



Swansea University
Prifysgol Abertawe

Got a question? Call your Residence
Team **free** from your room: dial **85583**
... or email hsv.repair@swansea.ac.uk

Resident's handbook: Hendrefoelan Student Village

Your guide to living in Hendrefoelan Student Village Residential Services



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@ResidenServices

Welcome to University Residences

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Welcome Student Village Residents

Welcome to the Hendrefoelan Student Village, your home for the next year. Once you've moved in, find out what's where and who's who within your residence. Note how to get out in the event of a fire, and who to ask for further information.

Facebook group

Ask questions via your Facebook group - if you haven't joined already, follow the link to your group from our website A-Z.

Your Residence Team - Student Village Reception, HSV40

Your Residence Team can help you settle in and answer questions. If we can't help, we'll put you in touch with someone who can. We look after your residence, including:

- Repairs e.g. a blocked/overflowing shower
- Mail & parcels
- Issuing new keys in case you get locked out
- Neighbours making too much noise
- All queries about your room or residence

Village Reception is open **Monday-Friday, 9am-5pm**. If you need us urgently and can't get hold of us, contact Fulton House on **01792 205678** or **84271**.

Your Residence Team is:

Residences Manager	Louise Loewenson-Williams
Assistant Residences Manager	Vaughan Davies
Clerical Assistant	Dermott Driscoll
Receptionist	Marilyn Stanton
Porters	Andy Lewis, James Watkins, Kenneth Jones & Alan Jones
Domestic supervisor	Val

Something need repairing?

If you have room issues, report it to the Residence Team at the Village Reception, house 40. Over Arrivals Weekend we have staff ready to sort out any problems.

Call **house 40** free from your room: dial **85583**
Email: hsv.repair@swansea.ac.uk



Residence basics

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Welfare wardens

Students living in residence, wardens can help you settle in, listen to you and direct you to support services. As students, they've experienced University pressures. They'll visit your accommodation in the first weeks of term. Call your **welfare wardens** free from your room: dial **85583/ 78578**.

Residents surgeries

Your Residents Life Coordinator runs **weekly surgeries** - drop in to talk about accommodation issues or get additional advice and support.

Keys

It happens every September... you lose your key, shut your key in your room and get locked out of your room or residence...

Go to Village Reception, HSV40 for a temporary key to get back in!

Return by 10am the following morning to avoid a charge. If you get locked out 5 times, you pay £10 (and every further 5 times). Residence Regulations detail residence charges.

Visitors

Short stay visitors are allowed - check Regulations for details.

Mail collection

Letters are delivered to pigeon holes/mail boxes in the Village Reception. We list parcels/special delivery on a whiteboard from the Reception desk which you collect after 1pm from the Reception desk with your student card. It sounds obvious, but make sure all your mail has your name, residence and room number on it!

Emergencies

If you need emergency services (Ambulance, Police or Fire Service) call free from your room: dial **333** or **999/112** from a mobile. Refer to the emergency sign in your room for more details. First Aid boxes are in the Village Reception and staff can deal with minor injuries.



Transport & money

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Car Parking

Free parking is available for Student Village residents. Complete a Parking Registration form (emailed prior to arrival) and return it to Village Reception to. A permit doesn't guarantee a space.

Buses

Buses run between Campus, Student Village, City Centre and train station. They run throughout nearby areas Brynmill and Uplands. The University's travel shop in Fulton House can provide complete information or check out:

- Student bus pass
- Bus timetables

Cycling

There are bike racks on the main Campus.

Visit Swansea Bay – Biking

Swansea City Council – Cycling

Walking

Walking routes in Swansea and Gower

Banks

2 link cash points (charge a fee) in the Village provided by Students' Union in Spar and the Wonky Sheep.

Singleton Park Campus, Lloyds bank: ground floor Taliesin.

Cash machines: Fulton House and 1st floor Union House.

Banks in City Centre and nearby area of Uplands.

Money Advice

If you have money issues, please come to Residential Services for help and support.

The Money Advice and Support Office provide advice on student money issues and help with effective budgeting.



