

# Accommodation

Handbook

2016/17

[www.solihull.ac.uk](http://www.solihull.ac.uk)  
0121 678 7000



Solihull College  
& University Centre

# Accommodation Handbook

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## INTRODUCTION TO HALLS

We hope you find this guide useful. If there is anything else you would like to know or you have any comments about any of our services, do not hesitate to contact us. All College contact details can be found at the back of this booklet.

Our Halls are the main way in which we support students with accommodation. Halls are used by students over the age of 18, trainers and teaching staff and members of the public requiring short term accommodation in the Solihull area.

If you do not want to live in Halls the College maintains a list of Host families whose details are available through the Accommodation Officer.



Halls of Residence at Solihull College, Blossomfield Campus

Solihull College offers students who are aged 18 and over accommodation within a safe, green and spacious environment providing security and a wide support network.

There are 120 rooms situated on the College campus for convenience and effortless access to classes, the College's excellent IT and library and the College Refectory. There is also a modern Sports Hall and fitness centre (membership is available). The College is located within close proximity to Solihull Town centre, which offers excellent shopping, leisure, social and student employment opportunities.

All bedrooms have en-suite bathroom facilities, a large study desk, bedroom furniture and access to the internet.

Each corridor consists of five private study bedrooms with communal use of a large kitchen area.

Students can request to live in a certain room, on a corridor with friends or on a single sex corridor. This must be indicated clearly on the application form. All requests will be honoured where possible; late applications /payments or large demand may result in requests not being met.

## Room rates

Single Room: £80 per week

Single Room: £85 per week  
(course less than 21  
hours a week)

Single Room: £85 per week  
(non-students)

## Bedding and cutlery

The College offers bedding bales and cutlery sets at a reasonable price.

Sets include:

**The Bedding bale (£30.00) includes:**

Duvet and cover / Pillow and cover /  
Bottom sheet

**The Cutlery set (£8.00) includes:**

Knife / Fork / Spoon / Tea spoon / Cup  
/ bowl / plate.

## Accommodation allocation policy

This can be found at

[www.solihull.ac.uk/uni-level-learner/halls-of-residence](http://www.solihull.ac.uk/uni-level-learner/halls-of-residence)

## Your contract

To have a room in the Halls of Residence, you need to pay a deposit of £200 and pay the first month's rent in advance.

You will sign a Tenancy Agreement which is a legally binding contract so it is important that you read it carefully. You may have to pay for the whole of the costs as agreed in your contract, even if you leave early, so it is important to recognise that moving into Halls is a serious commitment. The Handbook also outlines the behaviour we expect from you during your stay in Halls. This forms part of your Tenancy Agreement, you will be asked to sign to say that you have read and understood the Handbook.

If you break the Halls rules or you do not keep your room or kitchen clean, you will be issued with a written warning. This can result in a deduction from your deposit. If we have to serve a second written warning you may be required to leave the Halls. Serious incidents, for example a breach of health and safety, will result in immediate eviction.

## Making payments

We will ask you to pay monthly. You will need to pay 1 month in advance paying at least 14 days before the beginning of each term. If you are late we reserve the right to charge an administration fee of £50.00. If you fail to pay your fees within 14 days of the start of term we reserve the right to ask you to vacate your room.

Payments can be made by credit card, via Bank transfer/standing order to:

Solihull College,  
Barclays Bank  
15 Colmore Row, Birmingham B3 2BH,  
United Kingdom.

Bank Account no.: 50877417  
Sort Code: 20 - 07 - 71

IBAN: GB08BARC (if needed) followed  
by sort code and bank account no.

SWIFT: BARCGB22 (if needed) followed  
by sort code and bank account no.

Cheques should be made payable to  
“Solihull College” and sent to the  
address on the back of this booklet,  
marked for the attention of the  
Accommodation Officer.

Payments by card can be made by  
calling the payment help desk on 0121  
678 7158. Payments can also be made  
in person at the payment help desk.  
Opening hours are Monday – Thursday  
08.45-46.45, Friday 08.45-16.30, Half  
Terms and holidays 11.00-13.00hrs.

