Welcome to City Centre Old Town (CCOT), which is made up of The Courtrooms and New Bridewell residences. We have 750 undergraduates and postgraduates living at CCOT, from many different parts of the world, studying a wide range of courses. I’m very much looking forward to meeting each and every one of you over the coming year.

Whether this is your first time living away from home or you have previously lived independently, it is our aim to make your time here as memorable and enjoyable as possible. Please do not hesitate to contact the CCOT team members with queries or issues. Take advantage of as many of the opportunities available to you as you wish - we are in a vibrant and excellent part of the City, and the residences form a key part of the University. This year will be what we make of it! Here’s to a fantastic year ahead!

Steve Bullock, Warden for City Centre Old Town
Oldtown-warden@bristol.ac.uk

MESSAGES FROM YOUR TWO DEPUTY WARDENS

Hello everyone, welcome to Bristol and to your new home. I am Fernán, your Deputy Warden for New Bridewell. I am doing a PhD in Politics, and have had a great learning experience after moving from a foreign country to the UK, so I am well-equipped to help you find the best answers to questions or assist you in sorting out any issues that may arise. The city centre is one of the best spots in Bristol, as it is close to the UoB and local culture. I am looking forward to meeting you all – see you soon!

Fernán Osorno Hernandez
Deputy Warden of New Bridewell
fernan.osornohernandez@bristol.ac.uk

Hello and welcome to City Centre Old Town.
I’m currently a PhD student in Theology and Religious Studies at the University where I also completed my undergraduate and master’s degrees. My role is to make sure that you have the best possible start to your time in Bristol. I’ll be able to answer any questions you might have about university life or living in Bristol. I hope that you have a really enjoyable time living at The Courtrooms and come to love Bristol as much as I do.

Laura Frude
Deputy Warden of The Courtrooms
Laura.frude@bristol.ac.uk
Senior Common Room (SCR)
Your Senior Common Room is made up of your Warden, Student Support Adviser, Deputy Wardens 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 The Student Housing Company (TSHC) and Fresh Student Living (Fresh) and acts as the key link between us.

Warden
Steve Bullock
Your warden, Steve, is always happy to discuss any problems or concerns you may have, or any ideas for improving your experience at The Courtrooms and New Bridewell. Steve is also responsible for enforcing the University’s Rules and Regulations in CCOT. You can email Steve at oldtown-warden@bristol.ac.uk.

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. They also organise Senior Resident meetings and manage team projects and events. You can contact your Deputy Wardens 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 Adviser
Emma Keen
As your Student Support Adviser (SSA), Emma, will often be the member of University staff who you hear from in relation to your accommodation. She manages communication with students, provides support for all your social events, allocates rooms to students and deals with transfers. Emma’s email address is oldtown-office@bristol.ac.uk and you can call her on 01173 751 093.

Partnerships Manager
Mel Westcott
As Partnerships Manager, Mel is mainly concerned with the agreement between The Student Housing Company (TSHC), Fresh Student Living (Fresh) and the University. She works to make sure that repairs are completed on time, and that any lines that are charged are fair. If you have a problem with your room or flat you should always report it to TSHC or Fresh in the first instance. However, if you are not satisfied with the response, you can contact Mel: accom-partnerships@bristol.ac.uk or visit: bristol.ac.uk/accommodation/reporting-problems/partnership-accommodation.

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 the senior resident on duty please call the duty mobile number for your residence (7pm-11pm weekdays and 8am-11pm weekends):

The Courtrooms: 07790 942452
New Bridewell: 07976 781580

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

INTRODUCTION TO CITY CENTRE OLD TOWN

The Courtrooms (top-left to bottom-right):
Chanelle Lee, Dulce Rodriguez, Duygu Cavdar, Kaviraj Singh Khurana, Kostas Maraslis, Marina Galetaki, Nicky Young, Ollie Bell.

New Bridewell (top-left to bottom-right):
Aaron McCormick, Charlotte Royle, Daniel Wang, Diego Resendiz Lara, Ella Fraser, Gloria Ee, Michaela Christodoulaki, Oli Frolovs, Osa Omoragbon, Tobi Ade-Odiachi.
**JUNIOR COMMON ROOM (JCR)**

The Junior Common Room, known as the JCR, consists of all the students who live in CCOT residences (The Courtrooms and New Bridewell). The social life of CCOT is mainly run by the JCR Committee. This Committee is elected by CCOT residents at the start of term. Members can be nominated or self-nominated and are elected through an online election. It is important to take part in these elections by voting or nominating in order to maximise your experience at university. It is also a great opportunity to add hours to your Bristol Plus Award [bristol.ac.uk/careers/employable/plus-award](http://bristol.ac.uk/careers/employable/plus-award).

The committee represents the student body and works in conjunction with the CCOT Senior Common Room (SCR) introduced to you on pages 4 and 5 of this booklet. The committee’s job is to plan and execute events throughout the year. Examples of their work include planning and promoting social events, sport participation and charity fundraising.

The outgoing JCR Committee will help induct the new committee and will organise the events and activities during Welcome Week.

**Are you interested in...**

- representing students at CCOT 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.

