

**SOLENT**  
UNIVERSITY  
SOUTHAMPTON

# Residences handbook

2024-2025

24 Hour helpline:  
**07778 345 113**



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If you have any queries, you  
can get in touch with us on the  
24-hour residences phone:

**07778 345 113**



# Welcome to **Solent University**

This handbook includes all of the information you'll need for living in the University residences, including key contact information, what to do in an emergency, what you can find in your room/ kitchen – and even things to do in Southampton.

## **Moving in**

When you have collected your fob, make your way to your room. Have a good look round.

1. You will receive an emailed link to complete your room inventory.
2. Read the fire action notice on the back of your door to understand the evacuation process and assembly point for your building.
3. Visit the kitchen and introduce yourself to your new neighbours – you are entitled to two cupboards; one upper and one lower. You can lock these with your own padlock.
4. You will receive an emailed link to complete a moving in survey

## **Room inventory**

Soon after moving in you will receive an email prompting you to complete your online room inventory, please complete this within 48 hours of receipt. This will help to ensure you have everything you are supposed to, and allows for any damaged or missing items to be fixed or rectified in due course.

If you do not complete an inventory it will be assumed your room was in a perfect condition – and when you leave, any damaged or missing items will be attributed to you.

## **Keeping you safe**

Keeping you safe – At the residences we always do our best to keep everyone safe. We will follow any government guidelines released to ensure everyone's safety.



To find out more about our compliance visit the Student Accommodation Code website [www.thesac.org.uk](http://www.thesac.org.uk)



**We value your feedback, please watch out on the digital screens and your emails for the link to the move in survey. Prizes can be won for participation!**

# Meet the team

## Residence Managers



Teresa



Azeem

## Residence Life Assistants



Liza



Harry



Sebastian



Thomas



Sam



Ashley



Mitchell

## The Residence team

The residence team are the first point of contact for all your questions, welfare issues, conduct, advice, and first aid, as well as questions about post and parcels.

They also deal with room checks and minor maintenance, carry out health and safety checks, cleaning audits, fire tests, car parking issues, and tours.

The residence team are available 8.30am - 10.30pm, 7 days a week. For all enquiries, please call **07778 345 113** or email **reshub@solent.ac.uk**



SOLENT  
UNIVERSITY

Kimber Student Residence

No smoking  
by the entrance

Automatic  
doors

VERITECH  
SECURITY



### The overnight team

A member of the overnight team is located in your residence seven days a week, from 10.30pm - 8.30am.  
T. **07778 345 113**

# On-site emergencies

## Emergency services

**Police, fire and ambulance services are on 999.**

**Non-emergency police are on 101**

If you call out any emergency service or doctor, contact the residence team immediately afterwards so we can provide access and assistance.

24-hour residences phone: **07778 345 113**

### Fire

In the event of a fire, follow evacuation procedures on the back of your bedroom door, further details about fire safety are on the next page.

### First aid

Call the residences team – members of staff are first aid trained.

### Medical advice or dentist

Call **111** – ensure you register with St Mary's Surgery as your local doctor.

### Security threats

Security issues such as bomb warnings, suspicious packages or terrorist attack are rare, and the risk of one occurring at residences is low.

If you see, find, or hear anything suspicious or dangerous in your residence, notify the residence team immediately.

# Fire safety

## Smoke detectors

The detector in your kitchen is a heat sensor, while the detectors in the corridor and your room are smoke detectors – and are very sensitive, so always cook with your kitchen door closed. You are also advised to keep your en-suite door closed while showering.

## Fire testing

Fire tests are carried out weekly in all residences at 3pm, as follows:

**David Moxon:** Monday

**Kimber:** Tuesday

**Chantry:** Thursday

**Deanery:** Friday

There will be a short alarm burst – this does not require you to vacate the building. However, if the alarm sounds for more than 10 seconds, assume it is an actual fire alarm and evacuate.

## On finding a fire

If you discover a fire in the residence, activate the nearest fire alarm by lifting the cover and pushing the break glass. Leave the building as per the instructions on the back of your bedroom door. The Fire Service are automatically notified when any of our fire alarms are activated.

## Fire safety

Exercise common sense.

Keep fire doors closed. Do not obstruct corridors. Do not use candles. Do not dry clothes over heaters – heater surfaces can become hot, do not sit on them. Never leave cooking unattended – if you are tired or have been drinking do not start cooking. Keep surfaces near hobs clear of all personal items to prevent risk of fire. Keep your kitchen equipment clean, oil build up can cause fires.

If you hear the fire alarm, evacuate the building to the designated assembly point.

Do not re-enter the building until told to by residence staff.

## Tampering with equipment

Do not tamper with fire equipment under any circumstances and never cover a smoke sensor. Anyone caught tampering may face criminal prosecution and have to pay associated costs.

## Electrical fire safety

Please do not plug multiple extension leads into each other. Only use equipment that is safe and in good condition. If unsure ask the residence team to perform a portable appliance test.