## Deposits, refunds and booking fees

A refundable deposit of £200 is  
required before taking up a place in  
the Halls of Residence. Your deposit  
will usually be returned within 20  
working days of the end of your  
contract. This deposit will be used to  
pay for any damage caused by you or  
any visitors. You have a shared  
responsibility for the communal kitchen  
and corridor, and the amount refunded  
may be reduced if there is damage in  
these areas. Your deposit may be used  
to off-set any other fees that are owed  
to the College at the end of your stay  
or if you are asked to leave your room  
should you break the College’s Code  
of Conduct.

We cannot give refunds if you are away  
due to illness, holiday or if you choose  
to go home regularly at weekends.  
If you wish to leave halls early we  
require 2 weeks’ notice otherwise  
refunds may not be given.

# LIVING IN HALLS

## Keys

The entrance door to each flat has a separate lock and allows access to the hallway and kitchen. A unique lock on your room door ensures you are the sole resident able to access your room.

Your keys are your responsibility. Make sure you take them when leaving your room as we may not always be available to let you in if you lock yourself out. You should not get copies of your keys cut or give your keys (or copies) to anyone else.

If your keys are lost or stolen please report to the Accommodation Officer for another set of keys. Please note you will be charged for the replacement keys, unless a crime reference number is provided.

## Your room

We will from time to time check rooms and you could, for Health & Safety reasons, be asked to remove items that break your agreement with us. **You should not** cook, burn candles or joss sticks in your room. **You must not** keep pets or possess offensive weapons including firearms, airguns, combat knives or ornamental items.



**You must not** keep or take illegal drugs. If these rules are broken it will result in immediate eviction from the Halls of Residence.

You can bring in fridges or coolers, rice cookers, grills or other cooking devices as long as **they are kept clean and are stored in the kitchen**. Keeping these appliances in your room will break your agreement with the College.

It is not permitted to bring your own furniture into halls. If you want your own portable heater in your room this needs to be agreed with the Accommodation Officer.

When you move into your room if you find any damage or items missing you need to report this, within 48 hours, to the Accommodation Officer or you may be held responsible for existing damage or loss. You will be asked to sign an inventory.

# Accommodation Handbook

## Your kitchen

Please remember to be considerate to your fellow flatmates when cooking and storing food. When you use the kitchen you should have a high standard of hygiene e.g. the immediate cleaning of dishes, pans and communal utensils and storage of food. **You must not** release the safety catch on kitchen windows; they are there for your safety and the safety of others using the kitchen. Failure to observe these standards will result in a fine, or being asked to leave the halls.



## Cleaning

You are responsible for ensuring your room is cleaned on a regular basis. A vacuum cleaner, broom, mop, bucket and dustpan are available in each flat, situated in the kitchen. You have a joint responsibility for cleaning and maintaining the kitchen.

Your corridor must be kept clear at all times due to Health and Safety regulations and the danger any obstructions would present in event of an emergency.

## At the end of your stay

- Empty the room of all your personal belongings
- Remove all rubbish and clean your room
- Remove all personal items from the kitchen and ensure it is clean
- Hand in your keys to the Accommodation Officer or the Senior Resident on duty
- Complete a Request for Refund of Accommodation deposit form; you can obtain one from the Accommodation Officer.
- Lock your door. If you do not, you may be liable for any damage caused after you leave.
- Redirect your post.



## Senior residents

The Halls have Student Senior Residents who live in the Halls and operate on a rota basis (a rota including contact numbers is on each kitchen notice board) to provide you with support. They assist the accommodation officer in ensuring the Halls code of conduct is being adhered to.

## Flat inspections

Each week the Accommodation Officer or senior resident will inspect your kitchen facilities and surrounding areas to ensure they are clean and hygienic.

The College also reserves the right to enter and inspect your accommodation. Where appropriate/possible this will be arranged with you in advance. However, if the College suspects a breach of health & safety we reserve the right to enter and inspect your accommodation without prior notification.

## Student Services

Support is offered to all students, via Student Services which includes: Accommodation, Admissions, Student Finance, Student Counselling, Welfare, Careers, Student Enrichment and the Nurse. The Student Services Centre is found just past the Reception at Blossomfield Campus.

