

New room. New home. New city to explore.

Uni is a time for making new friends, learning new things and having new experiences and our buildings are especially designed to create the best and safest environment for you to make the most of it.

We pride ourselves on being there when you need us most, for whatever that may be. That's why Hello Student is both your home from home and basecamp for your next adventure!



Welcome to

Market Quarter



Your new address

Hello Student Accommodation
Market Quarter Studios
13-21 Baldwin Street
Bristol
BS1 1BT



Office email address

Market.Quarter@HelloStudent.co.uk



Office phone number

0117 375 1791



Out of hours phone number

07880 514220



Moving in

What an exciting time! We can't wait for you to arrive. Our team will be here to hand you the keys, show you around, update you on welcome events that we have planned, answer any questions you have and be there to support you in whatever you need. It won't be long until you find your feet and it really feels like home.

Your check in date is on the front page of your tenancy document. It's under 'start date'. You can arrive on your check in date, or any day after that.

Getting here: You'll have been given a time slot for arrival to help reduce any waiting around on the day, so try and keep to this where possible. It's a good idea to get to know the area on a map and look for places to park if you are arriving by car. (We can advise if you are unsure). If you are coming in by train or plane, we recommend booking your taxi in advance.



Moving out

Whilst we don't want to say goodbye to anyone, when the time comes we want to make sure it all goes smoothly for you, so we will let you know exactly what you'll need to do well in advance.

You can find your tenancy end date on your tenancy document. If you want to move out earlier, you can arrange that with your **accommodation team**.

Of course, if you enjoy living here as much as we'll love having you and you are continuing your studies in the next academic year, we'd be really happy for you to live with us again! You can talk to your **accommodation team** about this at any time during the year.

Don't forget...

We've listed below a few things that you should do in your first week. If you have any questions about them, please talk to your **accommodation team**.



Download our app

Our app is designed to give you lots of useful information about your stay. We recommend you download it and create an account. You can find it on [Google Play](#) and on the [App Store](#).



TV license

We provide a TV in some rooms or you might have brought your own with you. Either way, if you have a TV you are legally required to have a TV license. You'll need to purchase one from tvlicensing.co.uk or from the [Post Office](#).



Inventory

You'll receive your inventory checklist link before you arrive. Please check through this and complete it within **seven days** of arrival.



Register with a doctor

If you need to see a doctor for any reason, you will need to be registered at a local surgery. You can find how to contact them [here](#).

Useful information



Accidents

Let your **accommodation team** know if you injure yourself so we can make sure you get the medical assistance you may need.

For a medical emergency, please call **999**.



Bikes

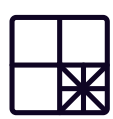
If you have a bike, you can keep it in our bike store. You will need to make sure you lock it securely as unfortunately we can't take any responsibility for any loss.

Location: **courtyard**.



Bins

Remember to empty your bins!
Location: **courtyard**.



Damages

Please let your **accommodation team** know if you damage anything, accidentally or otherwise. We will aim to repair or replace any damages as soon as possible. Your tenancy agreement lists any associated costs that may be incurred.



Doors and windows

We ask that you keep doors closed at all times. Fire doors are there to protect you as they will stop the spread of fire, so please don't prop your door open.

Remember to lock your door and windows when you go out.



Energy

Lights off. Windows shut. Heating on low. Try to save energy when you're not in your room.



Fire safety

Your room, kitchens and corridors are fitted with smoke detectors which should not be tampered with. When a fire alarm goes off, never assume it's just a drill. You will be shown where the fire exits are and how to leave the building safely.

Assembly point: **Dominos on Baldwin Street (next door)**.



Gym

Unfortunately there are no Hello Student gyms available in your area.

*Not all sites have all facilities.



Kitchen

For safety reasons we do not allow chip pans or deep fat fryers to be used. If you share a kitchen with others, please make sure you clean up afterwards, ready for someone else to use.