# Security

## Access fobs

Your access fob helps provide a safe, secure environment. Only you have access to your bedroom; only your kitchen group has access to your kitchen; and only the people who live on your floor have access to that floor. The residence team will only access your room in an emergency or with prior warning. Please look out for emails from the residence team regarding site notifications of building work and essential room entries.

## Bedrooms and kitchens

Always lock your room and kitchen doors, and don't let anyone you don't know into the residence. Please remember overnight guests are not permitted. Do not give your keys to anyone, under any circumstance. Theft or loss of any Solent University property will be charged to the individual or kitchen group responsible in this situation.





[bit.ly/  
solentresconduct](https://bit.ly/solentresconduct)

**Don't let strangers into the residence**

**If you see anyone unfamiliar or suspicious hanging around – let us know!**

**Contact us on 07778 345 113**

### **Lost fobs and post keys**

Lost or mislaid fobs could be used by others to gain access to your residence. If you lose your fob, let the residences team know immediately so the fob can be disabled.

There is a non-refundable charge of £10 per item for replacement fobs or post keys.

Use the QR code or link on the right to purchase the fob or key, then visit the Residence Hub located

on the ground floor of the David Moxon residence to collect your replacement.

To collect your replacement you will need your name and room number, and email proof of purchase with a valid code beginning with 'OS'.

If you lose both your fob and post key, we will need two separate order numbers.



[bit.ly/lostfob](https://bit.ly/lostfob)

# Living in Solent residences



## Respect your kitchen

Wash up your  
dirty kitchen stuff  
and put it away.



## Respect your flatmates

Don't hog the  
vacuum, return it  
to the kitchen.



## Respect your residence

Ensure you collect  
your laundry to free  
up the machines.

## Smoking

Smoking, including the use of vapes, is not permitted anywhere within the student residences. Please use the smoking shelters provided, or stand a minimum of five metres away from building entrances and windows. Please report any incidents of smoking to the residence team.

## Noise

Please respect your neighbours and local residents by keeping noise to a sensible level. Consider everyone when playing music and try to keep the noise down if you come back late at night.

If noisy neighbours are disturbing you please contact the residence team by email on **reshub@solent.ac.uk** or for a quick response call or text **07778 345113**. We will address the issue as soon as possible. We will need your residence and room number so that we can identify the location.

If the issue persists you can complete a residence comment form – see quick link on **page 28**.

## Windows

For health and safety reasons the windows are set to tilt only. Do not tamper or force the mechanism beyond the tilt position. Damage to the mechanism would be rechargeable.

## Snow and ice

The appointed grounds contractor will monitor weather conditions daily and grit car parks and main paths when conditions require it. On site staff also monitor local site conditions during their shift.

### We aim to:

- Clear snow and ice from essential areas such as the main entrance, walkways and paths to the residences and clear access for wheelchairs.
- Display hazard signs or notices where necessary.
- Clear snow and cover icy areas with grit and salt.
- Close car parks where access is dangerous using appropriate signage and barriers. We'll aim to do this within one hour of information of hazards resulting from snowfall or ice.



Always lock your bedroom and kitchen, even if only leaving for a short time. Your room is your responsibility.

# Your room

## Wi-Fi

All areas, including bedrooms, have Wi-Fi and/or an Ethernet connection. Find more information about residence internet services at <http://my.glidestudent.co.uk/support>, and if you experience any issues please contact glide on **0333 123 0115** or email [studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk)

## Heating

Each room has an electric heater with a timer either built-in or mounted separately on the wall. Your heater needs all power switched on before you activate the timer. Press once and the red light should come on to let you know the heater is operating. Press again to increase the time. Do not put anything over or touch the heater whilst on – it may be very hot.

## Unwanted furniture

If there is any furniture in your room you don't want, please contact the residence team. We can then make a note of what has been removed, and safely store it, if we have room.

## Room changes

Room moves can be requested from the accommodation team by email on [accommodation@solent.ac.uk](mailto:accommodation@solent.ac.uk). The residence team will then show you the available options before a move is confirmed.

## Fire detector

The fire detector in your room is a smoke sensor and is very sensitive. Do not tamper with or cover this sensor as we will be alerted to this via our fire control panel. Anyone found tampering with fire equipment will be subject to charges and disciplinary action.

We advise all residents to keep the en-suite doors shut whilst in the shower and to be mindful when spraying deodorant and other spray substances near the detectors.

## Television

If you wish to watch live TV in your room or download or watch BBC programmes on iPlayer, you will need a TV Licence. Please go to [www.gov.uk/tv-licence](http://www.gov.uk/tv-licence) for more details.

## Room insurance

Room insurance is provided for all resident students by Endsleigh and is included as part of your accommodation fee. You may extend your cover to protect all of your possessions both inside and outside of your room. Enter your policy number **HH1179** at [endsleigh.co.uk/reviewcover](http://endsleigh.co.uk/reviewcover) to check your policy details.