## Guests

### Day Guests

You are welcome to have visitors who are 18 or over but we ask that they observe the same rules as you, that they are respectful of other residents and that they leave by 10.30 p.m. Monday -Thursday and Sunday and 12 midnight Friday and Saturday.

The College does not expect the kitchens in the Halls to be used as an alternative “common room”. We would not anticipate large groups of students joining residents in the kitchen throughout the day.

### Overnight Guests

The guest procedure is currently in place to ensure the safety of you, your guests and your fellow residents. It is vital that in an emergency we have an accurate record of who is currently staying in the Halls of Residence.

Overnight guests who are over 18 are permitted; but you must make sure they are signed in the book kept in the security office (access via senior resident on duty Monday-Thursday by 10.30pm and Friday-Sunday by 12 midnight via night security guard) and/or a request to the Accommodation Officer in advance of any stay. This is due to Health & Safety regulations. You cannot assign your room to anyone else, or allow other persons to live there.

*Continued overleaf...*

# Accommodation Handbook

You are responsible for the care of the accommodation allocated to you including furniture and fittings, and you will be charged for loss or damage caused by a guest whether it is accidental or not.

Please note that you may only have 1 guest at a time and no more than 2 guests per week are allowed to stay. Guests can stay for a maximum of 2 nights. Any guest that has not been signed in will be asked to leave; please remember that you are responsible for your guests and their actions.

Requests for a partner to stay for 3 nights (i.e. a week-end) must be made 48 hours in advance and will need to be approved by the Head of Student Services. Requests for guests who are family, friends or partners wanting to stay longer than 3 nights will be given the opportunity of renting a separate room if available. Forms are available from the Accommodation Officer.

## Party

If you wish to hold a party **you must receive authorisation**. Forms are obtainable from the Accommodation Officer and need to be signed by all flat members and returned to the Accommodation Officer 5 days in advance in order to obtain approval.

## Noise

Noise is not just loud music, it is shouting, running up and down corridors, banging doors, etc. When staying in Halls you must be considerate to your neighbours and not cause disturbance or annoyance to others. Remember that your night off from studying may be a night your neighbour has a deadline for an important assignment.

Generally, you should reduce the music and noise volume after 10pm (11pm on weekends) then STOP playing your music after 11pm (12 midnight on weekends) – remember the walls are quite thin so your neighbours will hear anything except very low volumes.

## Smoking (Including e-cigarettes)

Smoking is not permitted in the Halls; this includes the stairs leading to each floor and within the perimeter fencing. A smoking shelter has been supplied outside the Halls which should be used at ALL times.

## Insurance

You will need to insure your belongings as they are not covered by the College insurance policy.

## Wireless internet access

You connect using 'College Connect' by using your Student ID and password. If you are not a student, please contact the Accommodation Officer for a user ID and password to gain wireless access. Please note that access to some sites is restricted. If you would like further information please contact the Accommodation Officer.

## Posters

Notice boards are provided in the kitchen and in your room and we ask that you use these for your posters etc. Please do not place posters directly on the walls.

## TV licence

The College does not have a television licence that covers all of the students' personal televisions. You are required by law to have your own licence to cover any television set you bring into the Halls. You can pay your licence fee in monthly instalments – further details can be found on following web link at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) or phone direct on **08708 501202**.

## Laundry

The College provides a laundrette for the students living in the Halls of Residence, situated in the communal block. The washing machines are coin operated, and you must provide your own washing powder. You should not leave your clothes unattended.

## Lost property

If you find any lost property, this should be handed in to Reception. If you have misplaced anything in or around Halls please contact a member of staff at Reception, to check if the item has been handed in.

## Refectory

There is a refectory located in the College's main building on the ground floor. It provides a wide variety of meals and snacks with meals usually available from 8am – 6pm Monday to Wednesday, 8am – 5.30pm Thursday and 8am – 3pm on Fridays.

## Car parking

There is limited free car parking opposite the Halls of Residence. You must advise the accommodation officer that you intend to keep a car on site, providing the make, model and registration number. The main entrance barrier to the college will be open daily from 6am to 9pm. It is closed all day on Sundays.

Opening the barrier outside of these hours can be requested by contacting the Security Guard on **0121 678 7098**.

