



Welcome to your New Home  
AUB Madeira Road  
Halls of Residence

ARTS UNIVERSITY BOURNEMOUTH

# WELCOME!

Living in Halls of Residence can be a vibrant, dynamic experience and we aim to promote equality of opportunity and good relations between all persons. We wish you an enjoyable time here. Your Halls Team are there to support you throughout your stay at Campus Halls and if you have any concerns please do speak with them as they will be happy to help.

Derwent FM

Email: [hallsdamin@derwentfm.com](mailto:hallsdamin@derwentfm.com)

Phone: +44 1202 363105

At all times, should you have any queries, you are welcome to contact the Student Services Advice Team. We are here to advise and support you throughout your time at AUB.

AUB Student Services

Email: [studentadvice@aub.ac.uk](mailto:studentadvice@aub.ac.uk)

Phone: +44 1202 363780

## OUR GOAL

**BUILD A COMMUNITY WHERE EXTRAORDINARY INDIVIDUALS WITH DIFFERENT DISCIPLINES,  
CAN COLLABORATE TO CREATE SOMETHING AMAZING.**



# YOUR HOME — MADEIRA ROAD

378 Rooms within 61 flats & 4 Studios

24 hour Reception and Security 365 days a year

Common Room open 24hrs with weekly movie nights & Free WIFI Throughout on the Glide Network

Laundry Room open 24 hours using Circuit App & Three Bike Stores, safe cycle route to Campus.

Secure Key Card Access to Halls, your Block and Flat.

## **AUB Halls of Residence Regulations**

The AUB Halls T&Cs and residence agreement, which are readily available on the AUB Accommodation webpages, form part of the AUB Halls of Residence Regulations covering your accommodation, together with these Induction Guidelines, and other AUB policies. Any breach of the AUB Halls of Residence Regulations may result in disciplinary action. This could result in a fine or, in serious situations, could result in you being evicted.

# WHAT TO BRING TO HALLS

You are responsible for keeping your room in a clean and tidy condition so you may wish to bring basic cleaning equipment (bathroom cleaner, cleaning cloths, etc) with you and you should also bring important items such as bedding and towels. Kitchens items should be limited to just the essentials:

Crockery: plates, bowl, mugs

Cutlery and cooking utensils

Saucepan, frying pan

Tea towels, washing up liquid, dishcloths

You may wish to order a student essentials pack in advance of your arrival at AUB Halls of Residence to ensure that you are able to settle in immediately. **UniKitOut** offer a range of essential items which can be delivered to your studio, so that they are waiting for you when you arrive. All you need to do is click [here](#), choose what you want, select your residence and then click and pay!

Use the code **AUB10** to receive a 10% discount off your order.

# WHAT TO BRING TO HALLS

## What's included in the rent?

Your rent is inclusive of all bills, except for TV Licence and insurance for your belongings.

If you wish to watch and/or stream live television and/or watch BBC iPlayer you must purchase a TV Licence. Check [here](#) for more details.

We strongly advise you to take out insurance for your personal belongings. A number of companies offer student policies; details are available from your halls team. AUB cannot be held responsible for any loss or damage incurred to your belongings.

As a student you do not have to pay council tax whilst living in AUB Halls of Residence. You can download a council tax exemption letter via your myAUB portal.

# MOVING IN

## How to book your arrival slot

All arrivals for AUB Accommodation will be the first weekend of your tenancy.

Which fall on either **6-8 September** or **14-15 September**. This is when the formal in-person induction will be provided for AUB Accommodation.

If you are an international student and cannot arrive during these dates, due VISA delays, please do not worry. As soon as you have received your visa and have made travel plans, please notify the AUB Accommodation Team via [accommodation@aub.ac.uk](mailto:accommodation@aub.ac.uk) and confirm your intended arrival date

Before arriving at AUB Halls of residences you should ensure you have booked your moving slot with the Halls Team. Email [hallsadmin@derwentfm.com](mailto:hallsadmin@derwentfm.com) give your name, student ID number and allocated room number along with the date and time you are expecting to arrive.