# Your kitchen



## Using your kitchen

Every kitchen is equipped with a vacuum cleaner, hob, ovens and two fridge freezers. Only residents assigned to a particular kitchen have access to it.

All students are responsible for keeping the kitchens reasonably clean, and for promptly cleaning and putting away personal belongings to allow easy cleaning of surfaces and sinks. You are also responsible for defrosting freezers if they become iced up.

The three waste bins (food, general, recyclable) in your kitchen will be emptied by the cleaning team, however you are required to remove all glass waste from your kitchens to the designated external bins.

## Kitchen equipment

A full appliance list is in this residence handbook on pages 13 –15 and explains in more detail how to operate the devices in your kitchen. If you have any concerns, please contact the residence team.

Some reminders about general kitchen safety:

- Do not remove any appliances from the kitchen.
- Do not stand things on the ovens doors.
- When grilling always leave the oven door open.
- Do not put hot items on the kitchen worktop – use the trivet provided.
- When an appliance is not in use turn it off at the wall.
- Never leave cooking unattended.
- Items should not be stored on or within 300mm either side of the hobs or 600mm above. Items found here will be moved by the residence team.



# Cleaning

## Cleaning Teams

Our cleaning teams work between 8.30am – 6pm daily. During this time, they empty bins and clean shared kitchens, washrooms and shower facilities. Kitchens will be cleaned Monday, Wednesday and Friday and all communal areas will be cleaned on a rotational basis. At weekends the kitchen bins will just be emptied once.

### They do not:

- Clear glass waste. This is your responsibility.
- Wash up. Please keep the sink clear to help them.

## Bedroom rubbish

Bedroom rubbish is your responsibility and should not be placed in kitchen bins – take it straight down to the exterior bin compound.

## Dirty crockery

The residence team conduct regular kitchen checks, and any dirty crockery will trigger a 48-hour clean up notice. After this time, if the dirty crockery remains, it will be removed to a holding area for seven days. If left unclaimed it will be disposed of. Solent University accepts no responsibility for damage to, or loss of belongings during this process.

## Dirty kitchen

Once per term, the residence team will conduct a kitchen audit – you will be notified in advance. If the kitchen fails to meet a reasonable standard of cleanliness, you will be given a 48-hour clean up notice. During this time cleaners will not enter the kitchen.

Failure to clean the kitchen to a reasonable standard within the timeframe given will result in the kitchen group being charged for a professional clean.

**Note** that while these audits take place at set times of the year, if a member of staff finds a kitchen to be in an unacceptable condition on a regular day-to-day basis, a clean-up notice may also be issued.

# Rubbish and waste

## Food waste



Put all food waste in the small green bin on your kitchen counter, this is then moved by the cleaners to the 'Food' labelled wheelie bins in the bin compound.

## Glass waste



All glass waste needs to be removed by yourself to the bin compound, it is the only waste cleaners will not remove. Glass waste needs to go in the 'Glass' labelled wheelie bins in the bin compound.

## Recyclable waste



All recycling needs to go in the appropriate large bin in your kitchen. Anything that does not fit in this bin should be taken down directly to bin compound. All recyclable waste goes to the large green bins in the bin compound.

## Electrical waste



Electrical waste can be recycled on site. Please bring to the Reshub

## General waste



Anything that does not fall under the above is general waste, which goes in the other bin in the kitchen. This is then moved to the large purple bins in the bin compound.

## What goes where?

Our waste contractor will visit each residence after you move in to discuss what is general waste and what is recyclable. Keep an eye on the events, emails and digital screens for when they are visiting your residence.

## Solent sorts it

'Solent sorts it' is a residence recycling scheme to encourage all kitchen users to recycle as much as possible. Kitchen waste is monitored throughout the year and the best performing kitchens for recycling will be rewarded for their efforts.

See display boards on site for more details and kitchen recycling rates. Results will be published for each residence on the display boards so you can compare how your kitchen group does with everyone else.

## Bedroom waste

Students must take their own bedroom waste to the bins in the car park.

## Love Food - Hate Waste

This campaign is designed to bring awareness to everyone about food waste and the website offers valuable tips which can reduce food waste and save you money. Plan your portions and get freezer friendly and money saving tips at

**[www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com)**

Watch out for new campaigns being launched soon, offering money saving advice.



# Flat appliances



## Water Heater

All hot water is heated by an instantaneous water heater.

Water is heated to the British Standard Approved Code of Practice and hot water will flow when the tap is turned on.



## Corridor Heater

These store heat overnight.

They must be turned on by the switch on the side. Heat will be available the following day and the output is controlled by the dial on top.

Do not put items on top of the heater.



## Vacuum Cleaner

This is only suitable for picking up dust. Not water!

Keep the appliance and filter clean and use the correct vacuum bag as supplied.

Report any damaged, worn parts or full bags to the Residence Hub.

Coil the lead up when not in use.

If you've had a spillage, borrow a wet vac from the Residence Team.



## Iron

Irons and ironing boards provided in the onsite laundry. Only use the iron for ironing clothes – test it on old fabric first.

