

INFORMATION ABOUT YOUR ACCOMMODATION

Ardmuir Trinity Court

Q: What is provided in my accommodation?

A: Your study bedroom is equipped with the following items:

- Single bed (3ft)
- Study desk, chair & lamp
- Bedside unit
- Mirror
- Mattress and mattress protector
- Curtains/Blinds
- Wardrobe

You will also receive the following items of cutlery & crockery:

- Side plate
- Dinner plate
- Dinner fork
- Spoon
- Cereal Bowl
- Cup
- Dinner knife
- Teaspoon

The communal area in your flat is equipped with the following items:

- Iron & ironing board
- Cooker
- Toaster
- Kettle
- Kitchen bin
- Fridge/freezer
- Washing machine
- Table or breakfast bar with chairs or stools
- Dishwasher
- Lounge furniture
- Coffee table
- Vacuum cleaner
- Cooking pots/pan
- Microwave oven
- Curtains or blinds

Q: What do I need to bring with me?

A: We **do not** supply towels or bedding (sheets, duvet, pillow etc.) so you will need to provide these items yourself. You can order these in advance from our partner at Unikitout to have them conveniently waiting in your room on arrival. Order online at www.unikitout.com/collections/rgu and don't forget to use the code RGU17 to get a 10% discount.

You will also probably want to bring photos and other personal items to make your room quickly feel like home. You may want to join up with your flatmates when ordering shared items so that you can share the costs and avoid having duplicates. Join our facebook group at www.facebook.com/groups/RGUaccom to make contact with your flatmates before you arrive.

Please **DO NOT** bring strobe lights, chip pans, deep fat fryers for use on the hob, candles or any items with a naked flame, or portable heaters as these are all prohibited due to health and safety reasons.

Q: What are the communal areas like?

A: Each flat has an open plan kitchen/lounge area and a communal bathroom as detailed below.

Q: What bathroom facilities are provided within the flats?

A: Each flat has a shared bathroom with toilet, sink and bath with a shower over.

Q: How much storage space is there?

A: In your bedroom, you get a double mirrored wardrobe and three large under bed storage drawers. There are kitchen cupboards for residents to use between them.

Q: What colour are the walls in my bedroom?

A: Your walls are white/cream.

Q: What floor am I on?

A: Each block is 4 storeys (floors) high. Flats without a letter after them and flats ending in A and B are on the ground floor. Flats ending in C and D are on the first floor. Flats ending in E and F and flats 7G and 10G are on the second floor. Flats 5G, 9G, 12G, 23G and flats ending in H, J and K are on the third floor.

Q: Is there a lift?

A: No, there is no lift in any of the blocks.

Q: Can I get items delivered before I arrive?

A: There are no facilities for items to be accepted before you arrive unless you order from Unikitout - www.unikitout.com/collections/rgu

Q: What internet facilities are there?

A: Internet access is included in your rent and is delivered via wireless facility in your bedroom and communal areas.

When you arrive you will be given details of how to set up your devices for wifi access.

Q: What is the procedure for moving in?

A: Shortly before your lease start date, you will be e-mailed details of our online induction process. As part of the induction, you will be able to book an arrival slot and print off a Key Release form. Please ensure you bring this with you when you arrive along with a passport sized photo with your name and flat number clearly marked on the back. You will not be able to obtain your keys without providing this identification. The photograph is retained in the site office to check identification for collecting parcels or dealing with lost keys.

Your key collection point is at Trinity Court, accessed via Pittodrie Street, AB24 5QU. The office is in the centre of the courtyard and will be open from 8am to 6pm Monday to Friday. Outside of these times, a member of the Reslife Team will be available to assist you. Contact details are provided on the Key Release form in the induction.

When you arrive at the key collection point, a member of staff will check your Key Release form and photograph, issue your keys and show you to your new accommodation!

There are gates at the entrance to the car park. If the gates are closed, please contact the office or the ResLife team using the numbers on your Key Release Form. You may park in the car park to unload for up to half an hour but will then need to move unless you have obtained a parking permit.

Q: Do I need a TV Licence?

- A:** You must be covered by your own TV Licence to:
- a) watch or record programmes as they're being shown on TV or live on an online TV service, [such as All4, Sky Go and YouTube](#), or
 - b) download or watch [BBC programmes on iPlayer](#).

This could be on any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

The cost for a license is currently £147 - please see the TV Licensing authority website for further details: <http://www.tvlicensing.co.uk>

Q: Are there car parking & bicycle storage facilities?

- A:** Free gated on-site parking is available. Permits are required and can be obtained on arrival from Ardmuir staff at the on-site office. Contact 07768 164704 to make an appointment.

Lockable bike sheds with numeric locks are available on-site. Students will be issued with the code on arrival (if required) and there is no charge for this facility.

Q: What is included in my rent?

- A:** Your rent is fully inclusive of utilities (electricity and heating), internet and basic personal contents insurance. Your rent also includes cleaning of communal areas but not your bedroom.

Q: What laundry facilities are available?

- A:** Each flat has its own washer/dryer in the kitchen for your use free of charge. You just need to supply the washing powder/liquid.

Q: Who am I sharing with?

- A:** We know students are very keen to find out who they will be sharing with, however due to Data Protection legislation, we cannot tell you who will be in your flat. However, we have set up a Facebook group at <https://www.facebook.com/groups/RGUAccom> where students can post where they are staying and find others staying in the same flat or accommodation. This is a closed group which is only open to confirmed students staying in halls accommodation with us.

Please feel free to join this group and share where you will be staying if you wish. We would advise that for security and privacy reasons, you do not disclose your new address in any public forum such as open Facebook pages or groups.

Q: What about Freshers?

A: For many students, the Freshers period events are the perfect opportunity to get to know new people and your new home. RGU:Union organise a number of events before lectures start and these are advertised through their website www.rguunion.co.uk/freshers and Facebook page www.facebook.com/rguunion.

The Reslife team are based at the accommodation sites and organise activities throughout the year, not just during Freshers. They advertise on the noticeboards around site and we would encourage you to follow their Facebook page for up to date information - www.facebook.com/rgureslife

Don't worry if you are under 18 or not into alcohol, Freshers is not all about club nights and there are a large variety of events that are not based around alcohol such as bowling, trips around the local area and cinema nights.

Whilst on the topic of social media, please be wary of joining groups claiming to be for Freshers or students in Aberdeen. The only official RGU Freshers pages are those given above – the rest are most likely to be marketing and PR pages.

If you have any questions that are not answered here, please see more information online at www.rgu.ac.uk/accommodation, chat with us online, email accommodation@rgu.ac.uk or phone 01224 262130.