

## INFORMATION ABOUT YOUR ACCOMMODATION

### Woolmanhill

**Q: What is provided in my accommodation?**

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

- Single bed (3ft)  
*n.b. some rooms within flats 1-19 are equipped with ¾ size (4ft) beds*
- Study desk, chair & lamp
- Bedside unit
- Wardrobe
- Mirror
- Waste paper bin
- Standard rooms have a sink and ensuite rooms have a sink, shower and toilet.
- Mattress and Mattress Protector
- Data point
- Pinboard
- Curtains/Blinds

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

- Iron & ironing board
- Cooker
- Microwave oven
- Kettle
- Table or breakfast bar with chairs/stools
- Smart Television
- Fridge/freezer
- Lounge furniture
- Toaster
- Vacuum cleaner
- Kitchen bin
- Curtains/Blinds

**Q: What do I need to bring with me?**

**A:** We **do not** supply towels or bedding (sheets, duvet, pillow etc.), or kitchen items such as cutlery, crockery and cooking equipment, so you will need to provide these items yourself.

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 kitchen items so that you can share the costs and avoid having duplicates. Join our facebook group at <https://www.facebook.com/groups/rquaccom2018/> 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 with a smart TV included. As it is a smart TV, you can use your online streaming accounts such as Netflix and you can connect a gaming console if you wish. If you are in a standard flat then there are also communal bathrooms as detailed below.

**Q: How much storage space is there?**

**A:** In your bedroom, you get a wardrobe, desk and under bed storage. Each resident also gets a lockable cupboard in the kitchen and most of the flats also have a cleaning cupboard that can be used to store items such as suitcases.

**Q: What colour are the walls in my bedroom?**

**A:** Flats 1-49 have all magnolia walls. The remaining flats have one featured coloured wall – the colour of which varies across all flats.

**Q: What bathroom facilities are provided within the flats?**

**A:**

- Woolmanhill Flats 1-49  
Two shared toilets & two shared showers (1 over the bath). Each bedroom also contains a sink.

- Woolmanhill Flats 60-89 and 100-109  
Two toilets, two showers and a separate bath in every flat of 8 residents. Each bedroom also contains a sink.

- Woolmanhill Flats 50-59 and 90-99  
These flats are ensuite so there are no communal bathroom facilities. Each bedroom has an ensuite bathroom area with shower, sink and toilet.

**Q: What floor am I on?**

**A:** Blocks are 5 storeys (floors) high with two flats on each floor. Flat numbers ending in 0 or 1 are on the ground floor, flats ending in 2 or 3 are on the first floor, flats ending in 4 or 5 are on the second floor, flats ending in 6 or 7 are on the third floor and flats ending in 8 or 9 are on the fourth 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:** Parcels must include non-perishable items only and are delivered at your own risk to arrive no earlier than Thursday 7<sup>th</sup> September. Items should be sent marked with your name, flat and room number to Woolmanhill flats, 134 John Street, Aberdeen AB25 1LE.

**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.

There is also a wired (Ethernet) connection in each bedroom. Students must provide their own basic Ethernet/CAT5 cable for the wired connection.

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 the reception at Woolmanhill, 134 John Street, AB25 1LE. The reception is on the right hand side as you enter the car park and will be open from 7.30am to 9.30pm Monday to Friday and from 8am to 7pm at weekends. 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 is a parking barrier at the entrance to the car park. If the barrier is down, please go to the reception where staff will be able to help and if the reception is not manned, there will be a notice on the door with the number to phone. You may park in the car park to unload for up to half an hour but will then need to move unless you have purchased a parking permit.

**Q: Do I need a TV Licence?**

**A:** The television provided by the University in the communal lounge area is covered by a TV licence provided by the University. 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 £150 - please see the TV Licensing authority website for further details: <http://www.tvlicensing.co.uk>

**Q: Are there car parking & bicycle storage facilities?**

**A:** There are a limited number of car parking spaces and permits should be requested in advance. Permits cost £240 for the academic year and can be paid in two instalments. You will also need to pay a £5 deposit for the parking barrier card.

There are a limited number of bicycle storage pods allocated on a first-come, first-served basis. These cost £10.00 payable at the Woolmanhill reception. Bike hoops available free of charge.

**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 (or ensuite bathroom if you have one).

**Q: What laundry facilities are available?**

**A:** There is a communal laundry room onsite at Woolmanhill which has been upgraded over the summer and now operates via a cashless card system and an app that can be downloaded to your phone. If you need any help using the laundry room, feel free to ask site staff or the Reslife team.

**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/rguaccom2018/> 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 with an offer to study at RGU.

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](http://www.rguunion.co.uk/freshers) and Facebook page [www.facebook.com/rguunion](http://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](http://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](http://www.rgu.ac.uk/accommodation), chat with us online, email [accommodation@rgu.ac.uk](mailto:accommodation@rgu.ac.uk), phone 01224 262130 or text/WhatsApp us on +44 (0)7500 071207.