Residence amenities

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Vacuum Cleaners

Borrow a vacuum cleaner for 3 hours from the Village Reception, house 40 – you'll need your student card as deposit.

Help with appliances

Read operating manuals for electrical appliances on Blackboard under Student Services, Residences. [Log in to MyUni \(if enrolled\)](#).

If bringing electrical appliances, please read our [Electrical Appliance and PAT Testing Policy](#).

Laundrette

Laundrette run by Students' Union opposite Village Reception on lower level of Wonky Sheep: wash = £2; dry = £1.

[Check LaundryView for free machines and see when your washing is finished](#)

Cleaning

You're responsible for cleaning your room, kitchen and communal areas and looking after your accommodation. Domestics provide deep cleaning for health and safety only; includes kitchens and communal bathrooms once a fortnight. Doesn't include rooms or washing up! Check kitchen sign for a list of do's and don'ts.

- [Cleaning made easy - a checklist to help you clean](#)
- [Full list of our cleaning duties and your responsibilities](#)
- [Read our Service Level Statement](#)

Feminine hygiene

Use black bags to dispose of sanitary towels/tampons - please don't flush them down toilets. You can ask for sanitary disposal bags from Village Reception.

Recycling

A kitchen recycling poster tells you what you need to know.

Posters

You can put up posters with **White Tac** to minimise marks. Take care when taking them down - if there's paint damage, we'll have to charge you.



Residence amenities

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Damp / condensation

Commonly in student accommodation rooms can appear to have damp, in fact it's condensation which can be avoided. It's unsightly, but it's not dampness and can easily be wiped away.

[Click here to find out how to avoid condensation](#)

Building emergencies out of office hours

Examples of building emergencies:

- Gas escapes; serious water leaks; problems with drainage
- Total failure of heating system (depending on time of year)
- Total failure of electrical supply
- Serious electrical malfunctions
- Suspected infestation

Call Security free from your room: dial **84271**.

Room checks / inspections

We inspect* your room twice a year for safety or maintenance issues and check you're looking after things. If your room or communal areas aren't reasonably clean, it's not only a health risk but impacts other residents, so you'll be asked to clean up. We'll give you advance warning before inspections - check Facebook and your Uni email!

Sustainability

We're committed to sustainability and encourage you to be energy conscious - it'll save money too. Simple steps you can take are:

- Switch off lights when leaving a room
- Turn off laptops when not in use
- Don't leave chargers in the socket when not in use
- Turn off standby buttons on appliances when not in use
- When boiling the kettle only boil the amount you need

[Check out energy \(and money\) saving tips.](#)

*Right of Entry: Please refer to your Residence Licence Agreement



Security, safety & support

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Security

Think about security in residence: lock your room and close windows when you go out and close doors behind you, don't compromise security of other residents. It ensures your contents insurance policy is valid too. Burglaries in residences are rare but walk-in opportunist thefts can occur if doors/windows left open.

Report theft to Village Reception (call free from your room: dial 85583) and Police on 01792 456999 (you'll need a crime reference number for an insurance claim).

Campus Security patrols are 24 hours. There's a uniformed Police Officer and a uniformed Community Support Officer. Contact Security in a non-emergency, dial 84271 free from your room or (01792) 205678 from a mobile.

Security tips

- Don't leave valuables on display
- Lock your room – even if popping out momentarily
- Contact Security if you see anything suspicious
- Notify residents if you're going away to avoid causing concern

Personal safety

Take care of yourself and your safety. [Read Student Services' tips on staying safe.](#)

Fire safety

As you unpack, have a look around at fire and safety signs on back of your door and in the kitchen provided to ensure your safety. We're responsible for ensuring you know what to do in an emergency, so take time to find out the basics to keep safe and **know what to do in the event of a fire.**

Swansea University has a Smoke Free Policy, smoking is not permitted in your room, our residences or any University building. [Read the University's Smoke Free Policy.](#)



Security, safety & support

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Fire safety basics

- Keep communal areas and fire exits clear.
- **Candles pose a real fire risk so cannot be used in residences.**
- We carry out fire evacuation drills
- Fire alarm tests are carried out weekly on a **Wednesday** morning.
- In the event of a fire, follow evacuation instructions and make your way to the assembly point (details on fire signs).