Follow guidelines on clothing for ironing temperature.

Never immerse the iron in water or any liquid.

Always unplug the iron from the wall when not in use. Never pull the cord to disconnect the socket. If the cord is damaged, do not use.

High risk of burns – do not touch the metal base plate and do not wrap the cord around the metal base. Store the iron on the holder provided.

Steam ironing is possible at higher temperatures. Ensure the water tank is full, set the temperature to high and once it has been reached press the steam button and continue ironing. Fill the iron from the tap. Ensure it is disconnected before filling. Do not go above the 'Max' line. Pour out unused water after use.

# Kitchen appliances



## Microwave

To be used only for food preparation

Never operate the microwave empty or without the glass tray.

Always remove caps or lids prior to cooking and never put metal inside.

Only popcorn in microwave bags may be used.

If smoke is observed, switch off and unplug; leave the door closed and report this to staff at the Residence Hub.

Always stir your food once heated and test the temperature before serving or eating, to ensure temperature consistency.

Eggs in their shell should not be heated in a microwave.

Wipe with a damp cloth after each use.

Microwave heating of beverages can result in delayed eruptive boiling; therefore care must be

taken when handling the container.

Always use oven gloves when removing heated items.

Follow the manufacturers recommended cooking times.

### Defrost Tips

Do not defrost covered meat – always uncover it.

Turn the food over twice during defrost time.



## Inbuilt Oven and Hob

### Hob

Switch on and off at the wall before and after use.

**Warning!** Overheated fats and oils can ignite very quickly.

Never leave food cooking unattended; beware of pans boiling dry.

### Oven

Turn the oven functions control dial to an oven function and turn the temperature dial to the desired temperature.

To prevent overheating the oven has a safety thermostat which can interrupt the power supply.

To turn off; turn to the '0' position.

**Hints, tips and advice can be obtained from the Residence Hub if required!**



## Toaster

Do not touch or move the appliance when in use  
– surfaces may get hot.

Remove and empty the crumb tray as appropriate

If bread gets stuck, unplug the toaster and let it cool before removing the item.



## Fridge Freezer

When you arrive your fridge freezer will be turned on and ready to use. Most appliances have a green 'on' indicator light.

Ensure the appliance is level.

### Defrosting your freezer

Most freezers will auto defrost, however if your freezer becomes excessively iced up you will need to defrost it.

Run down food stocks, turn the appliance off and put a container in the base to catch water, leave the door open overnight, clean out and then turn the power back on.

### Fridge Tips

Raw meat should be stored on the lowest shelf.

Leave space around food to allow cool air to circulate.

Wrap food up to prevent it from drying out.

Let cooked food cool before putting it in the fridge.

Do not store flammable gases or liquid in the fridge.

Medical fridges are available for students needing to store medication. Please ask at the Residence Hub.

### Freezer Tips

Leave hot foods before freezing and never refreeze food that has already been defrosted.

Ensure the door is closed fully to prevent ice build-up.

If there is a power cut, do not open the freezer door. This way food will remain frozen for much longer.

When using freezer bags, try to get as much air out as possible.

Non-metal containers are best for freezing as they can be used in the microwave for cooking purposes.



# Maintenance

Our dedicated maintenance team deal with all faults in rooms, kitchens and communal areas. They will prioritise all jobs according to its urgency and respond as soon as possible.

If maintenance need to attend work within your bedroom they will wear appropriate PPE. We ask that you wait in the kitchen while they work.

Occasionally you may see other contractors on site, these are pre-planned and you will receive notice prior to them arriving on site. They will all carry ID and a permit to work.



Look out for the Planon App on your App store.



## Reporting faults

To report a fault, either log on to <https://planon.solent.ac.uk> or download the app on your phone.

To use the app, first sign in by entering <https://planon.solent.ac.uk> in environment, then add your university login name and password on the following page.

Once you are logged in, you can scan the QR code on the back of your bedroom door to report faults and track all your existing maintenance calls.

Report any problems as soon as you can; you can report maintenance using any of the Planon codes throughout the building, you will get a receipt for the issue you report – don't rely on someone else to do it!

If you have any difficulty using the planon app please email [reshub@solent.ac.uk](mailto:reshub@solent.ac.uk)

## Emergency faults

In the event of an emergency please contact the residence team and we will contact the maintenance team to attend as appropriate.



# Laundry

Washing and drying machines, as well as ironing facilities, are available at every residence. Operated by Circuit Laundry, the laundry rooms are open 24 hours a day and located on the ground floor, except Chantry where it is behind the common room on the first floor.

To use the laundry facilities download the Circuit app ([www.circuit.co.uk/how-to-guides/mobile-app](http://www.circuit.co.uk/how-to-guides/mobile-app)) and follow the in-app instructions.

For step-by-step instructions on how to use the machines, follow the QR code or link for the Circuit Laundry website.

If you require assistance with the washing or drying machines, check the website or contact Circuit Laundry on **0800 032 0070** – the red stickers in the laundry room will give you the site number.