There are two hour arrival slots available from 08:00am and to 16:00pm, these slots must be booked in advance and confirmed by your halls team via Email. If you require a double slot please

# MOVING IN

## ROOM INVENTORY

Once you have checked into your rooms, you have to complete the inventory of items of your room. If you do not complete the inventory **within 48 hrs**, it will be considered that you have accepted and agree that everything is present and in very good condition. When completing the inventory ensure you report any defects or missing items, please go to:

<https://madinventory.mainmanager.net>

The inventory has been prepared on the basis of exception reporting i.e. if you do not list an item as missing, it is assumed to be present, and if you do not make a comment on an item's condition, it is assumed to be free from obvious defects, damage or soiling and in a very good condition. At the end of the licence period, you must return all items in condition they were in at the start of the licence period. If you don't complete the inventory within 48 hrs of your arrival, **no** claim(s) of the damage as 'pre-existing' condition will be entertained.

**You are liable for any cost incurred in repairing or replacing damaged or missing items, fixtures and fittings as a result of your actions in your room/communal areas.**

# ELECTRICAL ITEMS

You are responsible for ensuring that all electrical items that you bring are safe, used correctly and comply with all the relevant British legislation. You will be required to confirm that all electrical items you bring with you, and any new items you purchase, are in safe working order.

Any unsafe items will be held by the Halls management company and returned to you when you leave halls. It is your responsibility to arrange collection; any items not collected within two weeks of leaving will be disposed of.

Please note that the standard voltage in Halls of Residence is 230V. This may differ from the voltage outside of the UK. Please check all appliances are compatible.

If you have any electrical items which are over a year old or from another country, please bring along to one of our PAT testing dates once you move in.

## IT

All computers connected to AUB's halls networks must have appropriate anti-virus protection software and users must abide by the Arts University's Acceptable Use Policy, a copy of which is available from Student Services.

Each Halls of Residence has its own IT service provider and helpdesk. Should you experience any difficulties with your service whilst in halls, please register this fault via the halls fault reporting system.



# BEING GREEN

## **GREEN LIVING AT AUB HALLS OF RESIDENCE**

Arts University Bournemouth is conscious of its responsibility to promote environmental awareness and sustainability. We encourage residents to minimise energy use, use any appropriate recycling facilities and to generally reside in halls in as 'green' a lifestyle as is possible.

Repeated or deliberate wastefulness (e.g. leaving lights on, showers running, etc.) or otherwise failing to respond to the need for energy conservation, may result in disciplinary action or additional costs.

Information and support on how to live more sustainably will be shared throughout your time in halls and we recommend, keep an eye out for AUBSU Green Society events as well – great fun too!

# THINGS TO REMEMBER

## DOOR CARDS & KEYS

All residents will get an entrance card and a key for their flat's mail box. If you don't receive both of these when you check in, please inform the reception in *writing* (email: [hallsadmin@derwentfm.com](mailto:hallsadmin@derwentfm.com)) **within 24 hrs** of your arrival.

In case you lose your Card/key, a replacement card and/or key can be requested from reception during normal office hours. Replacements will be chargeable.

## ACCESS TO YOUR ROOM & LOCK OUT

To open your flat and entrance doors, please touch the card to the reader panel next to the door. The Reader to your bedroom door can be sensitive, hold the card to the door reader until you hear a click and the light turns green. To lock your bedroom door when you leave press the card to the reader until you hear a click, this will enable the lock. Your bedroom door will not lock when you are moving around the flat unless you click the reader again.

If maintenance have to access your room for maintenance works, they will lock the door when the job has been completed, please ensure you have your card with you on return.

You are responsible for the safety of your card and key so please **do not** give it to anybody else, if you are found to be allowing somebody else to use your card or remain in halls without you, your actions will be reported to AUB.

# THINGS TO REMEMBER

## LAUNDRY ROOM

The laundry room is located next to the Reception. You will need to download the Circuit app (details in the laundry room) to use the machines. You also need to have your own washing powder. Kindly note: do not pour softener directly on to your washing as it is likely to stain or damage your clothes.

If you encounter problems with the machines not working etc, please call 01422 820 040 to inform Circuit Laundry of the issue and they will send an engineer. Each machine is numbered please let them know what machine number is affected. Please let us know at reception which machine is not working or if you have any difficulties contacting Circuit.

## WINDOWS

To open your room/kitchen windows, turn the handle 90 degrees and pull towards you. For safety and security reasons, **ALL** windows are pre-set on tilt action only i.e. you can only tilt-open a window and they will NOT open fully. Please **DO NOT** try to force the handle (more than 90 degrees) as this will result in damage to internal mechanism which is very costly to repair, which you will be recharged for.

All windows have been checked and set on tilt-only function for your safety.

If you notice any window fully open, please inform us immediately at reception.

