

Durdham Hall

Guide

Welcome to your new home. This guide will help make your stay in our accommodation as happy and successful as possible. This information is for Durdham Hall, and should be used with the Handbook, which contains general rules and regulations of living in a University owned residence. Please read this guide now and keep it for reference throughout your year in Hall.



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Welcome to Durdham Hall

Hopefully, this guide will help you get to know the Hall even before you arrive and help you through the first few weeks at Durdham. All the staff are here to help you so if there is anything you are unsure of or would just like to chat, we operate an open door policy during office hours. During evenings and weekends there will always be a Senior Resident on duty who will be more than happy to help you. Have a look on the notice board located on the outside wall of the Lodge for that day/evenings Senior Resident on duty. If you need help, this is the way to get it. Please don't ask for our help through Facebook or Twitter. We are too old to use it!

The important information in this guide is all in the Residences Handbook in finer detail. It is essential that you have read this and understand the content of the handbook. You would have signed at the e-induction process to say you do!

We hope you enjoy your year at Durdham Hall. Please remember there is always someone to help you or talk to.

Contacts

Warden	Mrs Tilly Beech		34000
Deputy Warden	Miss Alice Charteris	21T	33858
Senior Residents	Tom Sutherland	7T	33795
	Will Pritchard	17T	33836
		32	33748
		32	33999
		32	33996
		33T	33919
Student Support Administrator	Sue Maddocks		34000
Accommodation Manager	John Mathias		33994
Maintenance Porters	Mick Hockney		33992
	Daryl Lodge		33992
	Lawrence Voisey		33992
Evening Porter	Tim Sherlock (16:00 – 19:00)		33992
Cleaning Staff	Maryan Abdillahi		
	Mandy Collins		
	Julie Davies		
	Marie Emes		
	Sue Godbeer		

Other Useful Numbers

Accommodation Office	0117 9546640
Hall Office	0117 9034000
Income Office	0117 9546372
IT Help Desk	0117 9287870
Security (Emergency Line)	0117 3112233
Students' Health	0117 3302720

Important information

Absence

Please ensure you have read the Handbook rules and regulations relating to absence. It is very important that we know when you are away in case there is a fire. Please complete the form 'Absent from Hall'. These forms are available in your kitchen, and in the Lodge. Please complete a form and drop it into the Lodge whenever you intend being away from the Hall overnight.

Accidents and emergencies

In an emergency telephone:

University Security Services	87848 or 112233
If you need an Ambulance	999
First Aiders	John Mathias Ext: 33994 & Sue Maddocks Ext: 34000
First aid Boxes	Porters Lodge and Badger Bar

First Aid is available at Reception during the day or a member of the Senior Common Room outside of office hours. The duty Senior Resident's contact details are on the wall outside the Porters Lodge. All accidents, emergencies, dangerous incidents or serious illnesses must be reported promptly to a member of staff during office hours or the senior resident on duty outside of office hours.

Cleaning

Please ensure you have read the Handbook rules and regulations relating to cleaning. It is your responsibility to keep your bedroom and kitchen clean and tidy. A member of the cleaning staff will come to your flat once per week to clean your kitchen. To ensure their time is used effectively please make sure the kitchen is tidy. A cleaning rota is on the wall of your kitchen. By following this rota your kitchen will be kept clean and tidy as a joint effort.

Bedrooms

In your bedroom there is...

- Single bed with brand new mattress cover
- Chest of drawers
- Desk and chair with shelves above
- Cork Board
- Desk Lamp
- Hanging Space with shelving

In your en-suite there is...

- Shower Cubicle
- Toilet
- Basin
- Heated Towel Rail
- Shaving Light with Socket

We don't provide the following items so remember to bring :

- Basic cooking equipment – you may want to decide what you need when you get here
- Blue-Tac and pins for your cork board
- Coat hangers
- Crockery and cutlery
- Duvet, pillows and bed linen
- Enough food until you go shopping
- Laundry Bag
- Plug board or extension leads (no multi-socket plugs please)
- Tea towels/J-cloths/Sponges
- Towels / toiletries/shower mat
- Toilet paper
- Washing powder or liquid
- Washing-up Liquid /Bathroom Cleaner/Kitchen Cleaner.