## Post

Incoming post needs to be addressed as follows:

**Your Name, Flat Number, Halls of Residence, Solihull College, Blossomfield Road, Solihull B91 1SZ.**

You need to collect your post from the main reception desk; you will be asked to provide proof of identity eg. college/halls ID. Post is delivered to the reception desk, Monday-Friday. When registered letters and packages arrive, you will be informed. When you are leaving the Halls, please change your contact details promptly as mail received after your departure will be returned to sender.

# HEALTH AND SAFETY IN HALLS

## Your safety

The College has procedures in place to respond to emergency situations whether they relate to fire, incidents or accidents. There are written procedures for trained personnel to follow. These are located within our Standard Operating instructions for security personnel. We actively use CCTV to help protect our College community. You will be made aware of where CCTV is in operation by the means of clearly displayed notices at the entrances of College buildings.

There are Senior Residents who have Health & Safety responsibilities.

## Your health

You should inform the College, on your application, of any existing medical condition or disability for which you may need support. This information will be recorded and held in accordance with the College's Data Protection Policy.

## Personal hygiene

It is expected that you will maintain an acceptable standard of personal hygiene making sure that you shower regularly and your clothes and bedding are washed on a regular basis.

You will be living in shared accommodation so please be aware that what is acceptable to you may not be to others.

Regrettably, any residents who do not maintain acceptable standards of personal hygiene will be asked to leave the Halls of Residence.

If you are struggling with managing your personal hygiene then please talk to the Welfare Officer.

## First aid

In the event of an accident you can contact a Senior Resident, Security Staff or Caretakers for First Aid advice or assistance. If the injury is serious please contact 999 IMMEDIATELY, but remember to inform the Security Staff/Caretakers/Senior Residents of calls made to the Emergency Services such as Police, Ambulance or Fire. Do not attempt to perform First Aid unless you have received the correct training.

All accidents on site should be reported by filling in the appropriate forms available from reception which are sent to the Health and Safety Officer.

## Medical information

NHS Direct can give you excellent advice if you are worried about an illness or symptoms you may have. They will give you advice about whether you should seek further help from your doctor, or they may just reassure you. This is especially useful if you become ill 'out of hours'. They can be contacted on 111 or at [www.nhsdirect.uk](http://www.nhsdirect.uk).

The local Doctor's surgery is:

### **Grove Surgery**

3 Grove Road, Solihull, B91 2AG.  
0121 705 1105

Details of the local Casualty Department can be obtained from the Duty Security or Caretaker staff.

## Notifiable diseases

If you have been diagnosed with a notifiable disease you are required to notify either the College Nurse 0121 678 7217 or the Health and Safety Officer 0121 678 7188. More information can be found at [www.gov.uk/notifiable-diseases](http://www.gov.uk/notifiable-diseases).

## Meningitis information

More information can be obtained from the college Nurse or the Health and safety officer.

## Personal safety

You must think about your own personal safety when you are out. Here are some tips:

- When out in the dark, walk with someone else
- Share a taxi with friends. It may only cost a few pounds each. Make sure it is licensed with identification plates clearly displayed
- Be aware when out on your own and talking or texting on your mobile phone
- For all serious medical emergencies dial 999, REMEMBER Security staff should be made aware of this call.
- Do not leave expensive equipment 'on display', for example on your window sill
- Close your curtains at night
- Keep cash, cheque books and credit cards in a safe place
- DO NOT let anyone you do not know into the Halls. If someone you don't know calls asking to be allowed in, refuse them entry and then contact Security or a Senior Resident
- If you find you are receiving unwarranted attention of any description please speak to Student Welfare on 0121 678 7031.

- Ensure kitchen windows are shut at night. Check before you go to bed and don't presume someone else will do it
- Be aware of identity theft. Shred receipts and do not leave empty boxes from new purchases outside the halls
- Make sure you have adequate insurance for expensive possessions
- If your room is on the ground floor, ensure that you close your window when you leave, even if you are going to another room in the flat or to the kitchen.

## Fire

Each room is fitted with a smoke detection system. If this system activates the alarm you must evacuate the building immediately and not re-enter until the Officer in charge or the Fire Service tells you it is safe to do so.

