



University of
Southampton



Erasmus Park

Halls guide



Your guide
to all things
halls life



Ethan: Law

Daisy: English

Hello and welcome to the University of Southampton

Our student ambassadors have co-written this guide with the Residences team to make sure you have all the important information you need while living in halls.

They have provided their top tips on what to do, where to shop and the best restaurants while living in Southampton.

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

To ensure all our students and staff 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 while here.

It's a core framework that supports the experience of our students and the community.



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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,
hallslife.soton.ac.uk

Let's get you connected!

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

Connecting to eduroam is easy

- Step 1: For 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.
- If friends or family come to visit you at the 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.



Learn more about how to connect phones and laptops to Wi-Fi in halls and on campus



Learn how to connect devices such as smart speakers and printers using our "Soton-IoT"



Access the iSolutions website



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 visitor parking permits
- Minor first aid emergencies
- Raising emergency maintenance jobs and scheduling maintenance jobs
- Noise complaint reporting — if a noise issue requires investigation
- Managing site security
- Picking up post and parcels (with the exception of Glen Eyre, which has a separate post room)
- Printing and photocopying with machines located in the 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.

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.

Top tip

Check your letterbox regularly as post builds up quickly

You may also wish to utilise Amazon lockers — available on or near all of our halls sites.

Please note

We cannot accept food shopping or takeaway 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.



Support

The Student Hub

The Student Hub is your main point of contact for support at Southampton and for any questions you may have. Whether you need help with wellbeing, disability, fees, finance, accommodation or course administration, we're here to help you.

You can get in touch between 08:00-20:00, Monday to Friday:

- Phone: **02380 599 599**
- Email: **studenthub@soton.ac.uk**
- Online chat

In person at:

Building 37, Highfield Campus
Building 65, Avenue Campus
Building 63F, Winchester School of Art
National Oceanography Centre (NOCS)
Sir James Matthews Building in Guildhall Square

For opening times of our in-person sites, please visit the website.

Wellbeing

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

Available all year round, we are here to provide you with 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) provides free, independent and confidential advice to all students on a wide range of practical issues, including academic matters, housing issues and finance-related questions. The Advice Centre also leads SUSU's safety and wellbeing initiatives, helping to create a supportive community and ensuring you can access the information, resources and support you need throughout university.

You can contact the Advice Centre by emailing **advice@susu.org**, calling **02380 592 085**, or by visiting the team in-person in Building 40, Highfield Campus.

Healthcare, Wellbeing *and emergency guidance*

GP surgery

Registering with a local GP while at university is important in case you need access to healthcare. You can usually register with a GP practice near your term time address, while remaining registered with your home GP.

You can register with a GP surgery or change your current GP surgery online using the NHS website.

Sexual health services

The nearest service to Winchester is the Eastleigh Sexual Health Centre (Swan Shopping Centre) where you can book appointments online or call for in person availability. **Tel: 0300 300 2016.**

Meningitis

Young adults are at higher risk of meningitis and septicaemia caused by meningococcal bacteria.

You can help protect yourself by getting the MenACWY vaccine, which protects against serious infections like meningitis. It is available from your local GP for those up to the age of 25.

Signs and symptoms of meningitis

- Fever, cold hands and feet
- Drowsy, difficult to wake
- Severe muscle pain
- Severe headache
- Dislike bright lights
- Vomiting
- Confusion and irritability
- Pale, blotchy skin, spots, rash
- Stiff neck
- Convulsions/seizures

Accident and Emergency (A&E) services

The Royal Hampshire County Hospital, located on Romsey Road in Winchester, offers an Accident and Emergencies department. Stagecoach buses in the city offer routes to the hospital.

Emergencies

If requiring emergency support, in the UK you can call:

- **999** — in an emergency to get the police, fire brigade or ambulance service
- **111** — for non-emergency medical advice and support
- **101** — non-emergency number to report a crime to the police

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). Alternatively use **023 8059 2811** to report any non-emergency incidents on campus or in halls.

Firearms and weapon attacks are extremely rare but all communities need to be prepared.

If you should get caught up in an incident our advice is: RUN, HIDE, TELL. If the worst should ever happen, remembering these three words could save your life.

In such an incident, call the police on **999**, as soon as you are safe and able to do so.

