Welcome to City Centre Living. As your Warden, I oversee the pastoral support you receive at your residence and work closely with Unite Students to provide the best service possible for our residents. We have a really great team of support staff at City Centre Living who work very hard to ensure your first year at the University of Bristol is an enjoyable one.

Sandy Payne
Warden of City Centre Living

Welcome to Unite House and to the University of Bristol. I’m Margherita, your Deputy Warden based in Unite House. Along with your senior residents, I am here to help you settle in and to support you throughout the year. We all live here, so you can come to us whenever, whatever your issue may be! I am a PhD student in Veterinary Parasitology and Ecology, in the Life Sciences Building. I have been here since 2009, and I am proud to call this wonderful city home, with its vibrant and diverse community and the many opportunities it offers for work and entertainment. We are all looking forward to meeting you during Welcome Week, and hope you will feel at home here!

Margherita Mainiero
Deputy Warden of Unite House
07815 700 581
Margherita.Mainiero@bristol.ac.uk

My name is Emily and I’m the Deputy Warden at Orchard Heights. Myself and my team of senior residents all live on-site and we’re here to support you in a pastoral, academic and extra-curricular capacity throughout the year, so please don’t hesitate to chat to us about anything at all; we’re here to help! I’m a PhD student here at Bristol so I have experience of how exciting both undergraduate and postgraduate life can be. Bristol is a really wonderful city and there are so many social events and extra-curricular opportunities here for freshers and postgrads alike. Enjoy Welcome Week, and I look forward to getting to know you in the coming year!

Emily Chester
Deputy Warden of Orchard Heights
07444 850 401
Email: emily.chester@bristol.ac.uk

Choose from 14 different properties across Bristol with a range of room types including en-suite rooms with their own bathroom. You’ll also have access to an on-site laundry and bike storage facilities. Our friendly customer service & maintenance teams are on-hand if you need them.

Everything’s included:
- High speed Wi-Fi
- All of your bills
- 24-hour security cover
- Secure door entry system
- Fortnightly cleaning of your communal kitchen and living areas

Visit unistudents.com or call 0300 303 8631

Messages from your Deputy Wardens

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Margherita.Mainiero@bristol.ac.uk

My name is Emily and I’m the Deputy Warden at Orchard Heights. Myself and my team of senior residents all live on-site and we’re here to support you in a pastoral, academic and extra-curricular capacity throughout the year, so please don’t hesitate to chat to us about anything at all; we’re here to help! I’m a PhD student here at Bristol so I have experience of how exciting both undergraduate and postgraduate life can be. Bristol is a really wonderful city and there are so many social events and extra-curricular opportunities here for freshers and postgrads alike. Enjoy Welcome Week, and I look forward to getting to know you in the coming year!

Emily Chester
Deputy Warden of Orchard Heights
07444 850 401
Email: emily.chester@bristol.ac.uk
INTRODUCTION
TO CITY CENTRE LIVING

Senior Common Room (SCR)
Your Senior Common Room is made up of your Warden, Student Support Adviser, Deputy Warden and Senior Residents. They are responsible for the pastoral care in your residence. As part of your support team we also have our Partnership Manager, who manages the University’s relationship with Unite Students (the owners of the buildings) and acts as the key link between us.

Warden
Sandy Payne
Your warden is always happy to discuss any problems or concerns you may have, or any ideas for improving your experience at Orchard Heights and Unite House. Sandy is responsible for enforcing the University’s Rules and Regulations.

Deputy Wardens
Your Deputy Wardens (listed on page 3) provide cover for the Warden and are available for Senior Residents to go to for support. The Deputy Wardens also organise Senior Resident meetings and manage team projects and events. You can contact Margherita or Emily if you wish to talk to someone other than your Senior Resident, or if your Senior Resident is not available for any reason.

Student Support Advisers
Liz Posner,
Unite House,
and
Jules Chamberlain,
Orchard Heights
As your Student Support Advisers, Liz or Jules will be the member of University staff who you often hear from in relation to your accommodation. They manage communication with students, provide support for all your social events, allocate rooms to students and deal with transfers. You can email or call your SSA or meet with them in person.

Partnerships Manager
Mel Westcott
Mel manages the agreement between Unite Students and the University. If you have a problem with your room or flat you should firstly report it to Unite Students at unitestudents.com/living-with-us/service-and-support/maintenance or to reception. If that doesn’t work or you are not satisfied with the response, you can contact Mel at accom-partnerships@bristol.ac.uk.

Senior Residents
Senior Residents are here to help you with any personal or welfare issues you have, to offer support and advice around academic issues and help make your residence a happy and successful community.

They can deal with a whole range of enquires – from helping you find the nearest supermarket, to advising you on issues with your studies or supporting you during a health problem. You can also go to them in confidence if you are aware of problems in your residence such as smoking or drug taking, dangerous behaviour or students causing a disturbance late at night.