Failure to vacate your room when the fire alarm sounds will result in a fine of £20.00

You should make sure you know the evacuation procedures which are displayed in each kitchen and ensure that you are familiar with the location of fire exits, fire extinguishers and the assembly point. You should follow these procedures whenever the alarm sounds.

All the doors are fire doors and should be kept closed at all times. If these doors are propped open they become ineffective in an emergency and will put residents in greater danger.

Firefighting equipment is provided for your safety. It is illegal to tamper with it and it should only be used in an emergency, but never when a fire puts you at personal risk.

Fire risks must be avoided at all times. Inflammable substances such as petrol, joss sticks, incense burners, oil and gas lamps and naked flames such as candles are a safety hazard and are prohibited in halls. When frying/cooking food on the top of the cooker it should **not** be left unattended.

The fire detection system meets all the current British Standards, and has been installed for your safety.

The most common causes of false alarms are:

- Bathroom door being left open, when showering
- Smoking within the halls (this is prohibited)
- Using aerosols or hairdryers near the smoke detector
- Letting off fire fighting equipment without good reason (this can lead to legal action from the Fire Service)
- Covering the detector (this is prohibited)

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**It is ILLEGAL to tamper with safety equipment. If you tamper with, break or use any safety equipment inappropriately you may be liable for a fine or disciplinary proceedings that may lead to you losing your room and place in College.**

## What to do if a fire starts

- Do not panic.
  - If possible close the door to the fire. It will delay the spread of the fire and smoke
  - If you think that a room is on fire, DO NOT OPEN the door. Touch the door with the back of your hand. Do not open the door if it is warm or if you see smoke coming from under the door. This means there is a fire on the other side
  - Get yourself out as quickly as possible. DO NOT stop to pick up valuables or possessions
  - If there is smoke, crawl beneath it as smoke rises and the air is cleaner/clearer lower down
  - The alarms within the Halls of Residence will automatically contact the fire brigade. However, contact the Security Guards informing them of any people you know who may still be in the building or if you know how the fire started.
  - NEVER go back into the Halls unless the Halls Security Personnel or Caretakers tell you it is safe to do so.
- If you are cut off by fire and you can't get to the planned escape route or the door is blocked by fire:
- Get yourself into a room and close the door.
  - Use towels and sheets, preferably wet, to block any gaps around the door - this will slow smoke getting into your room
  - Open the window and try to attract attention.
  - In these circumstances window safety catches can be released so the window opens wide.



## Security

Night Security is on duty from 7pm – 6am on Friday, Saturday and Sunday. The night time telephone number for the security office is 0121 678 7098.

For any problems that arise during the night you can contact the Senior Resident who is on duty for that week or the Security Guard on the above number. For any emergencies that may occur they will in turn contact the Head Caretaker. The Security staff carry out regular patrols around the campus site. However, if you spot anything suspicious please report it straight away. Security staff can be recognised by their distinctive uniform and will be wearing their ID badges. The guards are trained and are all subject to DBS checks.

## Drugs policy

Solihull College recognises controlled substance abuse as illegal and interfering with effective teaching, work and the development of a safe environment for learning. The College has a fundamental legal and ethical obligation to prevent controlled substance abuse and to maintain an alcohol/drug free work and educational environment. If you are experiencing problems with a drug or alcohol related issue, you can get help or discuss your concerns with the following services;

**The College Welfare Officer**  
**0121 678 7031**

**The College Counselling Service**  
**0121 678 7219.**

**The Drugs Helpline 0800 77 6600.**

# Accommodation Handbook

## Repairs

If you have a fault in your room or any communal area including problems with furniture or kitchen appliance please report this to the Accommodation Officer on 0121 678 7172, who will log it as a job with the Facilities Department. An out of hours response service is available by reporting the fault to the duty senior resident; this is for emergencies only.

Reporting a maintenance problem in your room is giving permission for access by the accommodation officer and or maintenance to enter your room if you are not there. For further information on the SLA and Standard charges please go to pages 20 and 21.

Some repairs will be carried out within the same day such as heating, glazing, plumbing or security repairs. General repairs will usually be responded to within seven working days. Please note that any leaks in rooms or kitchens should be reported **immediately** to the Accommodation Officer on 0121 678 7172 and out of hours to a Senior Resident.

