



Pre-sessional English students

ARRIVALS GUIDE

SUMMER 2021



FICKLING
COURT

WELCOME

We're looking forward to welcoming you to the University of Reading's accommodation!

This guide will give you all the essential information you need to make your arrival as smooth as possible. If we need to get in touch once you've arrived, we will use your University email address so please check this regularly.

Visit our **virtual tour webpage** for a more detailed look at examples of our accommodation.

Contents

- 3 Your arrival
- 4 Before you arrive in Hall
- 5 What to bring
- 7 Moving arrangements for end of summer accommodation
- 8 People to help you in Hall
- 9 Group facilities
- 10 Arrival and campus map

Please note

All photographs are examples – your actual room may differ from the photographs. Whilst every effort has been made to ensure details in the guide are correct at time of publication, some arrangements may be subject to change.

YOUR ARRIVAL

Travelling by taxi

If you're travelling by taxi you should go to the reception for your Hall.

- **Reception area for St George's Hall:**

St George's Hall
Upper Redlands Rd
Reading
RG1 5HZ

- **Reception address for Benyon Hall and Sherfield Hall:**

Sherfield Hall
Northcourt Avenue
Reading
RG2 7EY

Travelling to your Hall by train or coach

If you arrive at Reading railway station by train or the **RailAir coach** it's advisable to get a taxi or bus to your Hall reception. As a guide, a taxi from the station to your Hall should cost between £7 and £10.

If you have very little luggage you can travel by bus. Reading Buses colour code their buses so it's easy to make sure you have the right bus to campus. The Claret 21 bus (very dark red, shown below) starts from stop EJ outside the station (found behind the RailAir coaches) and stops on campus. It runs every 7-15 minutes.

Other buses which bring you close to campus are available. Download the Reading Buses free app available on iOS or Android for help with route planning and purchasing mobile tickets. You can also pay in cash and via contactless payments on the bus.

A single journey will cost £2 on the app or in cash. Please note you must have the correct money. No change is given. See readingbuses.co.uk/university for more information.



Use the camera on your phone to scan the **QR code**. This will take you straight to download the **Reading Buses free app**.

Arriving at your Hall

On your arrival go directly to your Hall reception to check in and collect your room keys/card.

You will need to bring a number of key documents with you and have them to hand when you arrive

- photo ID (e.g. passport, driving licence)
- any official paperwork you have received from the University
- bank details, cards etc
- visa information.

TIP It's a good idea to put all your documents in one folder or plastic wallet so you have them ready to hand at check in.

Out of hours arrival

If your reception is closed when you arrive please use the call point at reception, or call the **Halls Hotline** on: **0800 029 1984**

(more information can be found in the **Arriving on campus out of hours** guide).



Make sure you complete your inventory forms

Upon arrival you will receive a paper inventory form. Make sure you complete and return this to your group reception within 24 hours of arrival.

Your inventories are important as they record the condition of your room and kitchen on arrival and will be used to determine any change in condition during your residency, and if appropriate, any damage charges when you leave.

If you don't complete your inventory it will be assumed that your room and kitchen are in good order. These are a record only and won't be acted upon, **so if something requires attention please call the Halls Hotline on 0800 029 1984.**



BEFORE YOU ARRIVE IN HALL

Booking arrivals, payment and contract details



Book your arrival slot

Let us know when you're planning to arrive by completing our form [here](#).

Payment details

All accommodation fees (rent) for your Summer accommodation will be charged to your student account, which you must pay for by logging into [RISIS: reading.ac.uk/applicantportal](https://reading.ac.uk/applicantportal). If you continue on a term-time accommodation contract after completing your Pre-Sessional English (PSE) contract, accommodation fees will be charged in the same way.

Term-time contracts

If you want to stay in your Summer accommodation once you've completed your PSE course and haven't applied yet, you can do so through [RISIS: reading.ac.uk/applicantportal](https://reading.ac.uk/applicantportal) by **23:59 1 August 2021**.

Please note, we can't guarantee your term-time accommodation will be the same room as your Summer accommodation.

If you're continuing your studies at the University of Reading and have booked accommodation for the 2021/22 Academic Year, you will need to move into your new room on or before 12 September 2021. We will advise you of the date closer to the time via your University email address.

Please be aware, when signing up to a term-time contract, you're agreeing to a legally binding contract and you will be fully liable for the payment of your accommodation fees.

Do not sign a contract in both the private sector and with the University, as you will be held to both contracts.

WHAT TO BRING

Benyon and Sherfield Halls

All of the rooms in Benyon and Sherfield Halls are single occupancy (for one person) and fully furnished. Each room contains, as a minimum:

- single bed
- desk, desk chair and desk lighting
- bookshelves
- wardrobe
- drawers and rubbish bin(s).

Bins and toilet brushes are also available in the bathrooms.

St George's Hall

The rooms in St George's Hall are single occupancy (for one person) and fully furnished. Each room contains, as a minimum:

- single bed
- desk, desk chair and desk lighting
- bookshelves
- wardrobe
- drawers and rubbish bin(s).