Window stickers – nothing offensive.

# THINGS TO REMEMBER

## Post:

We process over 1000 deliveries per month, Please help us to get your post out quicker by using the following format for your postal address:

Name

Block/floor/room (e.g. A103)

AUB Madeira Road Halls of Residence

Madeira Road

Bournemouth, BH1 1AT

Parcels/Recorded mail can be collected from Reception, please allow time for these to be processed. We will aim for all post to be available from 5pm. If you are waiting on an urgent parcel i.e Passport or items needed for your coursework we will endeavour to process as soon as possible. If you are expecting a parcel, please bring your university ID card to reception to collect your package.

If the package is not collected within 5 days a reminder will be put in your post box, if the package is not collected within two weeks of it's arrival it will be sent back to the sender.

# THINGS TO REMEMBER

## **Fault Reporting and Maintenance**

You are responsible for reporting any faults or damage to halls staff and should report these via the MyHalls Portal with which you are required to register. Please note that in reporting a fault, you are giving permission for a member of halls staff to enter your flat to undertake repairs. If do not wish to give permission, please make this clear at the time of reporting the fault.

Maintenance available Monday to Friday 09:00am – 17:00pm

Report any Maintenance issues as soon as possible by downloading the MainManager App (Key:160503) or Stop and Ask any team member. Report any breakages to reception.

Weekly Fire tests at are from 12:00 every Tuesday.

## **Damage Charges**

You will be required to reimburse AUB for reasonable cost of making good any loss, breakage or damages arising from any breach of AUB Halls of Residence Regulations. These costs will be itemised and invoiced to you for payment. If you consider that AUB has not applied charges in accordance with the AUB Halls of Residence Regulations, please contact AUB Student Services.

# Fire Procedures

**The following contains important health, safety and security information you must understand when living in AUB Halls of Residence. If you have any questions regarding these, please speak to the Campus Halls Team or the AUB Student Services Advice Team.**

**On hearing a fire alarm:** you must leave the building by the nearest exit, do not run. Do not use the lift. Do not take any belongings with you. Close all doors behind you, shut your bedroom window if it is safe to do so, and go to your assembly point. You will then receive further instructions from halls staff or the emergency services. Under no circumstances may you return to the building until permission has been given.



**DO NOT stop or return to collect personal belongings**  
**DO NOT use the lifts**  
**DO NOT under any circumstances re-enter the building**