## Accommodation Services

If you are unhappy about the service you receive, there are a number of ways in which you can seek advice, support and assistance all of which are detailed below:

Most issues and problems can be sorted out quickly and informally since this is often the most effective way to clear up misunderstandings and minor problems. Talk to a Senior Resident or the Accommodation Officer first if there is a problem with your accommodation.

If you feel that your problem has not been dealt with as you had hoped, you can make a formal complaint by writing a letter explaining your concerns to the Head of Student Services. He will investigate the complaint and respond within seven working days.

# Useful contacts

## College Nurse

The College employs a dedicated qualified nurse who is available if you are unwell, require first aid or for advice on health issues.

The College Nurse works term-times only and is situated at the Blossomfield Campus.

Mon-Tues	09:30 - 16:00
Wed-Thur	09:30 - 16:30
Fri	09:30 - 14:30

Tel: **0121 678 7217**

## Counselling Service

The Counselling Service is here to help you gain as much as possible from your time at College both academically and socially.

Tel: **0121 678 7219** for an appointment or call at Reception.

## Student Finance

For any queries you may have about student financial support  
**0121 678 7018**.

## Student Welfare

The Welfare Officer is available at both Blossomfield and Woodlands. The Welfare Officers has access to the interview rooms for meetings of a confidential nature.

Tel: **0121 678 7031** for an appointment or call at Reception.

## Main Switchboard - 0121 678 7000

The main College switchboard will put you through to anyone within the College.

## Police

For serious incidents please call 999.

## Accommodation Officer

9am-5pm **0121 678 7172**

### Email:

**[student.accommodation@solihull.ac.uk](mailto:student.accommodation@solihull.ac.uk)**

Provides the main point of contact for any queries or problems that may cause you concern during your stay.

## Security Officer

**0121 678 7098**

## Safeguarding

The college has a Safeguarding Policy to protect students from all kinds of abuse. If you are concerned for yourself or for a fellow student regarding any form of abuse, you should contact a Safeguarding Officer. To contact one of our Safeguarding Officers you can either send them an email or telephone them using 0121 678 and the appropriate extension:

