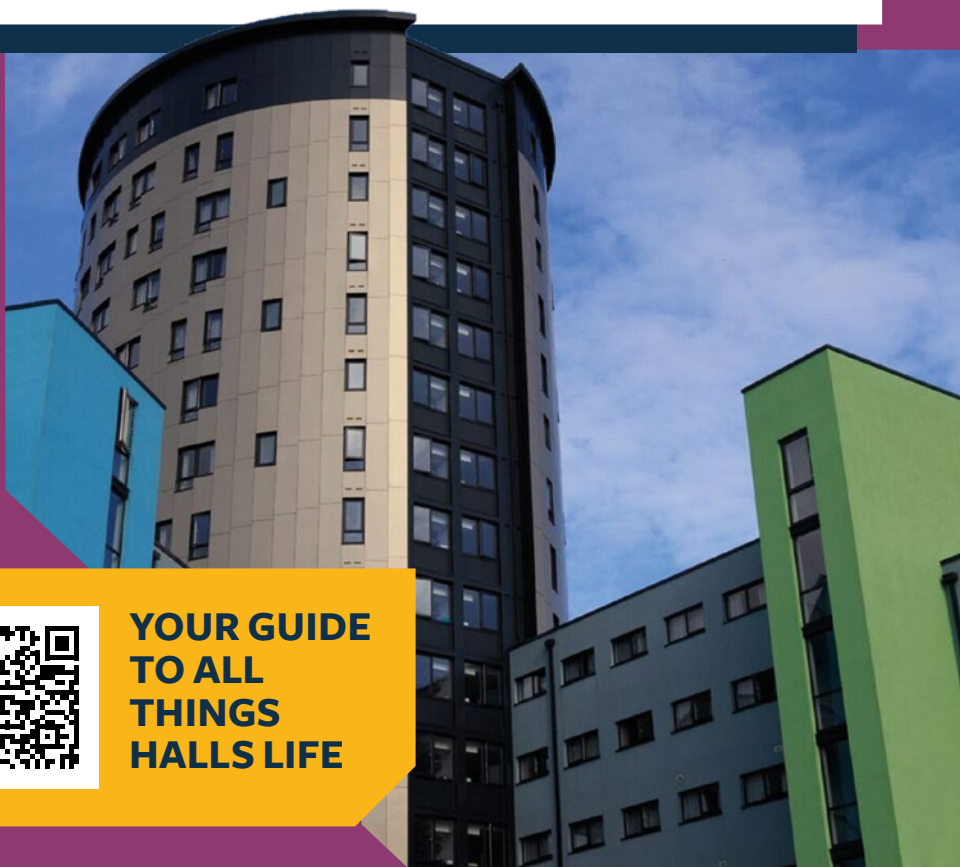




University of
Southampton

CITY GATEWAY 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

Contents

Get connected – free Wi-Fi	3
Halls Life site - All you need to know about life in halls, Healthcare and services	4
Support - Student Hub, SUSU Advice centre and Wellbeing	5
Your halls reception, post and deliveries	6
Maintenance and contents insurance	7
Laundry and cleaning	8
Unilink bus service and bike storage	9
Awarding gap and fire safety	10
Free events and activities	11
Common rooms, facilities and sport	12
About Wessex Lane	13
Local amenities	14
Map of your halls	16

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.

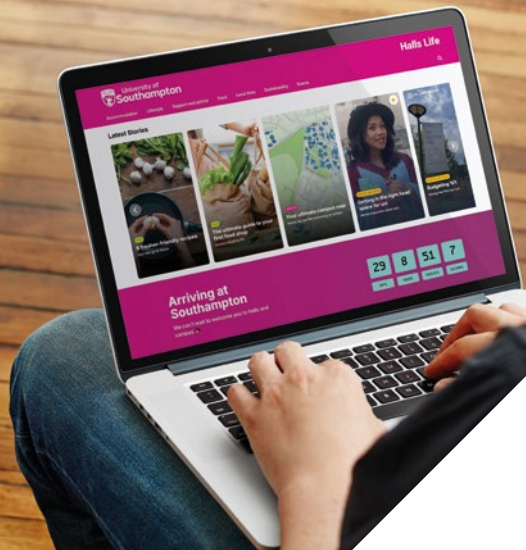


Scan QR code to learn how to connect your devices to Wifi in halls and on campus



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 Royal South Hants Hospital in the city centre and Bitterne Health Centre 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 – There are two hospitals in Southampton. The Southampton General Hospital (A&E) and then the Royal South Hants (Minor injuries walk in centre). The U6H and U6C will get you to each hospital respectively, so you do not need to worry about getting there or back.

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.