If you require assistance with other equipment within the laundry rooms, please contact the residence team.



Download the Circuit laundry App to top up and report faults



[bit.ly/solentlaundry](http://bit.ly/solentlaundry)





## Social areas and study spaces

### Using the social areas and study spaces

Social areas are open for individuals or households to use to study in.

Living and social areas can be booked by residents who wish to have a party or gathering, please follow the QR code or link to prebook a space.

### Events

Keep an eye on your student emails, our Instagram and the digital screens in reception for any reslife events.

Find out more about ResLife on **page 24**.



[bit.ly/solentcrb](https://bit.ly/solentcrb)





# Parking, visitors and transport

## Parking

Parking permits can be purchased subject to availability. Anyone found parking without a permit may face student disciplinary procedures and charges.

Payment is made in full in advance for the entire contract and must be paid online when accepting your parking offer. Parking can be cancelled on a termly basis in line with the terms of residency.

For more details, please contact the Accommodation Team at [accommodation@solent.ac.uk](mailto:accommodation@solent.ac.uk)

## Visitor parking

Visitor permits are given at the discretion of the residence team at the time of arrival, subject to availability – please note that we cannot guarantee or reserve a parking space for anyone under any circumstances. Visitor parking is only available for 24 hours and people caught misusing it will have to pay for a permit.

## Bikes

All our residences have bike compounds located on site. Please use a secure D lock to secure your bicycle within the compound. Call the residence team to have access added to your fob.

## Hire bikes

The residence team has a number of hire bikes which can be borrowed by residents for free. When you want to hire a bike call at the residence hub to arrange a cycle hire permit and sign a disclaimer. Call at the residence hub to collect a bike and all the accessories you need for a cycle ride. Please note that hire bikes have to be returned by 10pm each night.

# Post and parcels

When getting post delivered to the residences, please ensure you give your full name, room number and address as set out below. Please note all post should be delivered to the Residence Hub, regardless of which residence you live at.

Post labels should be set out as follows;

Your name

Your residence and room number

Kimber Residence Hub

St Mary's Place

Southampton

SO14 1XA

Your residence and room number:

Deanery A Block = DA\_\_\_

Deanery B Block = DB\_\_\_

Deanery C Block = DC\_\_\_

Chantry = CH\_\_\_

Kimber = KI\_\_\_

David Moxon = DM\_\_

For example:

Joe Bloggs

DA101

Kimber Residence Hub

St Mary's Place

Southampton

SO14 1XA



## Collecting your post

We receive lots of post every day and it can take time to sort – this can be sped up by following the address format (left). Please include your name and room number – if we can't identify who the mail has been sent to, we will return it to the sender.

For small items, check your post box within your residence. We will attempt to put larger items in a parcel locker at your residence; you will receive a notification with the collection code, should this be possible.

If your delivery will not fit in a parcel locker it will remain at the Residence Hub, you will be notified by email when it is ready for collection – please remember to bring your student ID.

## Food deliveries

Please arrange to meet your food deliveries in the lobby, the residence team are unable to accept deliveries of food for you.

## /// what3words

what3words is a really quick and simple way to find, share and save exact locations. The system converts GPS coordinates into 3 word addresses. It is designed to identify any location with a resolution of about 3 metres. For your information, the what3words addresses for the entrance to each of the residences is as follows:

### **David Moxen Reshub reception:**

less.poppy.sweat

**Chantry Entrance:** obey.game.composers

**Deanery Entrance:** design.stamp.ozone

**Kimber Car Park Entrance:**

indoor.popped.factories



# City shops and services

## Food shopping

- Newspaper and convenience stores on East Street.
- Tesco Express in Ocean Village.
- Co-op & Tesco express in ocean village, plus Premier convenience store behind St Mary's Church, Chapel Road.
- ASDA superstore by Westquay.
- Marks & Spencer in Westquay.
- Lidl, Below Bar.

## Post Office

- WH Smith on the High Street.

## Banks and building societies

Various branches are spread around the centre of town, generally at the top of East Street, London road or on the High Street and Below Bar.

## Doctors' surgery

St Mary's Surgery, 1 Johnson Street. Please register on arrival at university – you can contact them on **023 8033 3778**

## Cash machines

Various cash machines are spread around the centre of town

## Cinemas

- Harbour Lights at Ocean Village.
- Showcase Cinema de Lux, Westquay shopping centre.

## Fitness

- Fitness suites and sports halls on main campus in the sports complex.
- Swimming at The Quays swimming complex on West Quay Road.

## Spirituality and reflection

For local details regarding faith groups please see the large posters in reception or the Solent spirituality and reflection team can be contacted via the student hub; **student.hub@solent.ac.uk**

## Diversity guide

A guide for students on the services and facilities in Southampton  
**www.solent.ac.uk/diversity-guide**



# Your accommodation contract and finance

## Contracts Team

The Accommodation Team issue and manage your contract for accommodation and/or parking and are responsible for taking your initial advanced rent payment.