Fire

Please ensure you have read the Handbook rules and regulations relating to fire. You should familiarise yourself with the Action in Case of Fire notice in your flat or on your corridor and make sure you know where the exit route from your room/kitchen and from communal parts of the Hall.

In the event of the fire alarm sounding you must leave the building at once and assemble in the upper car park next to the tennis courts. Do not wait to pick up personal belongings.

Every kitchen is equipped with a fire blanket. Should you have a need to use this then please report to the Porters Lodge, a member of the Senior Common Room or another member of staff. You will be supplied with a replacement. A fire blanket must not be used more than once.

Fire alarms are tested on a weekly basis every **Thursday at 14:30**. It is not necessary to evacuate during fire alarm testing. Should the alarm continue or resound then please assume the alarm is 'real'.

Fire exit doors from C and D blocks are not to be used as an exit on a daily basis. These doors are for fire emergency only.

Guests and visitors

Please complete a Visitor's Form (available in your kitchen and from the Lodge) two days in advance of the visit and hand into the Hall Office. Beds and Bedding Packs are available to hire from the Lodge.

- Beds £3 per night
- Bedding Pack £3 per visit. This covers the cost of laundering the bedding.

Students found with an overnight visitor without the appropriate paperwork on file will be subject to a £10 fine.

Hall ID Card

On arrivals day you will be issued with a Hall ID card. This card will be required when you are using the Badger Bar and you may be asked to show it to a member of the Senior Common Room or member of Hall staff at various times. Please keep it with you. The photograph on this card will be the photograph you upload to the University.

Help and Support

Student Services offer a one hop service. Visit the Student Services website if you or a friend, need help or support during your time at the University

<http://www.bristol.ac.uk/studentservices/>

- Multifaith Chaplaincy
- Students Health Service
- Student Counselling
- Disability Services
- Careers Service
- Vulnerable Students

Internet access

The Hall has Wi-Fi throughout and bedrooms have sockets. There are two ways to connect to the Internet in your room - by using eduroam wireless and by connecting to the socket on your wall. If you would like a lead, please pop down to the office. The ResNet guide will tell you everything you will need to know about what to do before you arrive and connecting to the internet when you do!

ResNet start of term hotline

- 89001 internal (free from your room)
- 0117 928 9001 (external)
- This number is active throughout September and October

ResNet connecting guide

- <http://www.bristol.ac.uk/it-services/resnet/help/connectionguide.pdf>

Laundry

Opening Hours 08:00 -22:30 Cost of Wash £2.00 Cost of Dry £1.50

Change for the machines is available at the Porter's Lodge. Outside of office hours, Senior Residents are unable to help with laundry problems. Should you have an issue with a washer or dryer, please contact the Accommodation Manager during office hours.

Lost Keys

Should you lose your key please report this to the Porter's Lodge as soon as possible during the working day or the Senior Resident on Duty at other times. You will be given a replacement key and asked to sign for it. If the original key is found and returned, no charge will be made. Please keep your key separate from anything bearing your room number.

A replacement key will be charged at £20 and this will be deducted from your damage deposit at the end of the year.

Lost Property

We keep a small 'lost property' shelf. If you find something around Hall then please drop it into the Lodge. This applies to anything you find on your travels too. The Student Support Administrators are in daily contact and are often able to reunite students with lost items and keys! If you have lost something the same applies – pop in and we'll do our best to track it down.

We can help with 'Lost and Found' on the bus too!

Mail

Mail and parcels are delivered to the Porters Lodge at around lunchtime. It is sorted and placed in pigeon holes (by surname) in the Lodge area immediately it arrives. Confidential mail and parcels (cheque books, credit cards, pin numbers etc.) are kept locked in the Porter's Lodge. When you arrive to collect your parcel you will be asked for identification. Post and parcels can be collected from the Porter's Lodge between 08:00–19:00. Mail delivered after a resident has left the accommodation will be returned to sender the same day.

Noise

Please ensure you have read the Handbook rules and regulations relating to noise. Music and noise audible beyond your room is not permitted after 23:00. Please use headphones after this time and show consideration for others who may be trying to sleep or study.