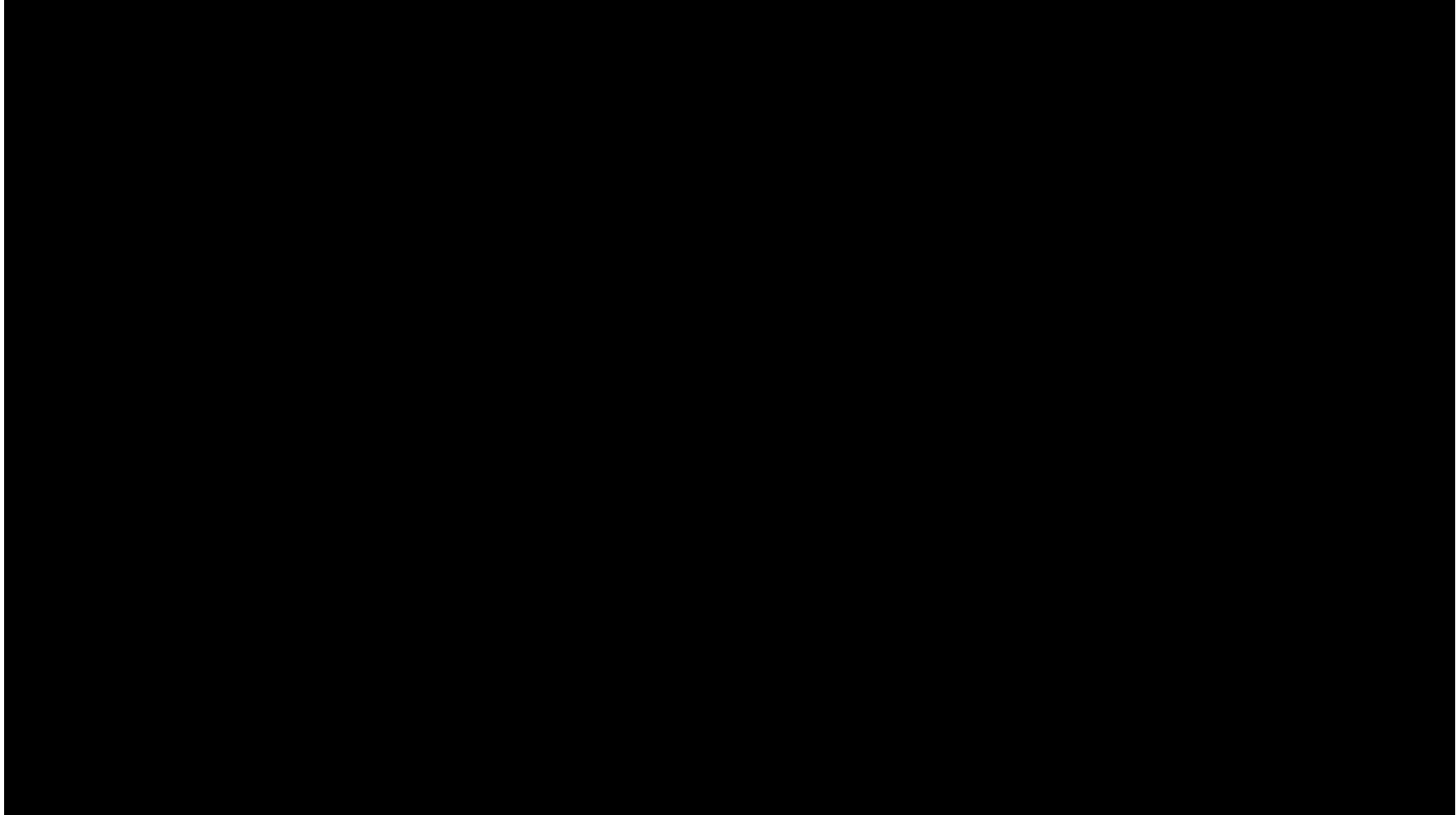
**On discovering a fire:** however small the fire, you should activate the nearest alarm and shout 'fire'. Do not attempt to extinguish the fire. If safe to do so close all doors and windows in the vicinity of the fire and leave by the nearest exit, as described above. Go to your assembly point and advise staff or emergency services of the location of the fire.

If you and/or your guests have mobility difficulties, you should be escorted to the nearest stairwell, which acts as an emergency recess area. Inform a member of staff or emergency services as soon as possible and request assistance with evacuation.

In the event of a fire, priority is given to clearing the building, so you should help to alert others as you leave the building. Any halls staff will assist in the evacuation procedure prior to the arrival of emergency services.

# Fire Procedures

Stay Safe at University Video:



# Fire Procedures

## Fire Safe Conduct

All halls have fire safety equipment available for use in the event of a fire and each room is fitted with a smoke detector. Fire safety equipment must not be misused and smoke detectors must never be covered or tampered with.

Corridors and staircases must be kept clear at all times and fire doors must never be wedged open. Kitchen doors should be kept closed at all times. Naked flames are not permitted anywhere in the buildings.

