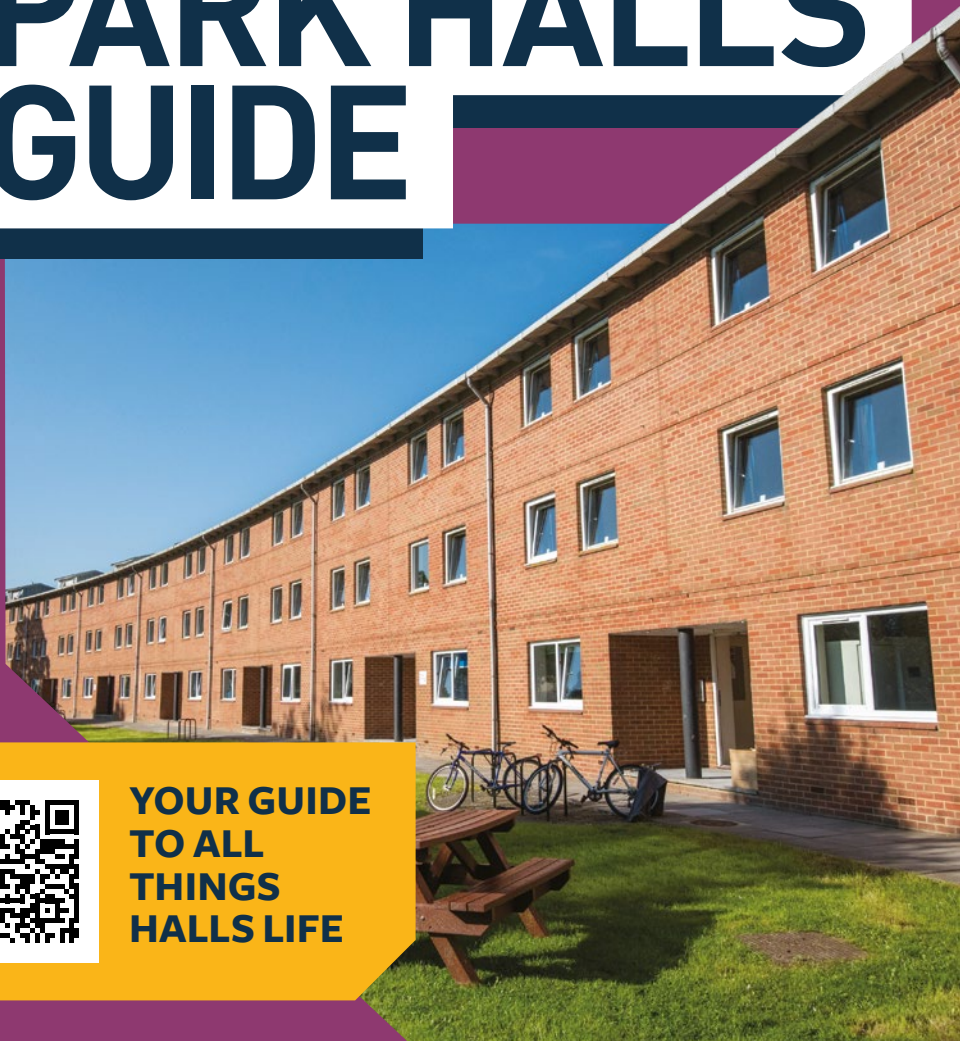


ERASMUS PARK HALLS GUIDE



**YOUR GUIDE
TO ALL
THINGS
HALLS LIFE**

HELLO AND WELCOME TO THE UNIVERSITY OF SOUTHAMPTON!

We have co written this guide with the Residences team to make sure you have all the important information you need whilst living in halls.

We will also be giving you our top tips on what to do, where to shop and the best restaurants whilst living in Southampton.

Starting University can be really exciting but we know it can be daunting moving to a new place so we have included where to get help and support should you need it whilst living here.

To ensure all our staff and students understand our expectations whilst at the University of Southampton, we have established a Student Charter which you can refer back to. This outlines the expectations, your rights, and also your responsibilities whilst here.

It's a great framework that we've worked hard to establish and maintain in order to support the experience of our students and the community.



Hadeel: Medicine
Manlin: Computer Science

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LET'S GET YOU CONNECTED!

eduroam, the University's free Wi-Fi service is available across all our campuses and halls.