Laundry

We have laundry facilities for you to use. Don't forget that you are responsible for the cleaning of your own bedding and towels. Location: **ground floor, through the social space.**



Parcels

You'll need to download the My Hello Student app to be notified when you receive a parcel. Parcels can then be collected from the collection point. Location: **reception, ground floor.**



Post

The postal address of the building is on the first page of this document. To collect items, go to your post box. Location: **ground floor.**



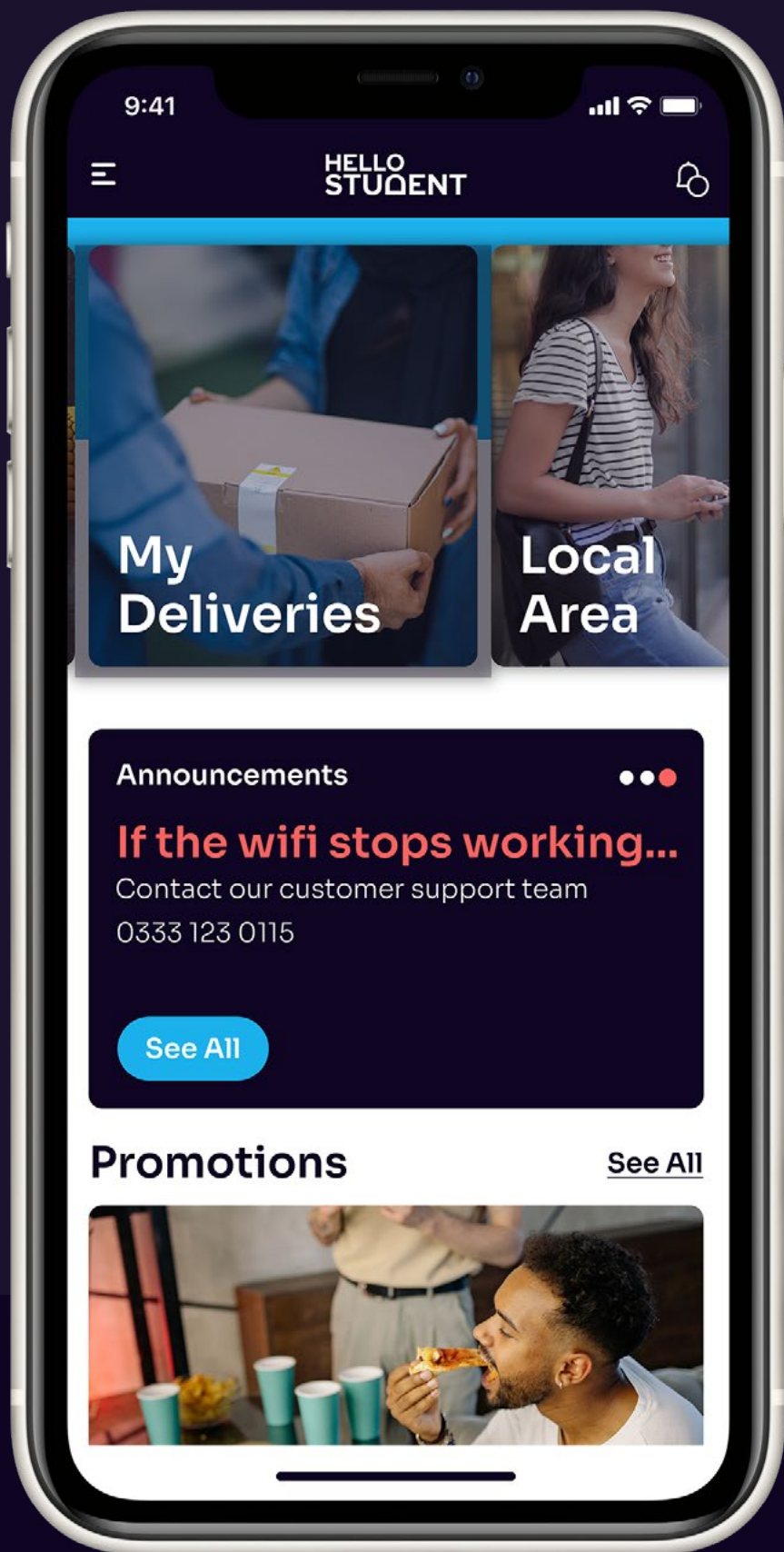
Social spaces

If you have social spaces on site, do make use of them for getting together, watching a movie, playing games, reading a book or simply unwinding. Our **accommodation team** can point you to your nearest area.