Quiet Room

The Hall has a Quiet Room in which to study. This room is in the basement of C Block and will be opened up and available for use after the first week of term. Food and drink is not allowed in this room. If you need to eat or drink then you must be in need of a break. Please have a break and return to the room when you feel refreshed.

Repairs

If something in your room or flat is in need of repair is needed you should complete a 'You Report it – We'll Sort It' form. These forms are available in your flat and outside the Porters Lodge. Please hand the completed form into the Porter's Lodge.

If you experience a serious problem outside of office hours (plumbing, loss of services etc.) please contact the Senior Resident on Duty who will report it to the University Building Services Department. Where a repair has been requested, notice that access to your flat or room will be deemed to have been given. All University staff and contractors will carry identification and residents should always ask to see it.

Please note 'IMPORTANT NOTE REGARDING FIRE SAFETY' at the bottom of the form.

Rubbish and recycling

Please ensure you have read the Handbook rules and regulations relating to rubbish and recycling. Every kitchen has recycling boxes. It is important that you recycle as much as you can and empty the bins every day. Recycling facilities for glass, cardboard, paper, tins, cans and food waste are all located in the bin area in the Hall car park. Please do not leave bags of rubbish or recycling on the floor or, on top of the bins. Please ensure that boxes are broken down and flat before being placed in the cardboard bin. Durdham prides itself on a clean and tidy bin area. Hopefully, you will help us keep it this way.

At the end of the Academic year facilities will be in place for you to recycle unwanted items to charity. This is called the 'Big Give' and you will be notified of this nearer the time.

Smoking

Please ensure you have read the Handbook rules and regulations relating to smoking. Smoking is only allowed on the patio area behind the Badger Bar. Please only smoke here and ensure any guests or visitors do the same. Please do not smoke anywhere inside the Hall.

Summer Storage - 2014

There is limited storage available to students for a small fee. The Accommodation Manager will give notification of this facility nearer the time. Storage will be allocated on a first come first served basis.

Telephones

Every study-bedroom has a telephone. You are able to use the phone freely to make calls internally to other rooms, to friends in other halls who have internal phones, into your department or any internal University telephone. These calls are free.

Should you wish to make external outgoing calls this will be by means of a "Trust Phonecard" These cards can be loaded with a cash value from most debit and credit cards. More information and tariff details are available at <http://www.trustphonecard.co.uk/home.html>.

Incoming external calls may be received in study-bedrooms. Calls to these numbers are charged to the caller at the standard national rate charged by that caller's telephone call carrying company. The number of your telephone along with emergency contact numbers should be on sticker somewhere on your phone.

Television

The hall has a license covering communal areas but if you intend watching live TV in your room via a laptop or other device you should buy a TV license. Having a TV in your kitchen and sharing the cost between everyone in the flat, is a good option and will keep down the cost. Every kitchen has an aerial socket. Bedrooms do not have aerial sockets.

The link below will take you to the TV Licensing website and tell you all you need to know about licensing and how to buy one if you need to.

http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1/?WT.mc_id=r107

Windows

Window restrictors must not be removed from bedroom or kitchen windows.

Vacations

During vacations the room remains yours. You are not required to move anything from your room. Nearing the end of both the Autumn and Spring terms you will be asked to complete a form stating the dates in which you intend to remain at Hall overnight during the vacation. This is a requirement of the University and is for your safety and the safety of others.

Life in Durdham Hall

Senior Residents

When you arrive at Hall on the 22nd September you will be invited to a meeting with your Senior Resident during the first evening. Your Senior Resident is an active role within the Senior Common Room and will be there for help and support throughout the year. A list of the Senior Residents at Durdham Hall this year can be found in, Names, Numbers, Addresses Fees and Dates 2013-2014 further on in this Guide.

Badger Bar

The Badger Bar is open every evening. It's a great social space with comfy sofas and chairs, a pool table, table tennis, table football and darts. There is an HD projector for films, sport etc and a TV. A games machine is also available with games and a selection of DVD's. Guests are welcome but they must be signed in. 'Cash Back' is available from the bar during opening hours.

Communications

The Senior Common Room, Student Support Administrator and the Accommodation Manager will communicate with you by email. Your University email address will be the email that we use. Please check this daily.

There are notice boards situated around the hall please check these regularly. If you would like to speak to a member of staff then please pop into the office between 08:00 – 19:00. If you would like to make an appointment to see the Warden then this can be done through the Student Support Administrator.