It's free to join

Connecting to eduroam is easy.

- + Step 1: Phones and laptops: Select "eduroam" from Wi-Fi options.
- + Step 2: Log in with your university username followed by "@soton.ac.uk", e.g. ab1c15@soton.ac.uk and your University account password.
- + Step 3: Device's such as smart speakers or printers can be connected using our "Soton-IoT" Wi-Fi.
- + If friends or family come to visit you at University they can access free Wi-Fi using the 'WiFi Guest' account.

Full details about using Wi-Fi in halls can be found on the iSolutions website, scan the QR codes to get full details

Poor or inconsistent internet connection

If you ever experience poor or inconsistent Wi-Fi service in your halls, please contact iSolutions, and we will get it sorted for you.

If you require a cabled connection, ethernet ports are available in all rooms, and you can collect an ethernet cable from your halls reception.

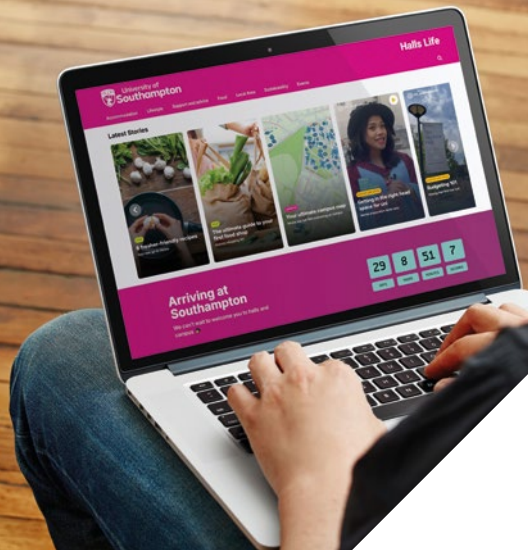


Scan QR code to learn how to connect your devices to Wifi in halls and on campus



Scan here to access the iSolutions website





HALLS LIFE WEBSITE

The Halls Life website provides information about everything you need to know during your stay with us in halls, along with news and updates throughout the year.

From site information to events, local amenities to post, or contents insurance to wellbeing support, please keep an eye on the site for regular updates and halls specific information.

VISIT OUR
HALLS
LIFE SITE



HEALTHCARE, WELLBEING AND SERVICES:

GP Surgery - A local doctor (GP) can assist with most health issues, make sure to register with one of the local surgeries.

Local Pharmacies - All our halls have pharmacies located nearby (page 13 for further details).

Sexual Health Services - The nearest services to Winchester are the Eastleigh Sexual Health Centre (Swan Shopping centre) and Crown Heights (Basingstoke) who offer Sexual Health Services where you can book appointments online or call for in person availability. Tel: 0300 300 2016.

TOP TIP

Register with a doctor soon after you arrive, you never know when you'll need an appointment and surgery spaces can be limited.



Register with
a doctor

TOP TIP

You can call 111 for urgent health advice from National Health Service trained staff.

Accident and Emergency (A&E) services - The Royal Hampshire County hospital is located off Romsey Road. Stagecoach buses in the city offer routes to the hospital.

Emergencies

If a crime is ongoing or a medical or fire related emergency always ring 999.

If you are on campus or in Halls of Residence and there is an emergency, contact the University Security Team at 023 8059 3311 (the phone number is also on the back of your student ID card).

To report a crime that is not ongoing, contact the Police at 101.

Use the University Security Team non-emergency phone number 023 8059 2811 to report anything that happened on campus or in Halls of Residence.



SUPPORT

The Student Hub

The Student Hub is here for you all year round. If you need help with fees, finance, or accommodation, or want to chat to someone about your wellbeing, you can contact The Hub 24/7 by phone, email or via the online chat.

- + In person at Building 37 Highfield Campus, Building 65 Avenue Campus, Building 63F Winchester School of Art, National Oceanography Centre (NOCS) and Sir James Matthews Building in Guildhall Square. Check the Student Hub webpage for opening hours.
- + Phone: 02380 599 599
- + Email: studenthub@soton.ac.uk
- + Online chat (scan QR code)



Visit the
Student Hub
webpage

The
Student
Hub

Wellbeing

The Student Hub is your pathway to accessing **24/7 wellbeing support**.

