

East Village residence guide



bristol.ac.uk/east-village



Welcome

from Rosalind Elliott,
Head of Residential Life



Welcome to your new home!

Settling in at university is a big step and one that you will always remember. Our teams in each village have planned a range of events and activities to help you settle into university life and to make it a memorable experience for all the right reasons.

We know that changes as big as this can sometimes feel overwhelming and so my team and I are here to help you navigate your way through your first year at the university of Bristol to ensure that it is enjoyable and successful.

Your Senior Residents are available to help you and you can also drop in to your Student Support Centre to see us. No question or concern is too small; if something is bothering you, please do get in touch. You can also visit your Village web pages for a range of information about your residence and full contact details for your support teams.

Have an amazing year and I hope to meet as many of you as possible at the events and activities we have planned.

Rosalind Elliott

Bookmark bristol.ac.uk/east-village
now to keep up-to-date!



Village Life

The East Residential Village is based in and around Bristol city centre and is home to 3000 undergraduates and postgraduates. The East Village residences benefit from an endless supply of cafes, bars and shops and unrivalled access to Bristol's stunning harbourside.



Settling in

Be brave and say hello to everyone you meet – remember they are feeling as new and nervous as you are! Your Senior Resident will be arranging to meet you within the first few weeks of term. Try to go along to the meeting, as your SR will be important to you throughout your time in residence.

Living with flatmates

In our residences you'll be living with a mix of other students both from the UK and around the world. When it comes to getting along with your housemates, try to be considerate with

things such as noise and using the kitchen, and at the same time try and show patience and tolerance for your fellow housemates.

Getting involved

We have a great welcome week planned for you and it doesn't stop there. Your JCR is your social committee and will be organising all sorts of events and activities throughout the year as well as representing your interests. Elections for committee members will be held within your first month and by putting yourself forward you could help to make this the best year yet.

Exploring the area

Getting to know your nearest shops, cafes and other local amenities is a big part of settling into your new home. You can ask for recommendations on your Village Facebook page, from your Senior Resident, or by heading out to explore. Staff in your Student Support Centre can point you in the right direction.

Dealing with homesickness

It's entirely normal to experience homesickness when you make the move to University. It can help to keep busy and to talk to others. So try heading to your flat kitchen, your residence social spaces, or your nearest Living Room to see who else is about. Don't feel embarrassed about sharing how you're feeling.

Find out more from your residence Facebook group at facebook.com/UoBResiLifeEastVillage

Help and support



Your Student Support Centre

Your Student Support Centre can be found at The Hawthorns on campus.

East Village Student Support Centre

The Hawthorns
Woodland Road
Bristol BS8 1UQ
Telephone: 0117 428 3302
Residential life email:

reslife-east@bristol.ac.uk

Residential facilities email:

residences-facilities-east@bristol.ac.uk

Online guide:

bristol.ac.uk/east-village

Looking after you

Your Residential Life team is made up of the Head and Deputy of Residential Life plus a group of Residential Life Advisers, offering round the clock help and support. If you're feeling homesick, not getting on with your housemates, or have any other wellbeing concerns, you can talk to your Residential Life team at any time.

Within each residence there are also live-in Chief and Senior Residents; older students who support the wellbeing of all students in the residence. They are your 'go-to' people.

Looking after your home

Our Residential Facilities team are here to keep all University-owned residences running smoothly – repairing and replacing broken and

damaged items, keeping our properties clean and carrying out room inspections. For those of you in our partnership properties, you'll receive these services from staff in your residence. If you're ever unsure of who to go to, visit your guide at bristol.ac.uk/east-village to find information specific to your residence.

When you move in you will be asked to complete an inventory. Be sure to do this so you don't get charged for damage caused by somebody else. If something is broken or missing you should report it online.

Other support available

There are a range of other services to help you settle in to university life. You are advised to register with the University Students' Health Service, registration events will take place throughout Welcome Week.

If you have a disability or if you are ill or sustain an injury that could prevent you from leaving your accommodation in an emergency contact your Student Support Centre on 0117 428 3302 straight away so we can help.

For details of the full range of health and wellbeing services available across the University visit bristol.ac.uk/wellbeing

Need to know

Every aspect of life in your residence is in your online guide at bristol.ac.uk/east-village. Here we've listed some of the top things you need to know...



Internet

Internet is provided in all residences. Details of the provider and how to connect are available from your online residence guide, just search 'internet'.

Insurance

Basic contents insurance is included in your rent payment, but it won't cover things like bikes. Depending on what you are bringing with you, you may need to pay for additional cover. Search 'insurance' in your online residence guide for details.

Lost keys and lock outs

If you get locked out of your room or lose your keys, you'll need to contact your Student Support Centre. There will be a charge for replacing keys. Search 'lost keys' in your online guide for details.

Mail

The postal address for your residence can be found in your online guide. Standard mail will be delivered directly to your residence. Any signed-for post and parcels will be delivered to your Student Support Centre and you will need to collect it.

Rent

You don't pay any accommodation fees until after you have moved in. You will receive an invoice for your fees via your MyBristol Portal. For full details of payment dates and options search 'rent' in your online guide.

Repairs and damage

Make sure you report any damage or repairs using the appropriate system. Details of how to report repairs from your residence are in the online guide.

Transfers

If you're not happy in your room or residence, you can apply for a transfer. The transfers usually start after the first two weeks of term. Find out more, including how to apply, by searching 'transfers' in your online guide.

Transport

All undergraduates in University-allocated accommodation receive a bus pass, giving you free travel for the academic year on the U1 and four other First services. Your pass is a mobile ticket that you can download from the First mTicket app. Visit bristolunibus.com for details.

You should have received your code as part of your online induction before moving in. If you have any problems accessing your pass, please contact your Student Support Centre. Any problems accessing your pass, please contact your Student Support Centre.

Senior Resident top tips

Your Chief and Senior Residents are key to life in our residences. They share their top tips for settling in to uni life...



Chief and Senior Residents play an active role in supporting events and campaigns in collaboration with student representatives, as well as providing peer support to residents through one-to-one conversations, group meetings and reception work in the Student Support Centres.

#1 University is a great place to express yourself and interact with like-minded people. Whatever you are passionate about; sports, music, politics, drama, human and animal rights, or even Quidditch...there really is something for everyone! Definitely attend the freshers fair and attend society events (there's always free pizza!). Also, keep an eye out for social events organised by the JCR within your village.

Jason Fleming
Senior Resident, West Residential Village

#2 Transitioning to university life is a lovely challenge. My advice is to take it one day at a time. Prioritise your current activity, that being a lecture, reading, practicing yoga or basketball, sharing a drink or coffee with a friend. This will ensure you are living in the present moment

and making the most of your opportunities, whilst having a healthy and balanced life. You got this!

Fernan Osorno
Senior Resident, North Residential Village

#3 My top tip for new students would be to maintain your well-being. Eat well, look after yourself and make sure you take regular breaks and reward yourself accordingly. Speak to your Residential Life team if you are feeling demotivated. Have a great year!

Iretioluwa 'Raphael' Kuponiyi
Senior Resident, East Residential Village

#4 Getting along with your flatmates can be difficult at times. The most common causes of conflict in flats are usually cleaning and noise. Help to avoid this by agreeing a cleaning rota at the beginning of the year so that everyone knows their responsibilities. If someone isn't pulling their weight or is being too noisy, try to talk to them about it amicably. No one has ever said or done anything rational when angry, it will not help the resolution of the conflict.

James Willmott
Senior Resident, East Residential Village



"A smile is the
Universal welcome"

Max Eastman, poet and author
1883-1969