Find out more at: **www.counterterrorism.police.uk/runhidetell/**



Find out more about
looking after your
health at University



Maintenance *and contents insurance*

Reporting maintenance issues

If you ever experience a maintenance issue while living in halls, we can fix 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 in person or on 023 8059 5777**. Emergency maintenance can be reported to reception 24/7 with an expected response time being a maximum of 2 hours. Issues considered an emergency, including lift entrapments, large leaks, lighting loss or anything that poses a danger to people or buildings. If you spot anything that poses a danger to building or life, report it immediately.



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

Contents Insurance

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



Gallagher Insurance

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.

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 and/or flat door. Ask at reception if you are unsure of your assembly point.

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

Electrical Equipment

Make sure any electrical items brought into halls have either a UKCA, CE, 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.



Watch our Electrical Safety Video for more guidance



Laundry and cleaning

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 enjoyable stay in halls.

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



What are halls inspections?

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 four weeks.



Find out more about cleaning in halls

Laundry

We have laundry rooms at all of our halls, which are free to use for all residents. The laundry rooms have large washing machines and dryers which can typically accommodate 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 WashPoint website **www.washpoint.uk**.

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



Check laundry machine availability



Transport and *unilink bus service*

If you wish to travel to Southampton during term time, 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, and 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.

For routes into Winchester city centre, the nearest bus stop to Erasmus Park 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.



**Find out more
about Unilink**

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.



**Discover the benefits of cycling
at university**

SUSU Safety Bus

The Safety Bus is a FREE service to help make sure you get home from our venues on Highfield 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! There is a dedicated trip each night at 21:00 for students living in Winchester. Alternatively drivers will be happy to take Winchester students to the train stations or bus stops.



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!

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, water sports and swimming courses. Southampton Sport prioritises providing pathways into sport and promoting physical activity. Everyone is welcome!

The classes at the Jubilee have been great for staying active in between lectures and feeling part of a community.

Hannah
BSc Physiotherapy



Join Southampton Sport



💡 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.



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.

There will be a range of activities throughout the year alongside vibrant annual cultural events designed to celebrate our diverse community.

Additionally, flat visits are conducted to help welcome, support and inform you during your time in halls.

Get involved!

Find all halls events on the Halls Life Events page (hallslife.soton.ac.uk/events), or download the **MySouthampton app** to discover activities happening in halls and across the University of Southampton throughout the year.



Get the
MySouthampton app

SUSU

Your Students' 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?

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.



Find out more about your
Students' Union

💡 Fun fact

There are over 130 sports clubs and over 250 societies on offer for students!



Halls community

We're proud of the community that we have fostered in halls accommodation. We aim for every resident to feel supported and included throughout their time with us, and promote a culture of respect. Settling in, getting to know your flatmates, and maintaining good relationships is key to building a positive living environment.

The Residences Life Cycle team is on hand out of hours to offer support and information at every stage of your student journey. Our main goal is to help you live harmoniously with your flatmates. You can contact the team via the Student Hub should you find yourself in a situation with your flatmates that you are unable to resolve.



**Get to know the
Res Life Cycle team**



**Getting on with
your flatmates**

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 Freshers' Guide which has more information and advice for new students to help them navigate their adventures at Southampton.



**Download the Black
Freshers' Guide to
find out more**



Erasmus Park

Welcome to Erasmus Park halls and our student community.

Reception

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

Post

All post and parcels for Erasmus Park residents are delivered to reception. Letters are put in flat letterboxes, and we will email you when your parcels are ready for collection.

Your address

Student ID: 12345678
First Name, Last Name
Block and Room Number

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

Common rooms and facilities

Erasmus Park has a common room located next to reception. The newly refurbished space is complete with table tennis, comfortable seating, and a television.

Nearest doctor's surgery

St Clements Surgery, 28 Upper Brook Street,
Winchester, SO23 8DG

Nearest pharmacies

Tesco Pharmacy, Easton Lane,
Winchester, SO23 7RS

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

Bus stops

For routes into Winchester city centre, the nearest bus stop to Erasmus Park 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

Erasmus Park laundry is located by reception.

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



Top tip

Got a bike or fancy a hike? Then make the most of the breathtaking views of Hampshire from South Downs National Park — which is right on your doorstep.

Local amenities

Food, shopping and entertainment

Restaurants we love

Dim T: Jewry Street — Head here for a diverse menu of Asian dishes, covering everything from handmade dim sum to classic curries and noodles. This is a great spot to eat before heading to the **Theatre Royal Winchester** just around the corner.