Contacting your Senior Residents
The Senior Residents work on rota system. To contact your senior resident call the duty mobile number for your residence:

Orchard Heights:
07444 850 396

Unite House:
07717 701 058

TIP: Save the duty number to your mobile so it’s always to hand if you need to contact a Senior Resident straightaway.

Senior Residents

Orchard Heights (top-left to bottom-right):

Unite House: (top-left to bottom-right):
JUNIOR COMMON ROOM (JCR)

The social life of City Centre Living students is mainly organised by the Junior Common Rooms.

The Junior Common Room, known as the JCR, consists of students who live in Orchard Heights and Unite House. The committee is elected by residents at the start of term. Members can be nominated or self-nominated and are chosen through an online election. It is important to take part in these elections by voting or nominating in order to maximise your first-year experience at university. It is also a great opportunity to add hours to your Bristol Plus award.

The committees represent the student body and works in conjunction with the Senior Common Room, which consists of the Warden, Student Support Advisers, Deputy Wardens and the live-in Senior Residents.

The committees’ job is to plan and execute events throughout the year. Examples of their work include organising and promoting social events, sport participation, student fundraising and study interest sessions. Each year, an outgoing JCR Committee will help install the new committee and organise the events and activities during Welcome Week.

Are you interested in...
- representing students at Unite House or Orchard Heights this year?
- running social events or sports clubs?
- organising next year’s Welcome Week?

If your answer, to any of these questions, is YES then why not nominate yourself for a position on the JCR Committee.

Roles available are:
- President
- Vice President
- Secretary
- Social secretary
- Sports rep
- Charity rep
- International students rep
- House rep

SOCIETIES, STUDENT MEDIA AND SPORTS CLUBS

Bristol Students’ Union (SU) is the home of societies, student media and sports clubs. There are over 300 student societies so plenty to get involved in... sport, music, arts, faith, political, performing arts, dance, business and enterprise. There’s something for everyone, whether you want top level competition, occasional keep-fit sessions, or just relaxed fun with a group of friends. City Centre Living also participates in an Active Residences Programme which is right on your doorstep, see: bristol.ac.uk/accommodation/undergraduate/management-support.

WANT TO FIND OUT MORE? Come along and chat to the JCR reps, who will be around during Welcome Week (in green t-shirts)

Top: Meeting JCR reps. Left: Masked ball. Right: Football Team

B:Active Residences is a programme of free healthy physical activity opportunities for all students living in University accommodation. With regular exercise classes and other sessions right on your doorstep, this will support you to move more, feel better and enjoy a healthy lifestyle.

www.bristol.ac.uk/sport  @bristolunisport
WHO’S HERE TO HELP?

As well as your residence pastoral team, there are a number of other services across the University which can be of great help at the start of term and throughout the year. bristol.ac.uk/students/wellbeing is the first place to look for support related information at the University.

Students’ Health Service
The full range of NHS general practice with specific expertise in student issues. Open to students living in all University-owned and managed residences. bristol.ac.uk/students-health

Student Counselling Service
Confidential support to help students maintain positive mental health through supported self-help, workshops, groups, drop-ins and individual counselling. bristol.ac.uk/student-counselling

Just Ask (Students’ Union)
Free confidential, independent, advice and support for students, including representation in academic matters or any other aspect of student life. They can signpost to a range of support services as appropriate. bristolsu.org.uk/justask

International Student Visa Advice Team
UK visa advice for international students. bristol.ac.uk/international-office/visas-immigration

Accommodation Office
Allocation and transfer of University accommodation for students and staff. Advice and assistance with all housing related issues including in the private rented properties you may live in your second and third year. bristol.ac.uk/accommodation

Careers Service
Supporting students in getting to where they want to be when they graduate by helping them to be inspired in their career decisions, become more employable and find and apply for opportunities. bristol.ac.uk/careers

Disability Services
Confidential advice, information and guidance as well as study related support for students. Advice and guidance for staff supporting disabled students. bristol.ac.uk/disability-services

Multifaith Chaplaincy
Confidential pastoral and spiritual support, religious information and advice, regular events and a welcoming space for all faiths and none. bristol.ac.uk/chaplaincy

Student Funding Office
Advice and support for all aspects of funding including applying for specific grants and loans, awards bursaries and scholarships, managing hardship and budgeting. bristol.ac.uk/fees-funding
WHERE IS MY NEAREST...

Bus Stop
To the University Precinct and Stoke Bishop Transport Hub (free bus pass).
College Green Stop at the bottom of Park Street, the service operates during term time only.