Available all year round, we are here to provide you any support you may need during your time at the University. You can also let us know if you have concerns about a fellow student. Never hesitate to get in contact via email at studenthub@soton.ac.uk, or by calling **02380 599 599**.

SUSU Advice Centre

The University of Southampton Students' Union (SUSU) can provide free, independent, and confidential support and advice on practical matters through their Advice Centre. You can contact the SUSU Advice Centre via email at advice@susu.org, or by calling **02380 592 085**.



Visit the
Wellbeing
support
webpage



Visit the
SUSU Advice
webpage

RECEPTIONS

Your halls reception is open 24 hours a day throughout the whole year. You can visit in person or call on **02380 595 777**.

Our reception can help you with:

- + Area/site knowledge
- + Replacement keys and lock outs
- + Pointing you towards helpful University services
- + Collecting parking permits
- + Minor first aid emergencies
- + Raising emergency maintenance jobs and scheduling maintenance jobs
- + Noise complaint reporting - if a noise issue needs investigating
- + Managing site security
- + Picking up post and parcels (with exception of Glen Eyre which has a separate post room)
- + Printing and photocopying with machines located in or in vicinity of each reception.

If you need assistance or we can help you with something related to your halls, please don't hesitate to get in contact.



MAINTENANCE AND CONTENTS INSURANCE

Reporting maintenance issues

If you ever experience a maintenance issue while living in halls, we can sort it for you. You can report issues via the Planon app - our online reporting tool. Your room has a Planon "Something need fixing?" poster with further guidance on how to report an issue.

Important: If it is an emergency maintenance issue, **please contact your halls reception as soon as possible on 02380 595777**. Emergency maintenance includes flooding, cracked windows, loss of lighting or anything which is a health and safety concern or could cause damage to property.

Further guidance on how to report maintenance issues can be found on the Halls Life site.



POST AND DELIVERIES

Your halls reception or post room will receive letters and parcels for you. You will be notified by email when there's a parcel ready to collect, so there's no need to wait in for your deliveries, we'll do it for you!

To make sure that your post reaches you, always use your full registered name, ID number, and halls site postal address when placing an order. Your halls address and a map with post room/reception location can be found on the back page of this guide.

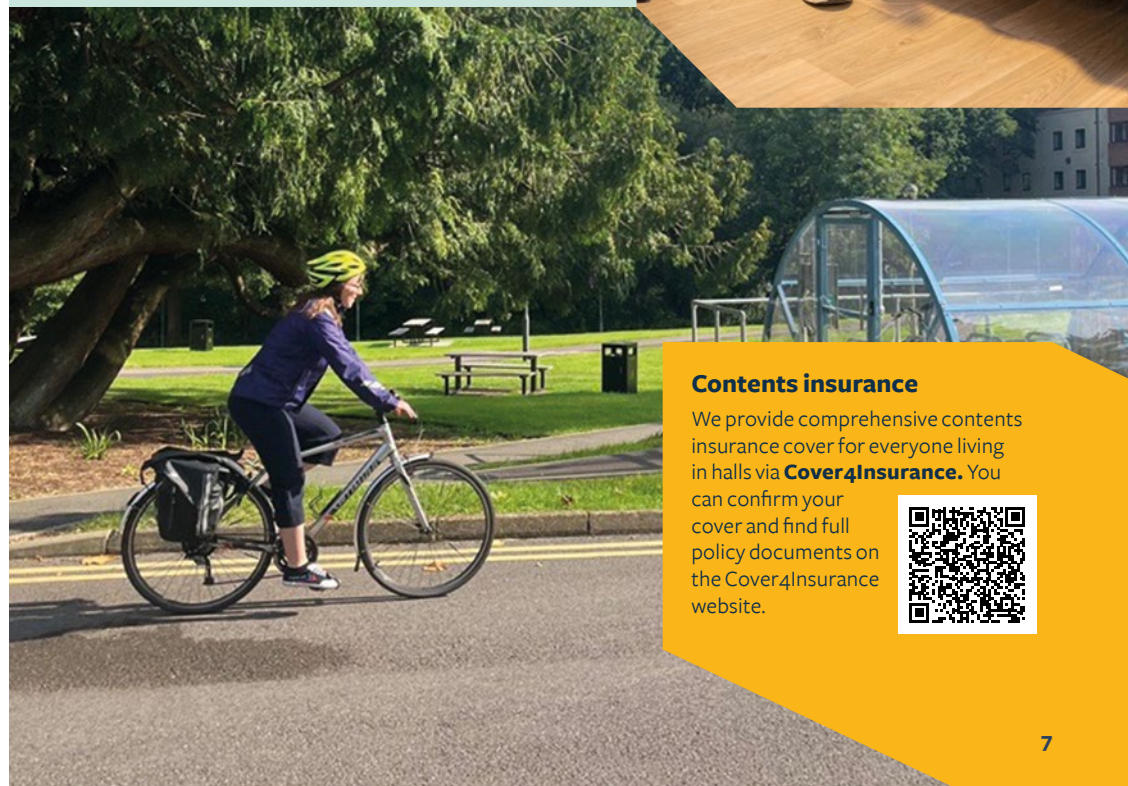
You may also wish to utilise Amazon lockers - available on or nearby to all of our halls.