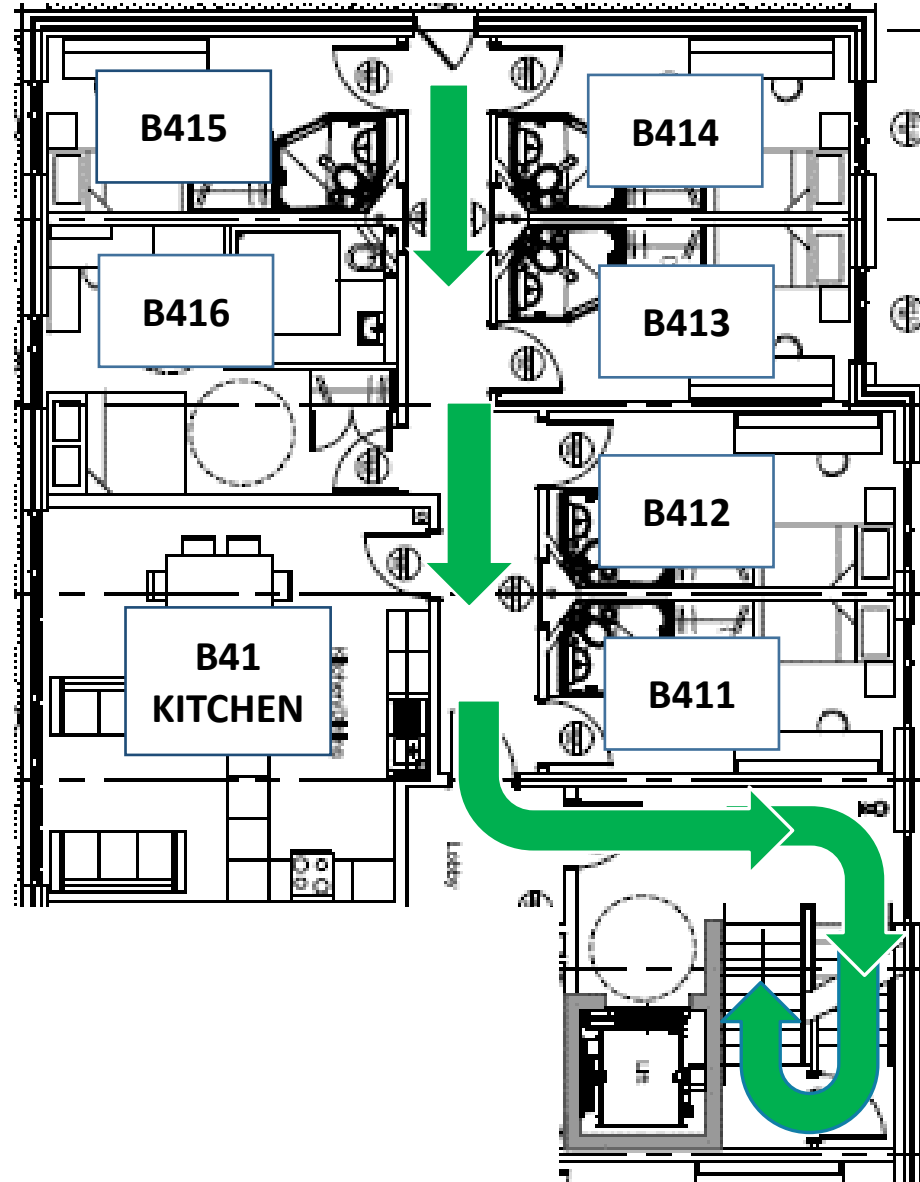
You should take appropriate care when cooking and using kitchen facilities. Grill pans and oven trays should be cleaned regularly to reduce the risk of fire. When cooking with oil, gradually raise the cooking temperature, don't fry on the highest settings. If the oil begins to smoke or give off a vapour haze, it's too hot. Turn the temperature down and allow time to cool. The use of rice cookers and deep fat fryers / chip pans is not permitted. **Never leave cooking unattended, even for a brief moment.**

Failure to evacuate in the event of a fire alarm, deliberately raising a false fire alarm, misuse of fire safety equipment and/or tampering with smoke detectors is a breach of AUB Halls of Residence Regulations.





EXIT



EXIT



# HALL'S RULES

## Conduct in Halls

The Arts University Bournemouth requires ALL students to conduct themselves at all times in a responsible and proper manner towards other students, guests, AUB staff and representatives. When in University accommodation, you are expected to follow all halls specific rules and you are responsible for the behaviour of your invited guests, and will be liable for the cost of any damage they may do as well as any breaches of AUB Halls or Residence Regulations.

You are responsible for keeping your room/flat/studio clean. Rooms/flats/studios are inspected on a regular basis and the University reserves the right to act should cleaning standards fall below acceptable levels; this may result in liability for any cleaning costs incurred by AUB. You should ensure that nothing in your room/flat/studio poses a risk to fellow residents, visitors, AUB staff and/or its representatives. A representative of AUB has the right of access to residents' room/flat/studio at all reasonable times. Prior notice will be given, other than in emergencies and please note that random health and safety checks will take place throughout the year.

# HALL'S RULES

## **AUB Student Disciplinary Procedure**

Any breach of the AUB Accommodation Contract may result in disciplinary action in accordance with the AUB Student Disciplinary Policy. In the most serious circumstances, serious misconduct might result in your suspension or permanent exclusion from AUB, and / or eviction from AUB halls of residence. If disciplinary action results in your eviction, AUB will serve a notice to quit, giving notice for you to vacate your room in halls. Any overpayment of rent due after the notice period will be refunded.

## **Smoking/prohibited items:**

All halls are strictly no smoking (including the use of all types of e-cigarettes). Smoking and/or allowing others to smoke in your room, flat or halls, or tampering with smoke detectors, fire alarms and/or activating fire alarms, is prohibited. The keeping of illegal drugs or hazardous substances, firearms, and/or any dangerous weapon is strictly forbidden and may result in immediate eviction from the halls.