Fire Extinguishers

If you feel a fire is small enough to deal with, you can tackle it with the appropriate extinguisher (if one extinguisher is not enough, leave it to the Fire Service). Do not put yourself at risk at any time. Whether you choose to fight the fire or not you must proceed to your designated assembly point.

Meningitis & vaccinations

Check you are immunised against meningitis, mumps, measles and rubella. If you're not vaccinated, we advise you to do so as students are at risk, especially in your first weeks at University.

[Click here for information on meningitis](#)

Health

- Read [SMILE Life Essentials](#) for complete health information.
- You must register with a doctor and dentist in Swansea. There is a dentist in Horton Residence. The University Health Centre is based on the ground floor of Penmaen Residence.
- View the [University Drugs Policy](#) and [Alcohol Policy](#).
- The University Osteopathic clinic offers 50% off first appointment, email osteopathclinic@swansea.ac.uk.

Support

Student Support Services provide information, advice and support on a wide range of issues.

[Find out how Student Support Services can help you.](#)

[Call Student Services free from your room: dial 82000](#)



Admin issues

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Tenancy question?

Our main reception in Penmaen, Singleton Park, manages your tenancy, including room transfers and fees. Open **Monday-Friday 9am-4pm** email us on accommodation@swansea.ac.uk or call free from your room: dial **82914**.

You can use a **Tesco** phonecard for your room phone - go to their [website](#) to find out how to add credit and make external calls.

Live TV and TV licence

If you're watching TV programmes live, as they are shown on TV, online or on any device, **you must have a television licence by law**. Visit the [TV Licensing website](#).

Residence fees

Your Licence Agreement provides details of how much your fees are and payment dates - log in to [your accommodation account](#) to access your licence.

Moving rooms

Our transfer list **opens mid-October** when you can complete a transfer request form. We also operate a room swap scheme. [Join our Residents Room Swap Facebook group](#) to find out more.

Suspending studies or withdrawing?

If you're suspending studies or withdrawing from Swansea, please come and see us so we can talk you through what you need to do.

Release from contract

The only circumstances you'll be released from your contract before its end date (unless leaving University) is if a new student (not currently in University Residences) takes over your room.

[Release from accommodation information available on our A-Z.](#)

Vacation and Storage

Your room is yours for the full academic year which means you don't need to move your belongings out over vacations. If you need to store belongs try [Swansea Self Storage](#).



Contacts

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<u>University services</u>			
	Dial free from room phone	Dial from mobile/external	Email / website
Disability Office	83000	01792 293000	disability@swansea.ac.uk
Fulton House Security	84271	01792 205678	security@swansea.ac.uk
Finance office - rent payment	83091	01792 513091	c.r.harper@swansea.ac.uk
International student advisors	85984	01792 295984	isas@swansea.ac.uk
Mental health coordinator	85592	01792 295592	wellbeing@swansea.ac.uk
Money Advice & Support Office	86699	01792 606699	moneydoctors@swansea.ac.uk
Residences-Village Reception	85583	01792 295583	hsv.repair@swansea.ac.uk
Residential Services	82914	01792 295101	accommodation@swansea.ac.uk
SAS Lettings	85328	01792 295328	sas@swansea.ac.uk
Student Services	82000	01792 292000	student.services@swansea.ac.uk
Students' Union Advice Centre	85821	01792 295821	advice@swansea-union.co.uk
<u>Emergency & safety</u>			
Emergency services	333	999 / 112	
On-campus Police Officers	85882	01792 295882	police@swansea.ac.uk
<u>Health</u>			
Meningitis support line	08457 538118	08457 538118	www.meningitis.org
NHS Direct	0845 46 47	0845 46 47	www.nhsdirect.nhs.uk/

Useful links

Bed & Breakfast list

Being a good neighbour

Campus catering

Complaints procedure

Maps

SAS Lettings

Sustainability