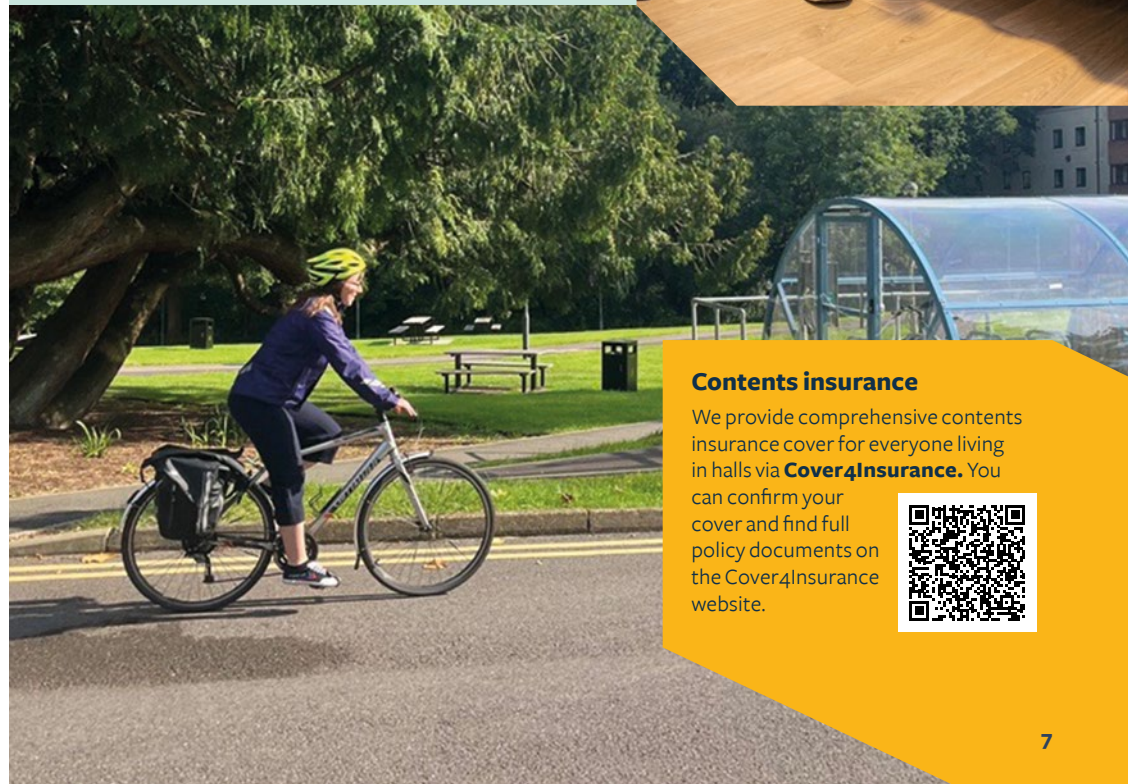
You may also wish to utilise Amazon lockers - available on or nearby to all of our halls.

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.



Find out laundry machine availability

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.



Find out more about cleaning in halls

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!



Find out more about inspections in halls



UNILINK AND BLUESTAR BUS PASS

As part of your halls contract, you have unlimited travel on Unilink and Bluestar buses in Southampton for the length of your stay! You simply need to register on the Unilink app to activate your bus pass:

- + Download the app and register using your University of Southampton email address (e.g. ab1c20@soton.ac.uk).
- + You will be emailed a code to register your bus pass on the Unilink app, allowing you to travel on the Unilink and Bluestar network.

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

If you have any questions about your Unilink bus pass during your stay, please contact talk2us@unilinkbus.co.uk

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



How to register for your bus pass



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



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 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.

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.



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.



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



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.

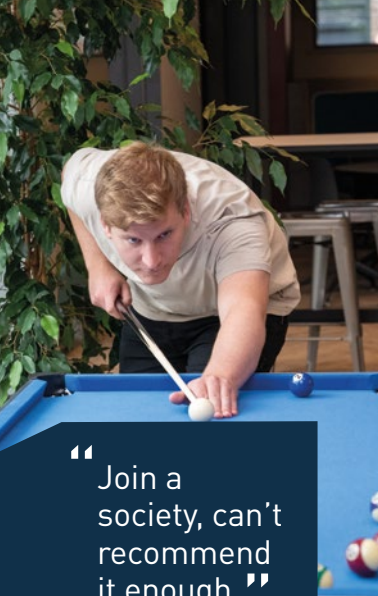
FUN FACT:

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!



CITY GATEWAY



Welcome to the City Gateway Halls student community.

Reception

City Gateway reception is open 24 hours a day and is located on the ground floor of City Gateway C block.

Post

All post and parcels for City Gateway are delivered to the reception. Letters are put in post boxes at reception and we will email you when parcels are ready for collection.

Address:

ID 12345678
First name Last name
Block and Room Number
110 High Road
Southampton
SO16 2HA
United Kingdom

Common Rooms and facilities

City Gateway has a common room located on the second floor of City Gateway C block. There is a small study room located in City Gateway block D.

