



University of
Southampton

City Gateway *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 whilst 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.



Contents

Get connected — free Wi-Fi and the Halls Life website	3
Your halls reception, post and deliveries	4
Support — Student Hub, wellbeing, SUSU Advice Centre	5
Healthcare, wellbeing and emergency guidance	6
Maintenance, contents insurance, fire and electrical safety	7
Laundry and cleaning	8
Transport and Unilink bus service	9
Common spaces and Southampton Sport	10
Free events and activities	11
Halls community	12
About City Gateway	13
Local amenities	14
Banks and local places to visit	15
Map of your halls	16



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 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**.

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

There are two hospitals in Southampton. The Southampton General Hospital (A&E) and the Royal South Hants (Urgent Treatment Centre). The U6H and U6C will get you to each hospital respectively.

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*

As part of your halls contract, you have unlimited travel on Unilink and Bluestar buses within 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.



**Find out more
about Unilink**



**How to register for
your bus pass**

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! The Safety Bus is open to all students and is a great way to get around safely without spending money on taxis and runs hourly from 20:00 until late.



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**



City Gateway

Welcome to City Gateway halls and our 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 residents are delivered to reception. Letters are put in letterboxes at reception, and we will email you when parcels are ready for collection.

Your address

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

City Gateway halls of residence
110 High Road
Southampton
SO16 2HA
United Kingdom

Common rooms and facilities

City Gateway has a common room and relaxation room located on the second floor of City Gateway C block. The common room offers comfortable seating and a television. The relaxation room can be booked at City Gateway reception.

Nearest doctor's surgery

City Gateway, Parkville Road, Southampton, Hampshire, SO16 2JA
Burgess Road Surgery, 357A Burgess Road, SO16 3BD

Nearest pharmacies

Carefirst Pharmacy, Parkville Road, SO16 2JA
Burgess Road Pharmacy, 357A Burgess Road, SO16 3BD

Bus stops

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, the city centre, and Southampton General 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 Ground and Southampton 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 WashPoint website
www.washpoint.uk/location/universityofsouthampton.

Top tip

The Bluestar 2 bus from Woodmill Lane is the fastest and most direct link to the City Centre, Portswood and the bars/pubs on London Road.

Local amenities

Food, shopping and entertainment

Restaurants we love

Garden Restaurant: High Road — Just a 6-minute walk from Wessex Lane, this authentic Chinese Szechuan restaurant won the best hot pot in Southampton in 2023. Not only is it affordable but also has an amazing garden you must see!

Mumbai Indian Kitchen: High Road — The same walking distance away, this curry house uses the finest and freshest ingredients in their takeaway dishes. The menu is extensive, so you'll definitely be able to find a dish everyone enjoys.

Cafe at No. 6: Market Buildings — Only 10 minutes walk away you can find humble Cafe No. 6, expect freshly made sandwiches, burgers and jacket potatoes for lunch. Open until 14:00 daily.

Woodmill Coffee and Kitchen: Woodmill Lane — Look at a stunning view of the River Itchen as you enjoy a coffee and cake or hearty homemade lunch, just a short walk away making it a great spot for a delicious weekend breakfast.

The Mitre: Portwood — Friendly neighbourhood pub offering a good value menu, Sunday roasts and student discount.

Where we buy food and supplies as students

There are big supermarkets nearby, for example **Sainsbury's in Portwood and Asda in the city centre**, both of 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 **Portwood High Street** and a few around the city centre. Many of them offer free delivery if you purchase over a certain limit. **Savers in the Marlands Centre**, and **Poundland on Portwood high street** are good places to get toiletries for a lower price, while **IKEA** is a popular stop for affordable home essentials.

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

Southampton offers plenty to do in your free time. Westquay Shopping Centre is the city's main shopping destination, with a great selection of shops, restaurants and cafés.

For entertainment, students can enjoy the cinema, bowling, escape rooms, and a range of bars, pubs and clubs, particularly around Bedford Place, London Road and Oxford Street. The city also has several live music venues and cultural attractions, including the Mayflower Theatre, MAST Mayflower Studios, and O2 Guildhall Southampton.

Sports fans can visit St Mary's Stadium, home of Southampton FC or, for those in the city during the spring and summer, the Utilita bowl offers domestic and international cricket action.

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 Southampton, including on-campus prayer rooms, can be found on the Halls Life website.



Find out more about places of worship in Southampton

Green spaces

Southampton Common: A large green space perfect for picnics, outdoor sports, or sunbathing. Make sure to visit Hawthorns Urban Wildlife Centre which is located in the southeast corner of Southampton Common.

Riverside Park: There is a massive park, river, and you can do sports like paddleboarding and kayaking.

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: 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.

The Isle of Wight: A short ferry trip away, the island is perfect for a sunny day trip. Do not miss historic sites like Osborne House and the Needles.



City Gateway halls

Active & Social

-  Common Room
-  Postgraduate Lounge
-  Relaxation Room

Facilities

-  Reception
-  Laundry
-  Computers/Study Area
-  Public Toilets
-  Pharmacy
-  Shop
-  Post & Parcels
-  Bin Store
-  Water Fountain
-  Amazon Locker
-  Doctor's Surgery
-  Cash Machine

Transport

-  Bike Store
-  Bus Stop
-  Train Station



Interactive
campus map

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