The Accommodation Team has dedicated advisors to assist you with any queries relating to your contract, such as:

- Suspending from or withdrawing from your studies.
- You want to move rooms.
- Your accommodation requirements change whilst you are staying with us.
- A contractual matter you would like to discuss.
- A complaint that has not been resolved by the residences team.

They are also another friendly face to speak to.

When you are thinking about moving on from university residences our dedicated Private Housing Advisor can assist with contract checks and can offer a wealth of support and advice. Check out page 27 for more details.

You can contact the Accommodation team at **accommodation@solent.ac.uk**, by phone on **023 8201 5040** and we can even book a Teams meeting with you if you would like to chat face-to-face. The accommodation team are available Monday to Thursday from 9am – 4.30pm, Friday from 9am – 4.00pm.

## Finance and payments teams

Many of you will be paying your accommodation payments in three equal instalments, due October, January and April/May. For more details please contact the income team at **income.team@solent.ac.uk**

To make a payment please visit; **www.solent.ac.uk/pay**. Payments can be made by students, parents or third party on this site, student ID number (Qxxxxxxx) required and student date of birth.

Our dedicated student funding team can provide professional and impartial funding advice. If you are having issues relating to finance, please don't hesitate to get in touch: E. **student.funding@solent.ac.uk**  
T. **023 8201 5200**

Alternatively, contact the Student Hub at **student.hub@solent.ac.uk**

## Proof of address

Some banks and landlords may require proof of address, or proof of being a student. The Student Hub can provide a letter with proof of address, as well as proof of being a student at Solent University. Please note some banks may take email notification of confirmation and acceptance of a room offer as proof of address.



# University student support

**Our team offers a range of services to support students during their time here with us.**

## Mental Health

Mental Health Advisers offer support for students with Mental Health difficulties as well as those who may be struggling or concerned about other difficulties such as substance misuse, alcohol, sexual and domestic issues and many more. They will work with you to enable you to access support services both within and outside of the University. The approach is a practical one that collaborates with you to outline a support package and to get this in place.

## Therapy

The Therapy support offered to students typically starts with a Single Session Therapy appointment. These sessions are a form of Brief Solution Focused therapy designed to help you address, without delay, a particular difficulty you are experiencing. The therapist will work with you proactively to help you identify the resources you have to manage the situation and to clarify how you could move forward. If this model of therapy is not the right one for you then the therapist will refer you for ongoing sessions of counselling or CBT. Hypnotherapy is available to students to help with issues affecting their academic studies (for example, anxiety, exam stress, panic attacks).

You can contact our team via emailing **therapy.mh@solent.ac.uk**. For more information on our services please see the Portal page where you can find the self-referral form.

**If you NEED HELP URGENTLY always ring 999 if there is an immediate serious risk of harm.**

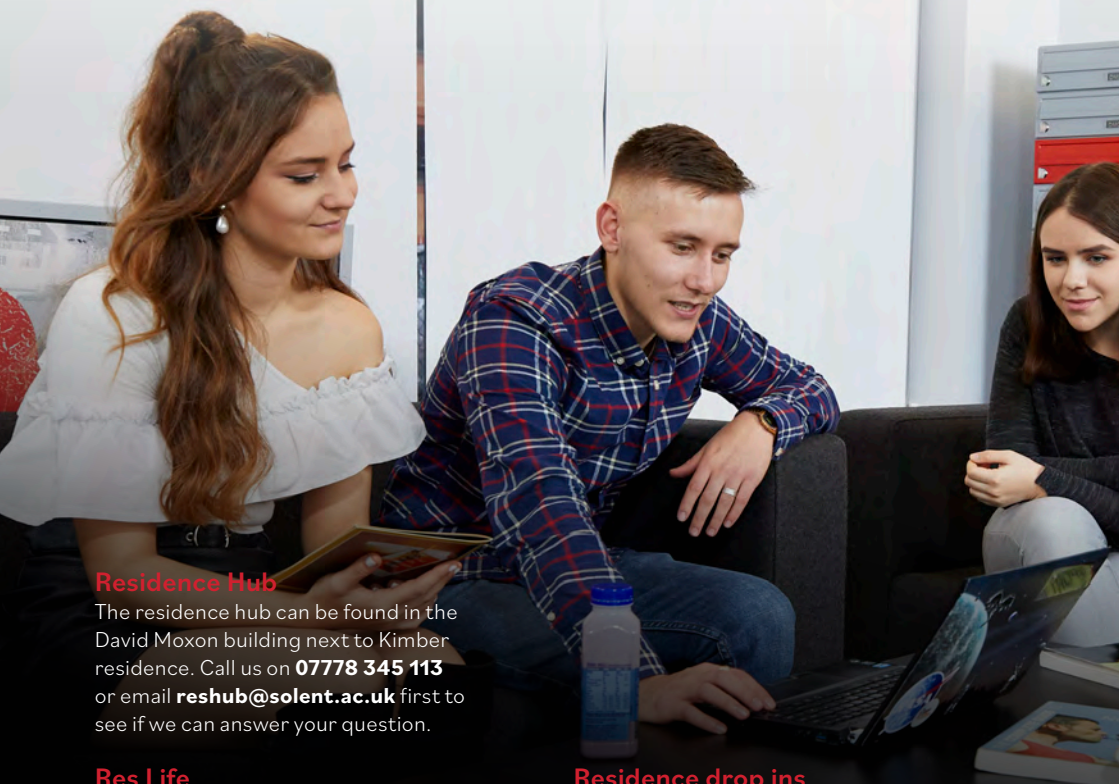
If you have hurt yourself and need medical treatment and/ or you cannot keep yourself safe, go to your GP surgery. If your GP surgery is not open, you can contact the NHS Out of Hours Medical Service on **111**. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