Bins and toilet brushes are also available in the bathrooms.

Bedding and towels

Please be aware, bedding and towels are not included in your accommodation. We supply a mattress protector which must always be used. You will need to provide your own bed linen such as: duvet and duvet cover, fitted bottom sheet, pillow(s) and pillow-cases, bath and hand-towels and bath mat for your en-suite (if appropriate).

Contents insurance

A basic level of insurance cover, provided by Endsleigh, is included for everyone living in University accommodation. You will need to check this cover is adequate for all your personal belongings – you can arrange extra cover if you need to with either Endsleigh or another provider. Review your cover here:

www.endsleigh.co.uk/student/confirm-your-student-cover/

Your policy number is **HH1109B**.

Internet access

You can't connect to WiFi in University accommodation before you've completed your enrolment process and collected your Campus Card. Fast, free WiFi is available in all University accommodation delivering access to University services and the internet via the Glide Home Network service.

More information on how to configure computers and devices to connect to the Glide Home Network is available at wifi.reading.ac.uk

Bedding and kitchen packs

The University sells both bedding and kitchen packs. If you're not sure on what to bring, why not order one of our packs and have everything delivered and in your room when you arrive.

Bedding packs

As stated above, Benyon, Sherfield and St George's halls have single beds.

Single bedding pack: £29

duvet, duvet cover, pillow, pillow-case and fitted sheet.



Please be aware, when you move to your term-time accommodation, you may have a different bed size and need to buy another bedding pack. You will find your bed size for your term-time accommodation in your einduction, available from mid-August via the Accommodation Portal.

Kitchen packs

Not sure what you will need for the kitchen? Don't worry, you can buy a kitchen pack in advance and like with the



bedding pack, it will be ready in your room upon arrival. In all PSE accommodation, you need the standard hob kitchen pack.

Standard hob pack: £50

1 x drinking glass, mug, teaspoon, spoon, fork and knife, corkscrew, can opener, scissors, vegetable peeler, chopping board, baking tray and frying pan, 2 x saucepans with lids. Utensils: 2 x plastic ladles, 1 sieved spoon, 1 spatula, 1 masher, 1 wooden spoon, 1 large kitchen knife, 1 small kitchen knife.

Please be aware, when you move to your term-time accommodation, you may move to a Hall with induction hobs and need to buy different saucepans. Halls with induction hobs are: Childs Hall, Mackinder Hall, Stenton Hall and Stenton Townhouses.

Order your bedding and kitchen packs here: www.reading.ac.uk/internal/student/student-community/currentstudents/bedding-pack-order.aspx



Communal cleaning

Communal kitchens and shared spaces will be cleaned weekly (you're responsible for your own washing up). Rubbish and recycling will be removed from the kitchens at least twice a week by our housekeeping team. Cleaning and your responsibilities will be on a poster in your kitchen.

Kitchens

All PSE accommodation is self-catered, and the kitchens include a hob and oven, microwave, fridge and freezer, cupboard and storage space for each resident. A kettle, toaster, iron, ironing board, dustpan, brush, and vacuum are also provided.

Kitchen equipment you will need to bring/buy:

- cutlery
- plates and bowls
- mugs, cups and glasses
- saucepan/frying pan
- baking tray
- tea towels
- plastic bowls/boxes for storing food in fridge/freezer and for use in microwave
- cooking utensils (including tin opener, bottle opener, vegetable peeler etc.
- foil/cling film.

Remember, you can buy one of our kitchen packs and it will be ready in your room on your arrival: www.reading.ac.uk/internal/student/student-community/currentstudents/bedding-pack-order.aspx

Please don't bring:

- additional furniture
- animals of any kind (including fish!)
- candles, tea lights, incense/joss sticks, or fairy lights (battery operated ones are fine) as these are a fire risk and not allowed in Halls
- chip pan or deep fat fryer – these are a high-risk fire hazard and not allowed in Halls.
- electrical items that require an adaptor to be used. Please buy these in the UK.

Electrical equipment

You shouldn't need to bring any additional equipment for the kitchen with you as all our accommodation is well supplied with the basics. Electrical items that are for use in the kitchen e.g. kettles, fridges and toasters, must not be used in bedrooms.

- Electrical equipment must be safe – preferably new. If there are any doubts about the safety of the equipment it must be given a formal inspection and/or test (Portable Appliance Test). Hall staff can conduct a check for you – please contact the **Halls Hotline** on **0800 029 1984** to arrange this.
- The UK electrical supply is 240V and all appliances must be rated for this voltage. Don't use electrical items made for other countries' electrical supply.
- Only use CE marked plugs and appliances with the correct rated fuse.
- Never overload electrical sockets or use adaptors unless these have been provided in your room.
- Electric heaters, electric blankets, air conditioning units, humidifiers and mains powered Christmas/fairy lights must not be used or brought into the Hall.
- Don't bring electrical equipment with you. Any additional electrical items should be purchased in the UK to ensure they are safe.



Buy these items when you arrive as you may be able to share with flatmates.