The use of portable heaters, candles, rice cookers, incense burners, or door wedges inside any of the buildings at Halls is Prohibited. AUB Halls is a Drug & Violence Free Zone, we have a zero tolerance policy regarding all classes of drug, legal highs and violence towards staff or students, any concerns will be monitored, checked and reported.

# HALL'S RULES

## Halls Security Team

24hr security available based at Reception, they conduct random health and safety checks of kitchens and patrol halls.

Security Emergency Contact Phone – 01202 797000

24hr CCTV Monitoring of all communal areas including lifts. Body Cams worn by all guards after 17:00pm and on weekends. Secure entry using trackable key cards, if you have misplaced yours please see us at reception immediately, charges are applicable for any replacements.

Visitors must be signed in at Reception, passes will be issued by security which should stay on the visitor at all times.

Security will conduct regular patrols of Site, they are also on site to assist with any noise complaints or concerns of anti social behaviour within halls. Any illegal substances will be confiscated and reported to Management.

Security have authority to refuse access to halls for non-residents visiting residents, if the resident is unhappy with not being able to have a visitor, they may speak with the Halls Manager when next on Duty or email [hallsadmin@derwentfm.com](mailto:hallsadmin@derwentfm.com)

# HALL'S RULES

## **Visitors:**

All Visitors must be signed in at reception, there are no exceptions.

Day Visitors are welcome at Halls until 23:00

Over night guests are welcome at the discretion of AUB and Halls Management and should be signed in at Reception. All overnight visitors are required to show ID, if they do not have ID their overnight stay will not be authorised. All guests must be signed into the halls of residence and Halls staff reserve the right to require any person to leave the halls if they are not signed in and/or if they are believed to be a concern to the well-being of other residents.

Please speak to Management if you have any questions.

## **Our Neighbours:**

Please respect our Neighbours, keep noise to a minimum when walking along the surrounding roads and do not go into their car parks or gardens.

Ensure Kitchen windows are closed if you are having a social, reduce any music which is playing to a suitable volume. Do not put anything offensive in view from the road or neighbouring windows. Security will be patrolling the site regularly throughout the evening to ensure our residents are not disturbing others.



### **Personal Security**

You should always lock your room door, even if you just go to the kitchen or laundry. You should report any suspicious behaviour to the halls staff or security guard on duty.

If you have a disability please notify Student Services, so that we can work with you to prepare a Personal Emergency Evacuation Plan so that you are sure of what to do in the event of an emergency. Please note that you should inform Student Services if your mobility is affected by a temporary disability (e.g. a broken leg).

Please report all accidents to the halls staff so that a record may be entered into the accident book.

Security cameras are in use across the AUB campus and halls.

### **Being Streetwise**

You should take sensible precautions to safeguard your personal safety when going out, especially at night – do not walk home alone, and only invite people you know well into halls. Be aware of drink spiking and never accept drinks from strangers, or leave your drink unattended.

AUB works in partnership with the Dorset Police Universities' Safer Neighbourhood Team, and police officers regularly patrol the AUB campus and halls of residence.

The police are always happy to give advice and guidance, and you can speak to them confidentially.

For non-emergencies please call **101**



## EMERGENCY CONTACTS/SUPPORT

Security Office - 01202 797000

### **Emergency Support**

**In the event of an emergency**, call for the police, fire brigade or an ambulance by dialling 999, free from any phone. You should take appropriate steps to safeguard your immediate safety, if necessary for example, by evacuating the building.

You should ensure that someone is available to direct the emergency services upon arrival, and should follow all instructions from the emergency services promptly.

You can report a crime in person by visiting any police station, or by telephoning **101**.

**Please notify halls of residence staff or AUB Student Services of any event that has necessitated contact with the emergency services.**

# HEALTH AND WELFARE

We actively promote good health and wellbeing at AUB, so we wish to ensure that you have access to the health and welfare services and support you may require during your time with us.

## GP Surgery

We would strongly advise that you register with a local doctor as soon as possible. The local Village Surgery is a short walk from the AUB campus and they have dedicated appointments for AUB students.

For more information on The Village Surgery click [here](#). To register with The Village Surgery click [here](#)

Please note that all patients are telephone triaged by a GP before any face to face appointments are arranged. There is also an e-Consult which offers online consultations and video consulting. You will be required to show ID at the first appointment.