**Hilary Baird**.....(7138)

hilary.baird@solihull.ac.uk

**Pete Haynes** .....(7363)

pete.haynes@solihull.ac.uk

**Adam Thomas** ..... (7150)

adam.thomas@solihull.ac.uk

**Ellie Lander** ..... (7011)

ellie.lander@solihull.ac.uk

**Kully Dhaliwal** ..... (6167)

kully.dhaliwal@solihull.ac.uk

**Tracy Harper**..... (7011)

tracy.harper@solihull.ac.uk

**Sarah Miles**..... (7031)

sarah.miles@solihull.ac.uk

**Vanessa Parchment**..... (7076)

vanessa.parchment@solihull.ac.uk

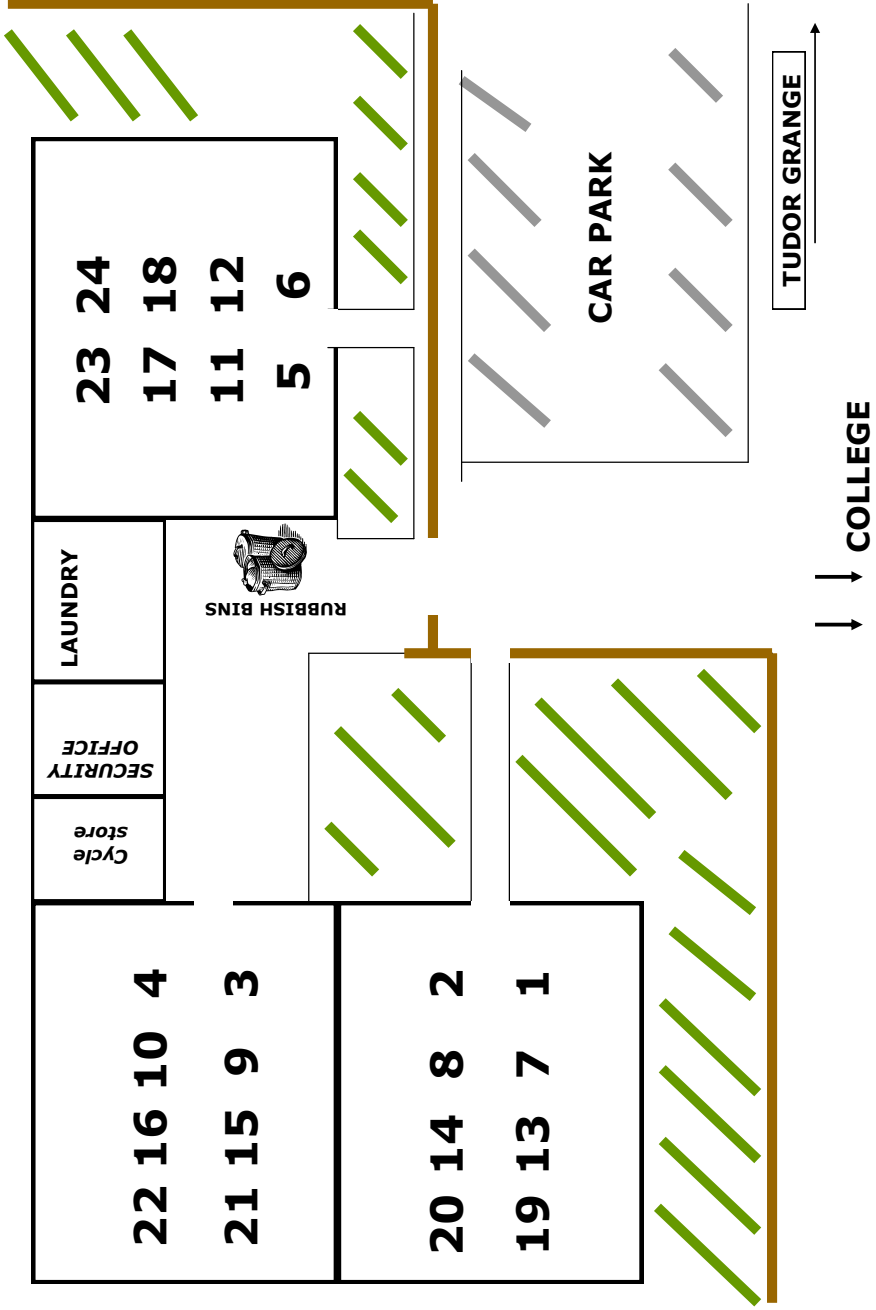
**Wendy Harrington** ..... (6040)

wendy.harrington@solihull.ac.uk

**Christine Slater** ..... (7304)

christine.slater@solihull.ac.uk

# Halls of residence map



# Accommodation Handbook

## Standard charges for halls of residence

Please note that the costs are discretionary and are based on the length of time required for the work to be carried out. Out of hours and/or emergency work may be charged at a higher rate.

<b>Cleaning</b>	<b>Minimum Charge</b>	<b>Maximum Charge</b>
Fridge Clean	£10.00	£10.00
Kitchen Clean	£10.00	£20.00
Bathroom Clean	£10.00	£30.00
Bedroom Clean	£10.00	£50.00
Disposal of TV or other electrical items	£20.00	£20.00
Disposal of other items (bedding/personal items etc.)	£5.00	£50.00