Fitness Equipment

During the summer break 2013 outdoor fitness equipment was installed in the tennis court area between Durdham and Wills. This is for everyone to use along with the tennis courts and squash courts. Please respect the equipment.

Gardens and grounds

The gardens and grounds are maintained by university gardeners. Please help look after Durdham by not discarding rubbish anywhere around Durdham Hall. You are asked not to play ball games, Frisbees or Skateboard. Please be vigilant when cycling.

Computer room

This room is on the first floor of D Block and available 24 hours, 7 days per week. There is a key pad to access the room and the number will be given to you by your Senior Resident. The equipment is new. Food and drink is not allowed in this room. If you need to eat or drink then you must be in need of a break. Please have a break and return to the room when you feel refreshed.

Durdhambury

Durdhambury is held at the end of the summer term. This is a day of live music and other entertainment to celebrate the end of the year. A Durdhambury Committee will be formed in the months beforehand so if you enjoy organising events, this one is for you!

Returners

Each year the Hall is given a very limited number of places that are available to students who enjoy Hall life and would like to return. The Hall would hope that a returning student would continue to be involved in Hall life and willing to help and support new undergraduates by offering friendship.

Bonfire night

This soon comes around and within walking distance (about 20 minutes) there is an excellent Firework display in Canford Park. The entrance is on Canford Lane, Westbury on Trym. If you are interested and would like to know more nearer the time, pop in to the office and we will give you directions and tell you the exact date.

Cinema

The closest cinema from the Hall is the Orpheus on Henleaze Road next to Waitrose. This is an older small cinema by today's standards. If you want to visit a large cinema complex then head for VUE. This is at Cribbs Causeway and is surrounded by places to eat including TGI's, Frankie and Bennys, Bella Pasta etc.

<http://www.myvue.com/cinemas/about-vue-cinemas/cinema/bristol-cribbs-causeway>

Things to do

Bristol is a fabulous city and whilst you are living here it's worth visiting some the sights on your doorstep and a bit further afield.

- Brunel's Clifton Suspension Bridge construction started in 1829 and opened in 1864. At the top of Hollybush turn right, straight across the traffic lights and keep walking!
- Brunel's SS Great Britain launched in 1843 and unceremoniously returned to UK from the Falkland Islands on a pontoon. She was towed back into Bristol in 1970 passing underneath the Suspension Bridge. Thousands of Bristolian's came out to welcome her home.
- Bristol Zoo – just the other side of the Downs.
- Bristol Museum – next door to the Wills Memorial Building.
- M Shed – Harbourside - Take a look at Bristol history here.

There are so many things to do or places to visit in Bristol. If you like a bit of grizzly history perhaps join Pirate Pete on one of his walking tours!! Take a look at Visit Bristol: <http://visitbristol.co.uk>

Shops

Although we don't have shops on our doorstep, there are plenty within a short distance or a short bus ride away. If you run out of bread, milk, cereal etc you can pop down to the Source Café at Hiatt Baker. They stock a limited number of 'essentials'!

- **Near the university precinct and the bus stop.**
 - Clifton Down Shopping Centre – Sainsburys, Boots, WH Smith and Starbucks lots of other smaller and local shops are here too. The Post Office is just across the road in Cotham Hill.
 - Whiteladies Road – Tesco Express, Sainsburys Local, Morrisons Local and Kitchens.
 - Queens Road - Sainsburys, Wilkinsons, Boots, plus many other shops and cafes.
- **Slightly further afield but not too far**
 - Henleaze Road – Waitrose is here and walking distance from the Hall (15 minutes!)
 - Cabot Circus – Harvey Nichols, House of Fraser, High Street shops and eateries
 - Broadmead – Marks and Spencer, Debenhams, Primark. Bristol's shopping quarter.
 - Gloucester Road –an eclectic mix of independent shops, restaurants, cafes and bars.
 - The Mall, Cribbs Causeway – John Lewis, Marks and Spencer and other High Street shops. This is a bus ride away but the numbers 1 and 54 bus will take you there.
 - This link below is for the more serious shoppers among you!
 - <http://visitbristol.co.uk/things-to-do/shopping>