Visitors

You are welcome to have guests to visit, but no stays over **seven days**. Please be considerate of others and don't make too much noise.



Download the app

The My Hello Student app is a must have when living with us. It means you can:

- Chat with your fellow residents
- Receive parcel notifications
- Book meeting rooms and social spaces
- Find out about events
- Use the laundry facilities
- Log maintenance issues
- Access mental health and wellbeing support 24/7

Follow us on social

Be part of our competitions and giveaways throughout the year.

We also have great wellbeing and study tips to help you make the most of your time at Uni.

 [@_HelloStudent](#)

 [@HelloStudentOfficial](#)

 [@_HelloStudent](#)

 [@HelloStudentOfficial](#)

 [@HelloStudent](#)

 [@HelloStudent](#)

 [@HelloStudent](#)

Something wrong?



Problems with a flatmate

Noise. Mess. Antisocial behaviour. If it's bothering you, speak to your **accommodation team**.



Maintenance issues

You'll need to download the My Hello Student **app** to notify us of any non-emergency maintenance issues, which we will aim to resolve for you as promptly as we can.

If there is an emergency maintenance issue, please speak to the **accommodation team**. If the accommodation team are not on site, please call the out of hours number on **07880 514220**.



Lost keys

Please look after your keys but if you do lose them or get locked out of your room speak with the **accommodation team**. If the accommodation team are not on site, call the out of hours number on **07880 514220**. There will be a small charge for lost keys.



Want to swap rooms?

If you want to swap or move rooms, speak to your **accommodation team**. Depending on availability, you'll just have to pay a **£50 admin fee** and sign some new paperwork.



The internet isn't working

If you're experiencing problems contact customer support on **0333 123 0115** and make sure you're by your screen.



Heating

There's heating in your room to keep you warm. If it stops doing that, let the accommodation team know.



Feeling ill

Book an appointment with your doctor. If you attend University of Bristol, your local doctor's surgery is:

Name: University of Bristol Health Centre

Phone: **0117 330 2720**

If you attend University of West of England, your local doctor's surgery is:

Name: University Health Centre

Phone: **0117 328 6666**



Feeling low

You can speak to someone via our health and wellbeing partner, [Health Assured](#).

If you attend University of Bristol, you can speak to **University of Bristol Wellbeing Support**. Find out [more](#).

Daytime tel: **0117 456 9860**

If you attend University of West of England, you can speak to **UWE Advice and Support Centre**. Find out [more](#).

Daytime tel: **0117 328 6286**

Out of hours tel: **07814 791212**

Helpful websites

NHS

The UK's healthcare website providing support and guidance on medical needs.

[nhs.uk](https://www.nhs.uk)

Samaritans

A free service to reach out and talk to someone for support of any kind.

[Samaritans.org](https://www.samaritans.org)

Victim Support

A charity offering free and confidential support for victims of crime or traumatic incidents.

[victimsupport.org](https://www.victimsupport.org)

Complaints

In the first instance, please speak to your **accommodation team** who will always try to resolve your issue. If you feel the matter has not been resolved to your satisfaction then please follow the [3-stage procedure](#).

This handbook provides useful advice for students throughout their tenancy. But it doesn't cover everything. For full legal obligations, see your tenancy agreement in your Resident Account or visit the Hello Student website and click on How it Works. Hello Student takes data protection very seriously. Access to all resident data is strictly controlled and will only be disclosed with the resident's permission. This applies equally to enquiries from parents or relatives. Hello Student complies with the data protection act (1988) which governs the use of all personal data we hold and the controls required over its accuracy, access and security. Legislation aimed at giving you more control over your data is called the General Data Protection Regulation (GDPR). Please visit the Hello Student website to view our Privacy Policy which explains how we collect, store and handle your personal data.



HELLO
STUDENT



2022/23