

## INFORMATION ABOUT YOUR ACCOMMODATION Spring Gardens (Unite Students)

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

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

- Small double bed (4ft wide)
- Study desk and chair
- Shelves
- Mirror
- Curtains
- Wardrobe
- Mattress and Mattress Protector
- Data point
- Drawer unit
- Pinboard
- Waste paper bin

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

- Ironing board and iron
- Oven and hobs
- Vacuum cleaner
- Kitchen bin
- Curtains/Blinds
- Lounge furniture
- Microwave
- Fridge/Freezer
- Kettle
- Breakfast bar with stools

**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 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](http://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 kitchen items so that you can share the costs and avoid having duplicates. Join our facebook group at [www.facebook.com/groups/RGUaccom](http://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 there are shared bathroom facilities as detailed below.

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

**A:** There are two shared toilets and two shared shower rooms between each flat of 6 or 7 residents.

The ensuite bedrooms have their own ensuite area with shower, sink and toilet.

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

**A:** In your bedroom, you get a wardrobe, desk, shelves, 2 sets of drawers and under bed storage. There are cupboards in the kitchen for residents to use between them, approximately 1 or 2 cupboards per resident. Flats of 5 bedrooms or less have one full size free standing fridge freezer and flats of 6 or 7 bedrooms have two.

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

**A:** Your walls are cream.

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

**A:** Each block is 4 storeys (floors) high. Flats G1 and G2 are on the ground floor, 101 and 102 are on the first floor, 201 and 202 are on the second floor and 301 and 302 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:** You can send one parcel which must include non-perishable items only and be no larger than a medium sized Amazon box. Items are delivered at your own risk to arrive no earlier than Friday 8<sup>th</sup> September and you will need to collect your parcel on arrival. The parcel should be sent marked with your name, flat and room number c/o Spring Gardens, 70/72 Spring Garden, Aberdeen AB25 1GN.

**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 or they can be obtained from reception on request.

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 photographic ID. You will not be able to obtain your keys without providing this identification.

Your key collection point is the reception at Spring Gardens, 70/72 Spring Garden, AB25 1GN. The office is to the left of the car park and will be open from 8am to 8pm 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 photographic ID, 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 – if you arrive out of hours please contact the ResLife team. 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:** 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:** There are a limited number of car parking spaces on-site and permits are required. There is a charge for a car parking permit of £10/week, paid in advance of each semester, which you should arrange directly with Unite Students.

There is an internal bike store 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 which 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/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](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) or phone 01224 262130.