The Chesil Rectory: Chesil Street — Get a taste of modern British cuisine using local produce and enjoy your meal in a stunning 600-year-old Tudor building!

Shoal: Guildhall Winchester — Traditional fish and chips with excellent vegan and vegetarian options also. Offers takeaway or you can eat in the restaurant.

The Golden Lion: Alresford Road — A cosy pub with lots of charm, head here for affordable pub grub, award-winning ales or a cheeky glass of wine.

Josie's: High Street — If you're in the mood for brunch, Josie's is a must-try. We'd recommend their iconic pancakes, but they have plenty of savoury options too.

Where we buy food and supplies as students

The biggest supermarket in Winchester is the **Tesco Extra**, which is conveniently located a short walk from Erasmus Park. This store sells a wide range of foods, clothing, homewares, and everyday essentials — it even has a pharmacy!

In the city centre, there is a **Sainsbury's** and an **Iceland** just off the main high street. These aren't the biggest supermarkets, but they still offer a good selection.

If you are looking for Chinese or Asian foods, **Sukee Market** can be found on Kings Walk.

Winchester Market takes place on Lower High Street and Middlebrook Street every Thursday, Friday, and Saturday — offering a variety of ingredients and street food stalls. The **Hampshire Farmers Market** also takes place in the city on the last two Sundays of every month.

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. Or you can get tips from current students through the Student Money Champions.

Entertainment and things to do

There are a lot of things to do in Winchester, here are just a few of our favourite suggestions:

Everyman Cinema: Southgate Street — 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: Jewry Street — has many shows on throughout the year, from classic pantomimes to big comedy acts, so it's always worth checking out what's on.

Marwell Zoo: Thompson's Lane — simply hop on a train to Eastleigh and get the bus here to see some of the biggest (and cutest) animals in all their glory, including penguins, snow leopards and rhinos.

Winchester Cathedral: The Close — one of the largest cathedrals in Europe, known for its stunning architecture and rich history, this is a must-visit landmark in the city.

Don't forget to look out for things happening throughout the year too, like the **Winchester torchlight procession, fireworks and bonfire** in November and the **Winchester Christmas Market**.

Banks

Student bank accounts come with an interest-free overdraft, which typically needs to be repaid two years after graduation. An overdraft, used sensibly, can help with unexpected costs and large payments.

If you have financial concerns at any point during your time at University, don't hesitate to contact the Student Hub or SUSU Advice Centre who can assist with guidance and support.

We recommend international students set up a UK bank account as it can save you money and make managing your finances much easier.

Whether it be avoiding currency conversion fees, the ability to set up direct debits or making it easier to be paid for part-time work there are many benefits to setting up an account while you study at the University of Southampton.

Top tip

Check Money Saving Expert or Save the Student for the top student bank account offers.

Local places to visit

Places of worship

The Faith and Reflection Centre at Highfield Campus welcomes all staff and students to use their space, whatever beliefs you hold. The Faith and Reflection Centre main room is open for both staff and students to enjoy Monday-Friday, 10:00 - 17:00 in term time. Pop in and have a free tea or coffee, have your lunch or have a chat with one of our volunteers.

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



Find out more about places of worship in Winchester

Green spaces

Winnall Moors Nature Reserve: Managed by the Hampshire and Isle of Wight Wildlife Trust, here you'll find trails alongside the River Itchen and surrounding water meadows.

River Park Recreation Ground: Located on the west-side of the River Itchen, this space provides a great location for sport and exercise, and is located next to Winchester Skatepark.

St. Giles Hill: Offers a park area and viewpoint providing a fantastic panorama of Winchester city centre.

Further afield

Bournemouth: An hour away by train, Bournemouth is a great day out whether you want to relax or have some fun and is known for its beautiful beaches. A further hour down the coast is Durdle Door, another scenic getaway.

Lymington: The coastal town of Lymington is a great destination, offering everything from watersports and boating activities to browsing the independent shops and cafés on its historic High Street.

Stonehenge: Hop on a train to Salisbury then get the bus up to see the historic landmark. Make sure to stop at Salisbury Cathedral on the way home.



Erasmus Park halls

Active & Social

- Common Room
- BBQ
- Picnic Bench
- Table Tennis
- Chess Set

Facilities

- Reception
- Post & Parcels
- Laundry
- Bin Store
- Water Fountain
- Public Toilets

Transport

- Bike Store
- Bus Stop
- Parking



**Interactive
campus map**

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