## Student support

The Student Assistance Programme is delivered by Health Assured and enables students to have access to resources on a range of topics including physical health, emotional health, legal and financial advice as well as questions around work. Students can access the service through a web portal page, phone app or by speaking to a BACP trained counsellor via a dedicated phone line. All services can be accessed 24/7.

Further detail on the provision including links to access the service can be found via the following portal article, **<https://students.solent.ac.uk/news/a-new-resource-to-support-your-wellbeing>**

# Res life at solent



## Residence Hub

The residence hub can be found in the David Moxon building next to Kimber residence. Call us on **07778 345 113** or email **reshub@solent.ac.uk** first to see if we can answer your question.

## Res Life

Res life welcomes, supports and brings residents together during your time at Solent. There are large, pre-planned events put on by the residence team, plus opportunities for you to suggest your own events and activities for everyone to enjoy.

Anyone living in Solent accommodation is welcome to take part in Res Life events. Our events fall into seven core categories – take a look at some examples of what to look forward to over the year in the red box opposite.

To keep up to date with all upcoming events – take a look at the ‘what’s going on’ boards in each reception area.

## Residence drop ins

Every month the residence team host a residence ‘drop in’ either online or in person. All residents are welcome to come along, members of the team will be available to answer questions, hear suggestions or just have a chat about residence life.


## Residence Reps


If you would like to represent your residence as a residence rep, get in touch with the team via **reshub@solent.ac.uk** You will be invited to discuss ideas for the residences and will have first opportunity of any paid work within the residences, such as open day show rooms, tour guides, office helpers, etc.





Don't miss out on anything around the residences join our official Facebook page for site updates, event details and much much more:

 Solent residences 2023/2024 ResLife

 Solent\_ResLife

## Community spirit

- What's on boards
- Christmas at Solent residences
- Coffee mornings and residence drop ins
- Spring clean campaign

## Social spirit

- Household pumpkin carving
- Film events
- Quiz nights
- E-sports nights

## Mental wellbeing

- Animal therapy
- Wellbeing week

## Physical wellbeing

- Climbing wall
- Take the stairs campaign
- Sexual health campaign
- Period poverty packs
- Sexual health awareness

## Environmental awareness

- Solent switch off
- Solent sorts it
- Fairtrade fortnight

## Life skills

- Fire safety
- Residences bake off
- Housing advice
- CPR training with the BHF

## Academic and career

- Solent Futures – workshops





## Moving out

### Your £150 advance rent payment

During your application for a place in Solent's residences, you provided £150 as an advance rent payment to secure a room. Please note this was not a refundable deposit, and was instead deducted from the total accommodation fees due.

### Moving out

When you move out, please ensure the room is put back to how you found it. Any furniture should be returned to its original location and the room left in a clean condition, similar to how you found it, otherwise charges will apply.

### Fobs and keys

When your room is empty please ensure you return your fob and post key. This can be done by posting your fob and key (attached to each other) through the letterbox at your residence reception.

### After moving out

After you have left, the residence team will check your room. We will ensure nothing was left behind in your room, and check for any damages.

If keys are not returned, damages found, rubbish left behind or rooms left in poor condition, as per the terms of residency you will be charged as appropriate – so please ensure you leave your room as you found it.

This is why it is important to complete a room inventory when moving in – otherwise you may be charged for any losses or damage.

# Thinking about accommodation for next year?

Renting in the private sector is a popular option. There is plenty of good accommodation available in Southampton. Some landlords or letting agents will try to push you into signing a tenancy very early. We recommend that students start looking for accommodation around February.

The accommodation team, Student hub and Students' Union are all here to offer you advice and support.

## Southampton Accreditation Scheme for Student Housing (SASSH)

The Southampton Accreditation Scheme for Student Housing (SASSH) was set up to help protect students renting private accommodation.

The scheme is run by Southampton Solent University in partnership with The University of Southampton and Southampton City Council.

The scheme allows landlords to advertise their properties on a central website - **[www.sassh.co.uk](http://www.sassh.co.uk)**. Students can use the site to search for accommodation, advertise vacant rooms and find housemates.