Please note

We cannot accept fresh food, takeaway or food shopping deliveries. If you require a delivery of fresh food, you will need to ensure the courier has your contact telephone number, and that you can meet them at reception or an agreed location.

TOP TIP

Check your letter box regularly as post builds up quickly



Contents insurance

We provide comprehensive contents insurance cover for everyone living in halls via **Cover4Insurance**. You can confirm your cover and find full policy documents on the Cover4Insurance website.



LAUNDRY AND CLEANING

Check out the below QR codes to access further guidance:

Laundry

We have laundry rooms at all of our halls, free at the point of use for all residents. The laundry rooms have large washing machines and dryers which can typically fit a week's worth of washing.

Washing machines will have auto dosing, meaning a measured 'dose' of detergent will automatically be added to your wash. Washing machines without detergent are also available for anyone who has allergies or would prefer to use their own washing tablets.

You can check the availability and status of machines online via the Wash Point website www.washpoint.uk

Check out the map on the back of your halls guide to locate your nearest laundry room.



Cleaning

Who cleans my room?

Everyone is responsible for their own room and each flat is responsible for the general upkeep, so you can all enjoy a clean and tidy space, which encourages a harmonious environment.

We will provide your flat with a vacuum cleaner, mop, bucket, dustpan and brush for use by residents.

Our domestic services team look after the communal spaces and grounds. They clean corridors, shared kitchens, and shared bathrooms within flats every fortnight.



Inspections

We carry out flat inspections throughout the year to make sure everything is in order.

Maintaining clean and tidy spaces, and reporting maintenance issues promptly, are great ways to encourage a more harmonious and enjoyable stay at halls.

If you've never lived out of home before, we have lots of great tips to help you along the way!



UNILINK AND BLUESTAR BUS PASS

If you wish to travel to Southampton, you can utilise the unilink U7 bus route which links Winchester to the University of Southampton Highfield campus. The bus service takes around 30-40 minutes, the full timetable can be found on the Unilink website. The nearest bus stop for this service can be found on North Walls (SO23 8DB), a short walk from the Winchester School of Art.

You can find full details of the bus routes on the Unilink website (www.unilinkbus.co.uk).

The nearest bus stop to Erasmus Park, for routes into Winchester city centre, can be found a short walk away at the Moorside Road Bus Stop (SO23 7RU).

It is also possible to travel by train between Winchester and Southampton with up to 76 trains scheduled each day between the two cities

Cycling

All our halls have bike stores which are free to use. You can access the bike stores either by fob or card, depending on the site, and there are racks inside so you can secure your bike.

Get your bike registered for free by the Campus Security team at Building 32, Highfield campus.



Find out more about Unilink



Find out more about cycling at uni

AWARDING GAP PROJECT

The Awarding Gap Project aims to reduce the awarding gap that exists between Black and white students. The project works with Black and minoritised ethnic students to improve the university experience for all.

As part of their work, students created a Black Fresher's Guide which has more information and advice for new students to help them navigate their adventures at Southampton.

Find out more and view the Black Freshers Guide



FREE EVENTS AND ACTIVITIES

Events

We have a variety of events and activities in halls run by our Residence Life Assistants. They are free, fun and a great opportunity to meet others and make friends at your halls site.

In addition to weekly activities in all halls, we run seasonal campaigns and larger annual events.

Get involved!