The common room offers comfortable seating and screen that has connectivity for devices and can be used for gaming or watching films.

Nearest Doctor's Surgery:

City Gateway, Parkville Road, Southampton, Hampshire, SO16 2JA.

Nearest Pharmacies:

Carefirst Pharmacy, Parkville Road, SO16 2JA

Burgess Road Surgery, 357A Burgess Road, SO16 3BD

Boots Pharmacy, 357A Burgess Road, SO16 3BD

Nearest bus stop

City Gateway has two bus stops located nearby on Burgess Road and High Road giving access to the U6H and U6C bus routes which go to locations such as Highfield campus, city centre and the hospital.

There are a further 6 bus stops along the length of Wessex Lane Road, a short walk from City Gateway, giving access to the U1A, U1E and U1N bus routes which go to locations such as Wide Lane sports facilities and the airport.

Laundry

City Gateway laundry is located on the second floor of City Gateway C block.

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 Wash Point website www.washpoint.uk/location/universityofsouthampton



TOP TIP

The U6C and U6H routes are less frequent but half the travel time to the city. Accessed from High Road or Portswood Road you can get to the centre in around 20 mins using these services

LOCAL AMENITIES

FOOD AND SHOPPING

Restaurants we love

Muse Coffee - Portswood Road and London Road - Has amazing coffee and pancakes. Very pretty and comfortable cafes, also suitable space for revision.

The Living Room - Room 2 - Queens Terrace A bit of a journey as near the port area but offers a perfect warm, cozy environment for studying. Has the BEST hot chocolate!!

Babooji - Babooji is a completely veggie/vegan restaurant I really enjoyed as a Vegetarian.

Stakks Pancake House - A hidden gem in the upper level of the Marlands shopping centre. Serves a huge variation of pancakes, including vegetarian, vegan and gluten free options.

Yipinju Lanzhou Noodle Bar does great Chinese noodles and as a student the prices are reasonable. Remember to try out the classic beef brisket noodle.

Co-sushi/Coishi is a great place for tasty sushi and other Asian dishes at an affordable price. Pay by cash to avoid service charge.

Where we buy food and supplies as students

There are big supermarkets around, for example **Sainsburys in Portswood**, **ASDA in the city centre**, which also do deliveries! **Aldi (Bevois Valley)** and **Lidl (near Archers Road)** can help save you a lot compared to other supermarkets.

There are a few Chinese or Asian supermarkets around, two on **Burgess Road**, two on **Portswood high street** and a few around city centre. Many of them offer free delivery if you purchase over a certain limit.

Savers in the Marlands Centre, and **Poundland** on Portswood highstreet are good places to get toiletries for a lower price.

ENTERTAINMENT AND THINGS TO DO

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

1st base: Offers indoor baseball and has virtual reality tracking technology, letting you track your batting performance.

Escape room: Elusion Escape House, Sneaky Dog Escapes and Houdini's Escape room offer the perfect activity to participate with a group of friends, finding hidden clues and solving puzzles.

Hollywood bowling: Head out with some friends for some healthy competition at West Quay or Eastleigh. There is also great food, drinks, games, and a pool table.

Karaoke night: Sing away at ones of these venues hosting karaoke nights: The Bedford, Medbar, Shanghai 1814, Oasis Bar, The Lion, Boom Battle Bar, The Stags.



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 Southampton, 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 Southampton



LOCAL PLACES TO VISIT

Green spaces

Riverside Park is found just around the corner from Wessex Lane halls. There is a massive park, river and you can do sports like paddle boarding and kayaking.

Southampton Common: A large green space perfect for picnics, outdoor sports, or sunbathing. Make sure to visit Hawthorn's wildlife centre which is located in the southeast corner of Southampton common.

Itchen Valley Country Park: Itchen Valley Country Park offers walking and cycling trails, rivers, and woodland areas. Pack a picnic and explore this beautiful park.

Further afield

Bournemouth, just an hour away by train, offers beautiful beaches. A perfect escape for a day of relaxation and fun. Durdle door is also another iconic place to visit, ideal for a scenic getaway.

If you enjoy seaside and beaches, **Brighton** is another place to go for. It is a lovely city with Brighton Palace Pier and lots more fun places!

The **Isle of Wight** is close on the ferry, it is perfect for a sunny day trip. Do not miss historic sites like Osborne House and the Needles.

You can easily get the train to Brockenhurst and visit the **New Forest**, which is a great place for hiking.

CITY GATEWAY HALLS



Active & Social

- Bike Store
- Common Room

Facilities

- Bin Store
- Computers/Study Area
- Laundry
- Public Toilets
- Reception
- Pharmacy
- Stoneham Lane Surgery
- Shop

Transport

- Bus Stop
- Unilink Bus Stop
- Train Station



**Interactive
campus map**

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