various food outlets across campus providing a range of food suitable for all dietary requirements throughout the day. If you have any dietary requirements please speak to the Catering Team on your arrival. They can be found in the Food Hall.

The Student Union is located in the University Centre where you can find the SU shop selling snacks, stationary and merchandise, and The Terrace Bar serves Coffee and Hot drinks throughout the Day.

Parking

Please note students living on campus are not allowed to bring cars onto campus unless there is a medical need for it. For more information please contact the parking team on parking.information@winchester.ac.uk

There is bike storage available on King Alfred Quarter and West Downs Quarter. If you would be interested in this please contact the Environments team (see contact details for more information).

LOCATION:

King Alfred Quarter Level 3 University Centre

Open:

LOCATION:

King Alfred Quarter, Level 4, University Centre

Open:

LOCATION:

King Alfred Quarter, Level 2, University Centre

Open:

LOCATION:

King Alfred Quarter, KKB

Open:

Monday-Friday, 08.30-12.00

Saturday-Sunday, 10.00-12.00

Pizza Delivery until 2am Monday-Friday.

Catered students can use allowance to buy pizza direct from counter until 20.00 but not for ordering deliveries

CAFÉ LIFE

Location:

West Downs Quarter

Open:

Monday-Tuesday, 08.00-19.00

Wednesday-Thursday, 08.00-15.30

Friday, 08.00-15.00

On-Campus Accommodation



University Departments/Support

Housing

The Student Housing Service Team are available Monday- Thursdays 9-5 and Friday 9-4.30 for any queries regarding the management and running of the accommodation. They are also happy to point you in the right direction for any other needs you may have. Please feel free to get in touch regarding any feedback you have about the flats.

Residential Assistants

The Residential Assistants (RAs) are a team of students who work in the evenings, 7-10pm. They are a friendly, helpful and enthusiastic team who will be around during term times in the evenings. They are available to speak to you if you have any queries or concerns when the housing department aren't around.

Maintenance

The university has a fully qualified Maintenance team who will attend any building/utility-related issues you report through ServiceDesk (on the intranet). They operate during the hours of 8am-5pm Monday to Thursday, and 8am-4pm on Fridays. There is on call Maintenance cover for serious issues that occur outside of these hours but you must contact the Site Stewards in the first instance; they will then call out Maintenance if required. All jobs are prioritised according to seriousness so it is possible that they may not be attended on the day they are reported.

Security

The Site Stewards provide a 24/7 security and emergency service with a police liaison. They are First Aid trained and can provide a basic/ triage form of welfare support. They will also aid you with lockouts, noise complaints, out of hour's

maintenance signposting service. If you have any concerns outside of Housing Office hours they will be able to guide you in helping resolve these.

Wardens

Wardens are staff members who live on and off campus and will undertake shifts in the evenings and be available out of hours to act as a first responder in an emergency or as someone to contact for advice on University life and pastoral care. They work through out the year.

Student Services

Our Student Services team offer: welfare, academic, financial, pastoral, health, counselling, disability support, as well as guidance and wellbeing support. They will be able to help and guide you through any of the above and be able to signpost you to further advice and support, both within the university and outside of it. See Useful contacts for contact information

IT Helpdesk

The IT team are available for your University IT needs, from access in accommodation areas, to purchasing consumables. You can access their help either via placing an IT helpdesk request on Servicedesk (on the intranet) or popping into see them, they are located on the top floor of the Library.

Student Union

The Student Union is all about our students! As soon as you become a student here you are a member. Their dedicated Executive team are happy to help, guide, support and signpost you throughout your time at university.

Living in Winchester

Winchester is a vibrant cultural and historically rich city with plenty of green spaces and things to do. It has excellent transport links to Southampton, Basingstoke, Portsmouth and London, if you wish to travel further afield.

Shopping

Winchester's charming High Street is filled with a mixture of chain shops, franchises and independent shops. There is a large Sainsbury's, Tesco's, Waitrose and Aldi as well as smaller Sainsbury's, Co-op, Marks and Spencer's and Tescos. The large Sainsbury's and Tesco's are on main bus routes through the city

Travel

Winchester is a lovely place and everything is very close together. However, no matter how small the place is, when you're new to an area, everything can feel far away. There is also a hill that no one wants to walk up, especially with shopping bags! To help you get around, feel more connected and avoid the hill if necessary there are several bus services.

Number 1: This bus route runs from the city centre and into Stanmore and has an extra service to the large Tesco shop in Winnall, but do check the timetable for details.

Number 5: This bus runs from Sainsbury's in Badger Farm, along Romsey Road and into town. This bus stops outside of the West Downs Quarter.

Number 4: This runs from town to the hospital, which is next to the university

Please note: the Bus times are subject to change, before travelling do always check online at: www.stagecoachbus.com or www.traveline.info