Discover free activities and events, in halls and on campus, year-round via the My Southampton app. Access the web version or download the app to view the events calendar: my.southampton.ac.uk/get



Get the My Southampton app

FIRE SAFETY

Fire safety is very important and knowing how to prevent fires is key to staying safe in halls.

That's why we adopt best practices regarding fire systems, practice evacuations and encourage safe use of kitchen equipment.

DID YOU KNOW?

The number one cause of fire at home is cooking. So please do not leave cooking unattended and make sure you keep your oven, grill and pots and pans clean and grease free.

In the event of a fire alarm, find your nearest fire exit and walk calmly to your fire assembly point – this Essential Information can be found on the back of your bedroom door but please ask at reception if you are unsure.

You must only return to the building when a fire warden or security officer has authorised you to do so.



Be aware: Water vapour from showers and spray deodorants can set off fire alarms. Make sure to keep bathroom doors closed and spray in well ventilated areas to avoid unnecessary evacuations.

Electronic equipment

Make sure any electricals brought into halls are manufactured with either the CE mark or BSI kitemark on the plug. You must not alter a device to have a suitable plug if it wasn't designed with one originally.



SUSU

Your Student's Union is here to make your experience unforgettable! Independent from the University, it's run by students, for students. Join one of the many clubs and societies, and make sure to attend events from the wide selection run each week. SUSU's clubs and societies range from archery and performing arts, to debating and life drawing. There is something for everyone, or why not set up your own society.



www.susu.org

SUSU offers a wide range of volunteering opportunities to enrich your time at university, hone your skills, meet new people, increase employability, and establish lifelong friendships.

FUN FACT:

There are over 130 sports clubs and over 240 societies on offer for students!

SUSU Safety Bus

The Safety Bus is a FREE service to help make sure you get home from our venues on campus safely. It runs every evening during term time from outside SUSU Building 42 at Highfield Campus, and will drop you off right at your door!





COMMON ROOM AND FACILITIES

We have many facilities to choose from across our halls.

Why not make use of our common rooms to socialise with friends or as a place to study?

Don't forget about the spaces in your flat. Get together in the kitchen as much as possible to cook meals as a group and put on themed nights. A flat Christmas dinner is a must.

DID YOU KNOW:

You can find out where all the facilities are on your site, by looking at the map at the back of this guide.

“Join a society, can't recommend it enough.”

SOUTHAMPTON SPORT

Southampton Sport provides sports facilities, activities, and classes for University of Southampton students.

Southampton Sport offers a wide range of activities and opportunities including gym facilities, fitness classes, personal training, sailing trips, watersport and swimming courses. Southampton Sport prioritise providing pathways into sport and promoting physical activity, everyone is welcome!

“Visit us at the Jubilee Sport and Recreation Centre and say hello to our stunning new facility. We're here to help you keep fit and stay active.”



JOIN NOW!



ERASMUS PARK



Welcome to Erasmus Park Halls, and our student community in Winchester.

Reception

Erasmus Park reception is open 24 hours a day and is located in the centre of the of Erasmus Park Halls of Residence.

Post

All post and parcels for Erasmus Park residents are delivered to reception. We will email you when your parcels are ready for collection and letters are delivered to flat post boxes.

Address:

Student ID number
First name Last name
Block & Room Number

Erasmus Park halls of residence
Easton Road
Winnall
Winchester
SO23 7XA
United Kingdom

Common Rooms and facilities

Erasmus Park has a common room complete with table tennis, a computer station, TV and soft seating located next to the site reception.

Nearest Doctor's Surgery:

St Clements Surgery, Tanner Street, Winchester SO23 8AD.

Nearest Pharmacies:

Boots Pharmacy 35-38 High Street, Winchester SO23 9BL

Nearest bus stop

The nearest bus stop to Erasmus Park, for routes into Winchester city centre, can be found a short walk away at the Moorside Road Bus Stop (SO23 7RU). The nearest Unilink bus stop for the U7 service can be found on North Walls (SO23 8DB), near to the Winchester School of Art.

Laundry

The Erasmus Park laundry is located by reception.

Washing and drying facilities are included as part of your halls contract and are free at point of use. You can check the availability of machines at any time via the Wash Point website www.washpoint.uk/location/universityofsouthampton



LOCAL AMENITIES

FOOD AND SHOPPING

Restaurants we love

Dim T – Menu offers a range of Asian dishes; I like going there for the handmade dim sum.