Contact the Private Housing Adviser for further advice and guidance, email **[private.housing@solent.ac.uk](mailto:private.housing@solent.ac.uk)**



# Quick links



## Residence comment form

Have any concerns, comments or suggestions? Please use the QR code or link to the right to submit a form. Please note we don't monitor the email account where the responses get delivered to all the time, but we will respond as soon as possible.

[bit.ly/soleltrcf](https://bit.ly/soleltrcf)



## Lost fob or post key

Please use the QR code or link to the left to purchase a new fob or key. Keep the 'OS' number to quote to us to pick up your replacement at the Residence Hub.

[bit.ly/lostfob](https://bit.ly/lostfob)



## Visitor parking form

A request for a short stay parking permit. Please fill this form out when prompted to by a member of the residence team.

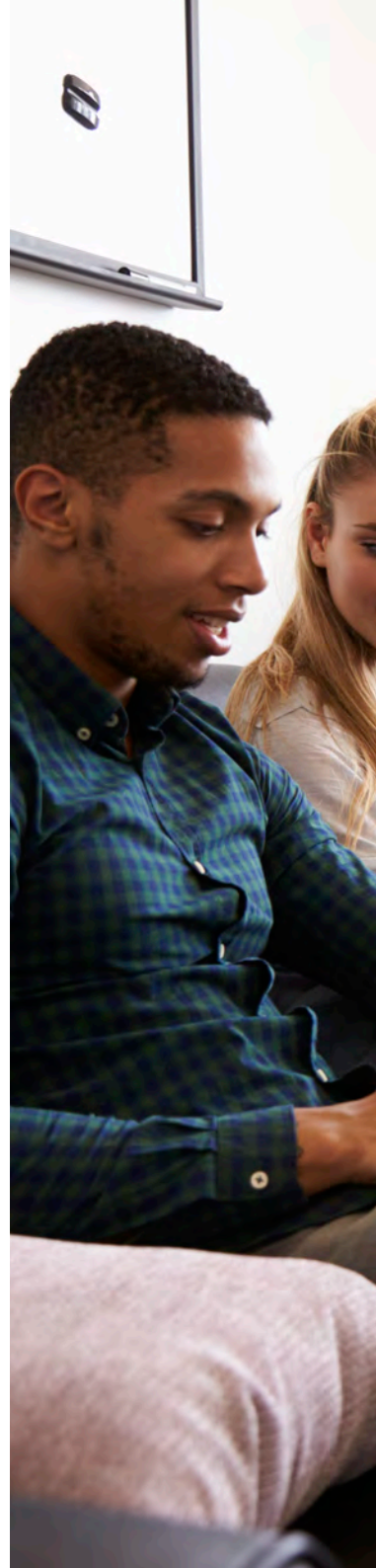
[bit.ly/soletparking](https://bit.ly/soletparking)



## Social space booking form

Living and social areas can be booked by residents who wish to have a party or gathering, please follow the QR code or link to prebook a space.

[bit.ly/solentcrb](https://bit.ly/solentcrb)





# Quick contacts

## Residence team

Residence Hub (8.30am – 10.30pm)  
Overnight team (10.30pm – 8.30am)  
T. **07778 345 113** (24/7)  
E. **reshub@solent.ac.uk**

## Accommodation office

Monday – Thursday, 9am – 4.30pm,  
Friday, 9am – 4pm  
Face-to-face or Teams meetings  
can be booked  
T. **023 8201 5040**  
E. **accommodation@solent.ac.uk**

## Income team

Monday – Thursday, 9am – 4.30pm,  
Friday, 9am – 4pm  
E. **income.team@solent.ac.uk**

## Student Hub (wellbeing, finance, advice)

Monday – Friday, 9am – 5pm  
T. **023 8201 5200**  
E. **student.hub@solent.ac.uk**

## Main Solent switchboard

Monday – Friday, 8am – 5pm  
T. **023 8201 3000**



## The Residence team

Residence Hub, David Moxon Reception, Kimber Residence

Open seven days a week, 8.30am – 10.30pm.

E. [reshub@solent.ac.uk](mailto:reshub@solent.ac.uk)

T. 07778 345 113

 **Solent residences 2024/2025 Reslife**

 **Solent\_ResLife**

 **what3words** Residence Hub Reception entrance: **less.poppy.sweat**

Solent University  
East Park Terrace  
Southampton  
SO14 0YN

T. +44 (0)23 8201 3000

E. [ask@solent.ac.uk](mailto:ask@solent.ac.uk)

[www.solent.ac.uk](http://www.solent.ac.uk)

 [solentuniversity](https://www.facebook.com/solentuniversity)

 [@solentuni](https://twitter.com/@solentuni)

 [solentuniversity](https://www.instagram.com/solentuniversity)

 [solentuni](https://www.youtube.com/solentuni)

 [Solent University](https://www.linkedin.com/company/solent-university)

 [@solentuniofficial](https://www.tiktok.com/@solentuniofficial)