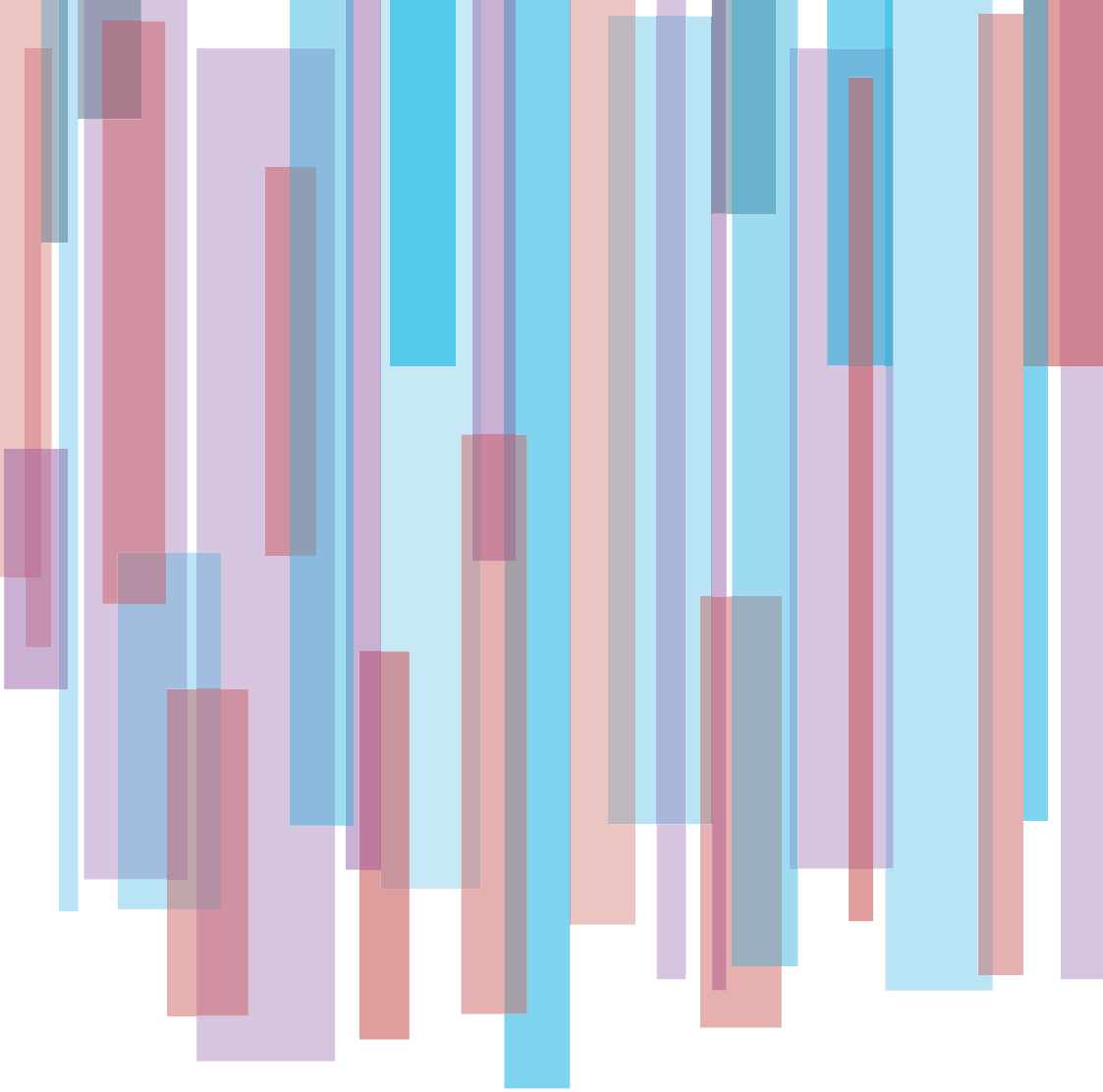
**Replacement of items below not due to normal wear and tear will incur partial or total loss of deposit.**

<b>General</b>	<b>Minimum Charge</b>	<b>Maximum Charge</b>
Replacement key (each)	N/A	£20.00
Change of lock	N/A	£20.00
Replacement desktop within flat room	N/A	£567.60
<b>Flooring Replacement</b>		
• Flat bedroom	N/A	£275.00
• En-suite	N/A	£190.00
• Hall	N/A	£390.00
• Kitchen	N/A	£755.00
Replace kitchen worktops	N/A	£650.00

# **Service Level Agreement for completion of Maintenance Jobs once reported**

- Replacement of light bulbs – Within 24 hours of reporting. Non-working day (e.g. Weekends) – Within 24 hours of next working day.
- Broken thermostats - Initial Check within 24 hours of reporting. If contractor required replacement heater to be issued within 24 hours.
- Replacement of shower trays - Within 10 working days.
- Replacement of white goods (including vacuum) - Within 3 working days.
- Replacement of mattress - Within 2 working days (at an agreed time/date).
- Health & Safety Issues – Immediately

Access to Flats - Scheduled maintenance works will not take place before 9am or after 5pm. This does not apply to emergency situations.



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