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**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 competitive sports, occasional keep-fit sessions, or just relaxed fun with a group of friends. CCOT also participates in an Active Residences Programme which is right on your doorstep, see: [bristol.ac.uk/accommodation/undergraduate/management-support](http://bristol.ac.uk/accommodation/undergraduate/management-support).

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Top: The Courtrooms library opening. Left: Students at Wills Memorial formal. Right: Prince Charming and Belle of the Ball at Spring formal.
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.

For more support related information visit: bristol.ac.uk/students

Your CCOT Pastoral Team
The Warden: Steve Bullock
Deputy Wardens: Laura Frude, The Courtrooms and Fernan Osorno Hernandez, New Bridewell
The Student Support Adviser: Emma Keen
For more information on the above, see page 4.
The Senior Resident Team: Listed on page 5

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 living in private rented properties. 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:
1. Rupert Street Bus Stop
2. The Horsefair Bus Stop (outside Primark, opposite Marks and Spencer)
3. College Green Bus Stop (at the bottom of Park Street).

Cash Point
Sainsbury’s Local, 86-88 Bristol Union Street, Broadmead, BS1 3DW

Banks
Barclays, 55 Broadmead, BS1 3EA
Natwest, 32 Corn Street, BS1 1HQ
RBS, 36-38 Baldwin Street, BS1 1NR
Lloyds Bank, Unit 44-45, Cabot Circus, BS1 3BA

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

Post Office
Inside the Galleries shopping centre

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

Student Health Service
Emergency line: 0117 330 2721
Out of hours number: 111
bristol.ac.uk/students-health

NHS Walk-In Centre
Boots, 59 Broadmead
Tel: 0117 954 9828

Shopping
Tesco, 90-98 Broadmead, BS1 3DW
tesco.com/store-locator/uk
Sainsbury’s Local, 86-88 Bristol Union Street, Broadmead, BS1 3DW
168 Oriental, Nelson Street, in between The Courtrooms and New Bridewell
Ding Sing Oriental Supermarket, Fairfax Street
Wilko, 29 Union Street, BS1 4HJ. This shop supplies cooking utensils, cutlery, bedding, toiletries and much much more!
wilko.com/page/storelocator
Cabot Circus
Shopping, dining and cinema
cabotcircus.com
St Nicholas Market, Corn St, Mon-Sat 9.30am to 5pm
stnicholasmarketbristol.co.uk
Bristol Farmers Market, Corn St, Wed 9.30am to 2.30pm
Friday Food Market, Wine Street, Fri 10am to 4pm

Museums/galleries
M Shed
All about Bristol, with café
Princes Wharf, BS1 4RN
Tel: 0117 352 6600
Arnolfini
International arts centre and gallery, with café.
16 Narrow Quay, BS1 4QA
Tel: 0117 917 2300
arnolfini.org.uk
Watershed
Buzzing multi-arts venue with arthouse cinema and café bar.
1 Canon’s Rd, BS1 5TX
Tel: 0117 927 5100
watershed.co.uk

Transport
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 St, BS1 2DF
The Gym, Quakers Friar, Cabot Circus, BS1 3BU

The Courtrooms is owned by The Student Housing Company (TSHC) and New Bridewell is owned by Fresh Student Living (Fresh). TSHC and Fresh manage the facilities and repairs in their respective building. You can contact the staff on reception about repairs, post and general maintenance.

Contact details:

The Courtrooms
You can contact TSHC by visiting them at reception during opening hours (8am-6pm weekdays), by emailing TheCourtrooms@thestudenthousingcompany.com (emails checked during reception hours) or by calling TSHC duty mobile outside of reception hours 07522934333.

New Bridewell
You can contact Fresh by visiting them at reception during opening hours (8am-6pm weekdays), by emailing Newbridewell@freshstudentliving.co.uk (emails checked during reception hours) or by calling the Fresh duty mobile outside of reception hours 07469855064.

The university manages all pastoral, academic and social elements of the student experience. At CCOT we ensure students are provided with the same support network and social sporting opportunities as in any other residence. 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 (Ambulance, Police and Fire Brigade): 999

CCOT Warden, Steve Bullock: oldtown-warden@bristol.ac.uk
The Courtrooms Deputy Warden, Laura Frude: laura.frude@bristol.ac.uk
New Bridewell Deputy Warden, Fernan Osorno Hernandez: fernan.osorno.hernandez@bristol.ac.uk
Student Support Adviser, Emma Keen: oldtown-office@bristol.ac.uk, tel: 0117 375 1093

The Courtrooms
UoB Duty Senior Resident: 07790 942452 (7pm-11pm weekdays and 8am-11pm weekends)
The Student Housing Company (TSHC) Reception: 0117 375 1090 (8am-6pm weekdays)
TSHC Duty mobile: 07522 934333 (6pm-8am weekdays and all weekend)
TSHC: TheCourtrooms@thestudenthousingcompany.com (during reception hours)
facebook.com/groups/2273266709558801

New Bridewell
UoB Duty Senior Resident: 07976 781580 (7pm-11pm weekdays and 8am-11pm weekends)
Fresh Student Living (Fresh) Reception: 0117 992 7640 (8am-6pm weekdays)
Fresh Duty mobile: 07469 855064 (6pm-8am weekdays and all weekend)
Fresh: Newbridewell@freshstudentliving.co.uk (during reception hours)
facebook.com/groups/1097082593667677