Cash Point
HSBC on Park Street

Bank
Natwest, Corn Street, also
Queens Road (Clifton Triangle)
RBS & Santander, Baldwin Street
HSBC, Cabot Circus
Barclays & Lloyds, Queens Road
HSBC on Park Street
Natwest, Corn Street, also
Bristol, BS1 5SP

The Co-operative Food
26-28 St Augustine’s Parade
Cabot Circus
Shopping, dining and cinema
cabotcircuit.com

Study Spaces
There are many study spaces:
bristol.ac.uk/students/
study-spaces/

Post Office
Inside the Galleries
shopping centre
galleriesbristol.co.uk

Hospital
Bristol Royal Infirmary (BRI),
Marlborough Street BS2 8HW
Tel: 0117 923 0000
ubristol.nhs.uk/patients-
and-visitors/your-hospitals/
bristol-royal-infirmary

Museums/galleries
Arnolfini
International arts centre
and gallery, with café,
16 Narrow Quay, BS1 4QA
Tel: 0117 917 2300
arnolfini.org.uk

Bristol Museum & Art Gallery
Art, nature and history on
display in a beautiful building.
Queen's Road, BS8 1RL
bristolfolksite.co.uk

Restaurant & Bars
There are many only a stone’s
throw away including: Turtle
Bay, The Stable, Ciao, Namaste
Nepal, Dizzy’s Café.

Shopping
Wilko, good supplies for your
flat, just a short walk, 48-56
Queens Road, BS8 1QE
wilko.com/page/storelocator
Tesco Extra, just around the
corner at 33-34 College Green,
BS1 5SP
Sainsbury’s
46-56 Queens Rd, BS8 1RE or
9 Broad Quay, BS1 4DA
The Co-operative Food
26-28 St Augustine’s Parade
Cabot Circus
Shopping, dining and cinema
cabotcircuit.com

Broadmead and the Galleries
City centre shopping
St Nicholas Market, Corn Street
Mon-Sat 9.30am to 5pm
stnicholasmarketbristol.co.uk
Bristol Farmers Market, Corn St
Wednesday 9.30am to 2.30pm
Friday Food Market, Wine Street
Friday 10am to 4pm

Watershed
Buzzing multi-arts venue with
arthouse cinema and café bar.
1 Canon’s Rd, BS1 5TX
watershed.co.uk

The Folk House
Community focussed with live
music, festivals, art exhibitions,
and café serving delicious
organic, locally sourced food.
40A Park Street, BS1 5JG
bristolfolkhouse.co.uk

Bristol Temple Meads
main-line station
nationalrail.co.uk

Parkway, on the northern
outskirts of the City
nationalrail.co.uk
Bristol Bus and Coach Station
nationalexpress.com
Bristol Airport
flyer.bristolairport.co.uk/
timetables

Fitness
UoB Gym, Tyndall Avenue,
BS8 1TP
Pure Gym, Explore Lane BS1 5TY
Fitness for Less, Union Street
The Gym, Quakers Friar, BS1 3BU
Anytime Fitness Bristol
48 Queens Rd, Bristol BS8 1RE
Nutfield Health & Fitness
93 Queens Rd, Bristol BS8 1OS

Student Health Service
Hampton House, St. Michaels
Hill, Cotham, Bristol, BS6 6AU
Emergency line: 0117 330 2721
Out of hours number: 111
bristol.ac.uk/students-health

Unite also offer an app that you can download to
your smartphone in order to report repairs and
maintenance, if you do not wish to download the
app you can also report at unite-students.com/
living-with-us/service-and-support/maintenance.

You can contact the Unite Students staff for
your residence by emailing OrchardHeights@
unitestudents.com or UniteHouse@
unitestudents.com.

As well as general management of the building
Unite Students provides:

• Housekeeping service for flat kitchens
  (and shared bathrooms) every two weeks
• Reception staff 8am-8pm Monday-Friday
  and 9am-5pm Saturdays
• 24/7 out-of-hours security 0300 303 1611

The university manages all pastoral, academic
and social elements of the student experience.
We ensure students are provided with the
same support network and social or sporting
opportunities as in any other residence. You
can contact your SSAs (Jules and Liz) regarding
pastoral support issues at orchard-heights@
bristol.ac.uk or unite-house@bristol.ac.uk.

If you have any queries about the partnership
you should contact Mel Westcott, the
University of Bristol Partnerships Manager:
accom-partnerships@bristol.ac.uk.
USEFUL CONTACTS

Emergency Services: 999
Unite Students Security: 0300 303 1611

Unite House:
Warden (Office Hours): Sandy Payne 0117 954 5555
Deputy Warden: Margherita Mainiero 07815 700 581
Student Support Adviser (Office hours): Liz Posner 07773 201 475
Senior Resident Duty Mobile: 07717 701 058
Unite Students Reception: 0117 922 7120
✉ unite-house@bristol.ac.uk
facebook.com/groups/UOBunitehouse1718

Orchard Heights:
Warden (Office Hours): Sandy Payne 0117 954 5555
Deputy Warden: Emily Chester 07444 850 401
Student Support Adviser (Office Hours): Jules Chamberlain 07813 455 714
Senior Resident Duty Mobile: 07444 850 396
Unite Students Reception: 0117 302 7421
✉ orchard-heights@bristol.ac.uk
facebook.com/groups/orchardheights1718

Visit us at:
bristol.ac.uk/city-centre-accommodation/city-centre-living

Online residence guide:
bristol.ac.uk/students/accommodation/unite-house