Café Monde – A nice café in a quirky building, great meeting place with friends for breakfast, lunch or some cake.

Kyoto Kitchen – Really good Japanese food and as a vegetarian there are many good veggie/vegan options.

Forte Kitchen – Tucked away upstairs in a building located just off the Highstreet, serves quality British favourites.

Josie's – Really great place if you like pancakes, but lots of brunch and lunch options also. Good for milkshakes and smoothies.

Winchester has loads of great places to eat, so make sure to explore.

Where we buy food and supplies as students

The biggest supermarket in Winchester is the **Tesco Extra**, which conveniently is less than half a mile away from Erasmus Park. Sells a wide range of foods and has a pharmacy.

In the city centre there is a **Sainsbury's** and an **Iceland** just off the main Highstreet, they aren't the biggest supermarkets but still offer a good selection. Iceland has some good offers, and they can also deliver.

If you are looking for Chinese or Asian foods, the **Sukee market** can be found in Kings Walk.

Winchester Market is on Lower Highstreet/Middlebrook Street every Thursday, Friday and Saturday offering a variety of ingredients and street food stalls. There is also the **Hampshire Farmers Market** on the last two Sundays of each month.

ENTERTAINMENT AND THINGS TO DO

Everyman cinema is a bit more expensive than your average cinema but shows the latest films with a bit of added luxury if you fancy a treat.

Theatre Royal Winchester has many shows through the year, I tend to look out for the comedy acts, always worth checking out what's on.

If you are interested in history Winchester offers many historical monuments and buildings to discover, such as **Winchester Cathedral**, **The Great Hall** and **Wolvesey Castle**.

Marwell Zoo is close to Eastleigh, and we have been before and loved it. We got the train to Eastleigh and then hopped on the bus that goes there and found it really easy to get to.

The Winchester torchlight procession, fireworks and bonfire are an annual tradition each November and a great group activity.

In the run up to Christmas make sure you visit **Winchester Christmas Market**.

TOP TIP
Have a good budgeting plan so you can stay on top of your spending and avoid overspending. Budgeting apps like "Emma" can help.

BANKS

We all have a different bank but these are the reasons we got ours:

Santander – give free 4 years rail card but only for UK students.

HSBC - offers high student arranged overdraft which can be helpful when needed. But try not to go in the overdraft if you can.

Other banks such as **Lloyds** and **Barclays** also offer cashbacks for their student account. Barclays also offers a 12-month subscription to Perlego (an online library of textbooks).

For international use **Wise International Transfer** are a good option to consider. Allowing you to send money back home to a different country quick and easy.

PLACES OF WORSHIP

A full list of places of worship in Winchester, including on campus prayer rooms, can be found on the University of Southampton website.



TOP TIP
Financial worries? The Student Hub and Student's Union can assist with guidance and support. Make sure to get in touch if you have concerns.



Find out more about places of worship in Winchester

LOCAL PLACES TO VISIT

Green spaces

Winnall Moors Nature Reserve, managed by the Hampshire and Isle of Wight Wildlife Trust, offers trails alongside the River Itchen and surrounding water meadows.

North Walls Recreation Ground is on the west-side of the Itchen providing a great location for sport and exercise and is located next to Winchester skatepark.

St Giles Hill offers a park area and view point providing a fantastic panorama over Winchester city centre.

Further afield

The **Isle of Wight** is really close on the ferry. You can visit Osbourne House or the Needles, and is a really good day out on a sunny day.

Durdle door, we got here by getting the train and then jumping in a taxi. Really nice beach and an iconic place to visit.

You can really easily get the train to **Brockenhurst** and visit the **New Forest**, it's really pretty.


We actually really enjoyed visiting **Stonehenge**, we jumped on the train to Salisbury and then on a bus to visit. Took some really cool photos and stopped at Salisbury cathedral on the way home.







ERASMUS PARK HALLS




Active & Social

-  Bike Store
-  Common Room
-  Picnic Bench
-  Outside Table Tennis

Facilities

-  Bin Store
-  Laundry
-  Reception
-  Public Toilets

Transport

-  Bus Stop



**Interactive
campus map**

Interactive campus maps can be found on campusmaps.soton.ac.uk/