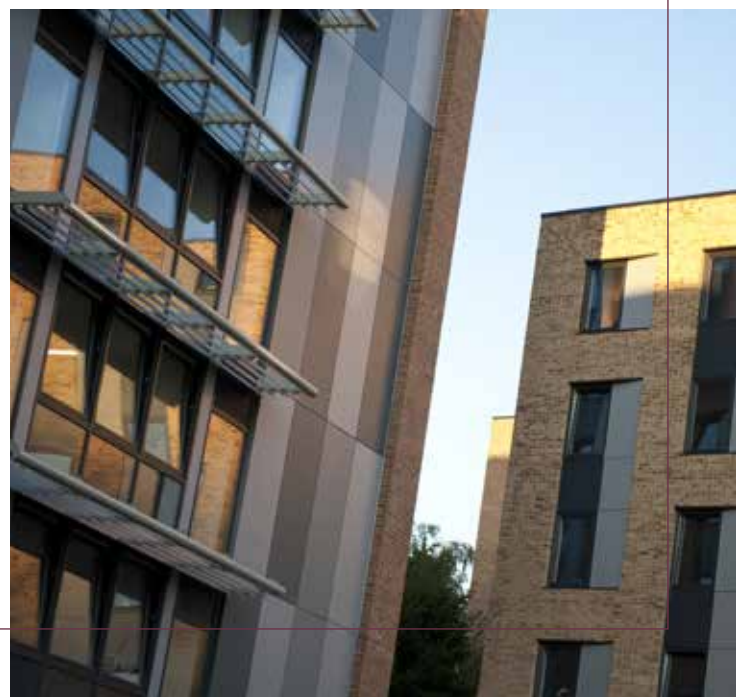
Park and Ride

There are several Park and Ride Services into the city. These run from the East and South side of the City, there is also a Park and Ride at Winchester Village.

Medical

Hampshire Royal County Hospital is next to King Alfred Quarter and there are several Doctors surgeries around the city including;

- Friarsgate (Winnall)
- Badger Farm Surgery
- St Clements Partnership
- Winchester GPs



Things to do in Winchester;

- Winchester Cathedral
- Walk the South Downs
- Climb up St Catherine's or St Giles Hill
- The Great Hall and The Round Table
- Winchester City Mill
- Enjoy the Water meadows near Winchester College
- The Royal Oak- Oldest Bar in England
- The Hat Fair- free street arts festival in late June/ Early July
- Winchester Round Table Fireworks night
- Weekly markets on the high street (including farmers, vintage etc)
- Winchester Cathedral Christmas Market
- The Theatre Royal
- The Chesil Theatre

Days out

- Jane Austen's house in Chawton
- Gilbert Whites House

For more information go to:

visitwinchester.co.uk/whats-on

Green spaces, playgrounds and play areas

- Behind West Downs
- Stanmore play area
- Green space on West Downs
- Orams Arbour
- Water meadows
- St Catherine's Hill
- St Giles Hill
- North Walls Recreation Ground





Things The University Does

Utility bills – included in rent

Internet – included in rent

Council Tax – We sort out exemptions and charges for you with the council. We will let you know if you are liable prior to our Finance team invoicing you.

Maintenance – Any maintenance issues need to be reported via Servicedesk link on the intranet. The Maintenance Team will then answer your query as soon as they can. Please be aware they are required to prioritise their workload.

Security – If you have any security concerns or require assistance outside of regular office hours please contact our Site Stewards on 01962 827666 or 01962 827667. They are available 24 hours a day seven days a week. Please be aware the Site Stewards have a varied and demanding role and are required to prioritise their work load your understanding in this matter will always be appreciated.

Please note: the university does provide some form of pastoral support but no further than a triage and signposting system.

Things you need to do

TV License- If you wish to watch live TV or catch up TV on the iplayer you will need to get a TV license Go to: tvlicensing.co.uk

Feedback

We are always looking for way to improve our Service for you and other flat residents. If you have any thoughts or feedback please feel free to get in touch with the Housing team. We are happy to discuss things with you.



Useful Contacts

Student Housing Services

01962 827533

housing@winchester.ac.uk

Student Services

01962 827341

Student.advice@winchester.ac.uk

Finance Services

01962 827226

Course Enquires

course.enquires@winchester.ac.uk

Parking Team

parking.information@winchester.ac.uk

Environments Team

enviroment@winchester.ac.uk

Council and Local Services

Winchester City Council

Phone: 01962 840 222

winchester.gov.uk

Winchester City Council

City Offices

Colebrook Street

Winchester

SO23 9LJ

Opening Hours: 8.30am to 5pm (Monday to Thursday)
and 8.30am to 4.30pm (Friday).

Citizens Advice Beauru

advice@winchesterdistrictcab.org.uk

citizensadvice.org.uk/local/winchester-district

Phone: 03444 111 306

The Winchester Centre, 68 St Georges Street
Winchester, Hampshire, SO23 8AH

Opening Hours: 9.30-17.00 Monday- Fridays,
Saturdays 10.00-12.00

Primary Schools

The Westgate School

Phone: 01962 854757

The Pilgrims' School

Phone: 01962 854189

Osborne School

Phone: 01962 854537

Western Church of England Primary School

01962 852591

Harestock Primary School

Phone: 01962 881026

St Bede C Of E Primary School

Phone: 01962 852463

Weeke Primary School

Phone: 01962 882710

Stanmore Primary School

Phone: 01962 852941

Winnall Primary School

Phone: 01962 853889

St Peters Catholic Primary School

Phone: 01962 852820

Oliver's Battery Primary School

Phone: 01962 869496

St Faiths C Of E Primary School

Phone: 01962 854934

All Saints C Of E Primary School

Phone: 01962 853179

Kings Worthy Primary School

Phone: 01962 881410

Secondary Schools

St Swithun's School

Phone: 01962 835700

Winchester College

Phone: 01962 621100

The Henry Beaufort School

Phone: 01962 880073

Kings' School

Phone: 01962 861161

Nuseries and Childcare

West Downs Day Nursery and Preschool

Phone: 01962 827393

Riverside Nursery School

Phone: 01962 890892

Tops Day Nurseries Winchester

Phone: 01962 860437

Maples Day Nursery and Preschool

Phone: 01962 870977

Kingsmead Day Nursery

Phone: 01962 862266

Yellow Dot Nursery

Phone: 01962 842120







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