## Medical Treatment

**Emergency only:** telephone 999 and request an ambulance.

(Please inform halls staff or security guards immediately so that someone can direct the ambulance upon arrival.

**If you need immediate medical attention but it is not an emergency:** Take a taxi to the Accident and Emergency department of Royal Bournemouth Hospital.

Address: [Royal Bournemouth Hospital, Castle Lane, Bournemouth BH7 7DW](#)

Telephone: 01202 704167 or main switchboard 01202 303626

If you are unwell in the evening, overnight or at the weekend, or require medical advice: Telephone NHS Advice: 111. You can also find advice and guidance online here: [NHS 111](#)

For minor illnesses such as coughs, colds and upset stomach, visit any pharmacist for advice and over the-counter medicine.

If you fall ill with an infectious disease, please inform Student Services so that any potential risk to fellow residents can be assessed. If you become ill during the holidays whilst you are away from halls, please do not return to halls until your doctor confirms that others are not at risk of infection. Please ensure you report all absence to your Faculty Office.

**Please notify halls of residence staff or AUB Student Services of any event that has necessitated contact with the emergency services.**



# HEALTH AND WELFARE

## External Services and Out of Hours Support

We understand that if you're experiencing particular challenges, you may want to talk to someone but might not be ready to meet with one of our team. There are lots of organisations and charities available that can offer you a range of options to make sure that you can still find the help you want.

For a list of different services and contacts, please visit our webpage [here](#).

## First Aid:

There are Seven First Aiders and Six Mental Health first aiders on site if you require assistance.

Please register for a Doctor and dentist as soon as possible, if you do not know how to do this speak to Student Advice on Campus.

First Aid Kits are at Reception should you need any emergency plasters or bandages, any accidents whilst on site should be reported to Reception as soon as possible.

**Feeling unwell? Choose the right service**

Self-care	NHS 111	Pharmacist	GP (Doctor)	NHS Walk-in Services	A&E or 999
Hangover. Grazed knee. Sore throat. Cough.	Unsure? Confused? Need help?	Diarrhoea. Runny Nose. Painful cough. Headache.	Unwell. Vomiting. Ear pain. Back ache.	If you cannot get to the GP and it is not getting any better.	Choking. Severe bleeding. Chest pain. Blacking out.

# AUB STUDENT SUPPORT

## Student Services

Coming to university doesn't just involve learning about your degree, it involves learning about yourself. Student Services are here to help you, providing a range of specialist services to help you take care of all those life aspects. Whatever your needs, speak to us and we'll try to help. Contact us on [studentadvice@aub.ac.uk](mailto:studentadvice@aub.ac.uk)

## Wellbeing

AUB Wellbeing Service is here to promote the wellbeing of all students and to provide particular support to those with mental health difficulties. Wellbeing support is not the same as counselling; it focuses on identifying practical strategies for managing any difficulties you may be experiencing. This may involve help with time management and motivation, coping strategies for managing your studies, or guidance on accessing community services. Any of our students can contact the Wellbeing Service to discuss any concerns or worries, particularly if you have mental health difficulties, addiction or eating disorders or feel that you are struggling to remain on your course due to personal issues.

If you are concerned about your own health, or the health of a fellow student, you can discuss your worries confidentially.

Our online Report and Support tool enables anyone to report concerns anonymously, make a formal complaint, and/or receive support. Click [here](#) for more information.

# AUB STUDENT SUPPORT

## **Counselling**

If you feel you need help and support beyond that offered by tutors, friends or family, counselling could help. Talking to a counsellor in a safe, non-judgemental and confidential setting can enable you to work through your problems with the aim of reaching a solution. Counselling is also an excellent tool for your own personal development.

The Counselling Service is student focused and we offer single therapeutic sessions for one hour booked on a session by session basis. The service adheres to the key theoretical principles of the person-centred approach as its foundation; putting you, the student in the centre of the counselling relationship. Counsellors will be genuine and non-judgemental, use advanced skills in listening and empathy and will be fully accepting of the student and whatever issues they bring to the counselling session. The AUB Counselling Service offers face to face, in person counselling sessions, video sessions using Microsoft Teams and telephone sessions.

## **Disability Support**

The Senior Disability Officer can provide advice and guidance on all disability-related issues.

Assistance is available for any reasonable adjustments to ensure that any disability, medical condition or specific learning difficulty doesn't unduly impact on your studies. Whether you need a sign language interpreter, personal support worker, or adjustments to teaching or assessment, our Senior Disability Officer will work in partnership with you, and any external agencies, to agree on a suitable range of support.

## **Faith and Reflection**

A Chaplain is a minister of religion who works with our university, but you don't need to be religious to visit the Chaplain. The Faith and Reflection Centre is shared with Bournemouth University and is an inclusive centre, welcoming people of all faiths or none.

Chaplains are experienced listeners who can offer spiritual support, prayer, and friendship to students and staff, regardless of religious beliefs or background. As well as a range of groups, lectures and social events, the Chaplains can put you in touch with advisers from different religions and faiths. You can contact the Faith and Reflection team via Student Services or directly by email at [faithandreflection@bournemouth.ac.uk](mailto:faithandreflection@bournemouth.ac.uk)

# Codes of Conduct and Complaints

## Codes of Practice

Arts University Bournemouth complies with the UUK/Guild HE and ANUK codes of practice for student accommodation. The UUK/Guild HE and ANUK codes were developed specifically for educational establishments. Members of the Code are independently audited to ensure that halls of residence meet specified standards.

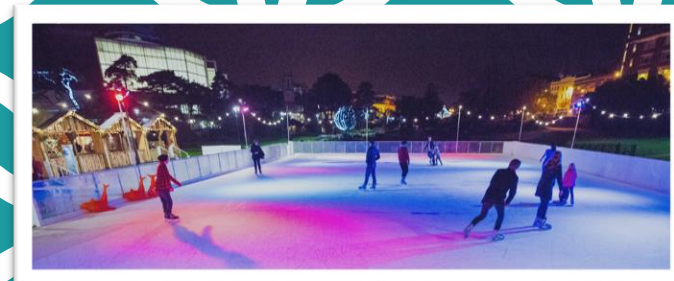
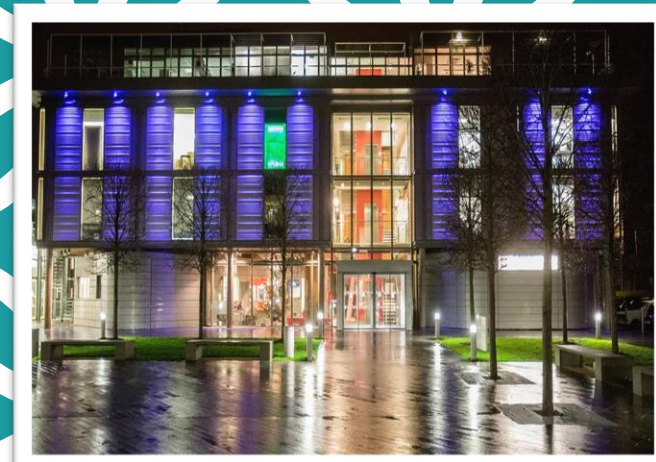
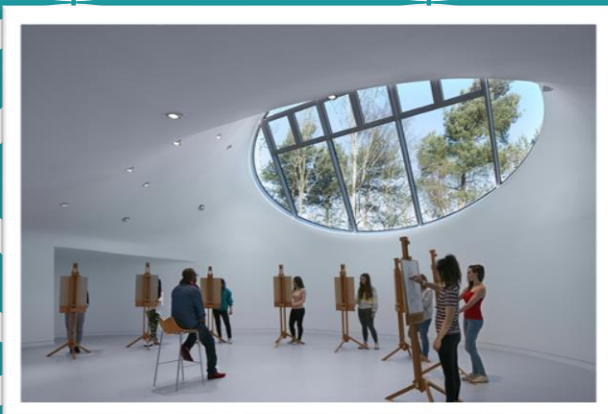
More information on the Codes can be found at: [uukcode.info](http://uukcode.info) and [anuk.org.uk](http://anuk.org.uk)

## Complaints

If you are unhappy with any aspect of living in halls of residence, please contact the halls staff at your residence in the first instance – [hallsadmin@derwentfm.com](mailto:hallsadmin@derwentfm.com)

They are best placed to support you with a resolution.

If you require further assistance, the AUB Accommodation Team can be contacted for information, advice, and guidance on options for support and dispute resolution. Please contact them on [accommodation@aub.ac.uk](mailto:accommodation@aub.ac.uk) or call on +44 1202 363780



**DERWENT FM  
&  
ARTS UNIVERSITY BOURNEMOUTH**