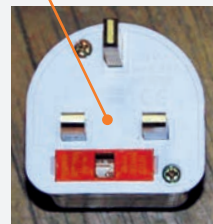


We work with UniKitOut.com where you can buy bedding, bathroom and kitchen packs to arrive before you do! Plus, save 10% when you quote **UPPREADING10**.

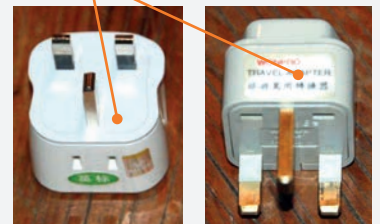
Adaptor plugs

Students from outside the UK should only use adaptor plugs which are **CE marked** and **fused** as shown below:

Permitted



Not permitted



Upon your arrival you will be provided with an adaptor and a charge of £5 will be applied to your student card. There is no need to bring your own adaptor.

Other essentials

- Coat hangers as these are not provided in the wardrobes
- Cleaning products
- Warm coat, hat, gloves, scarf and raincoat for the winter months!
- Don't forget toilet paper for your en-suite (if applicable)



We encourage students to register their property at www.immobilise.com. This is a free service which helps police identify stolen property and makes insurance claims for lost property easier.

MOVING ARRANGEMENTS FOR END OF SUMMER

Your Summer accommodation booking ends on or before Sunday 12 September 2021 at 09:00. You can't stay in your current room beyond this date unless otherwise agreed and arranged by the University.

The moving process will be as follows:

You must be ready to move out of your Summer accommodation by 09:00. This may be before Sunday 12 September 2021. We will confirm details with you closer to the time.



Go to your Hall reception and hand in your keys and/or cards.



If you're moving to a different University Hall we will provide free transport for your luggage to take your belongings from your current room to your term-time room. Further details will be provided by email.



Depending on the Hall/room you are moving to you may not have immediate access to your term-time room. We're able to provide temporary luggage storage until your new room is ready for you to move into.

If you have any queries regarding the moving process, please ask your Hall reception.



PEOPLE TO HELP YOU IN HALL

UPP: who are we?

When you join us in University Accommodation you will see references to the University Partnerships Programme (UPP). UPP has formed a long-term partnership with the University of Reading to manage and deliver services to the accommodation. Our team is here to do all we can to help make your stay as pleasant as possible.

UPP operational staff

Benyon and Sherfield (Northcourt)

Catherine Mewes is your General Manager responsible for the overall management of the Northcourt Group of Halls. She is assisted by Paul Ludlow, the Deputy General Manager, and a team of administrators, building attendants and cleaners who work within Northcourt Group to provide you with a range of services and support with the aim of making your time in Hall comfortable and enjoyable.

Northcourt Group reception

The reception for Northcourt Group is located at Sherfield Hall. It's open for all enquiries Monday to Friday between 08:30 and 17:30

St George's (Redlands)

Catherine Mewes is your General Manager responsible for the overall management of the Redlands Group of Halls. She is assisted by Loraine Whittam, the Deputy General Manager, and a team of administrators, building attendants and cleaners who work within Redlands Group to provide you with a range of services and support with the aim of making your time in Hall comfortable and enjoyable.

St George's reception

The reception for St George's residents is located at St George's Hall. It's open for all enquiries Monday to Friday between 08:30 and 17:30.

University Warden Team

In each Hall welfare and discipline is the responsibility of a senior member of University staff. These members of staff are called Hall Wardens. They are supported by Hall Mentors (typically postgraduate students who have previously lived in Hall). The Warden teams are there to support you but also to enforce codes of behaviour expected for all residents. Wardens make themselves available to meet with students by appointment but are also there to help in times of emergency or crisis. They are there to offer help and guidance in a supportive, confidential environment.

We encourage residents to participate fully in Hall life and to develop good relations with the wider community.

St George's: Your Warden is Melina Aston. You can contact her through your group reception or **Halls Hotline** on **0800 029 1984**.

Benyon Hall: Your Warden is Carrie Twitchen. You can contact her through the **Halls Hotline** on **0800 029 1984**.

Sherfield Hall: Your Warden is Matt Daley. You can contact him through the **Halls Hotline** on **0800 029 1984**.



Top left Catherine Mewes

Top right Matt Daley

Bottom left Carrie Twitchen

Bottom right Melina Aston

How to get in touch

The Halls Hotline should be your first point of contact for any and every issue in Hall. They can be contacted on **0800 029 1984**. The Halls Hotline is open 24 hours a day, 365 days of the year to help with any issues relating to living in Halls. For example maintenance issues, out of hours help, emergencies, security concerns etc.

 **HallsHotline 0800 029 1984**

Where to go for information

For information relating to accommodation for current students, visit: reading.ac.uk/essentials/Accommodation/University-Accommodation



Register with a doctor

All students are advised to register in advance with the **University Medical Practice** or a GP while attending University. For details of how to register with the practice see: www.readinguniversitymedicalpractice.nhs.uk

GROUP FACILITIES

Benyon and Sherfield Hall

Post and parcels

Post is delivered into the mailboxes in Northcourt's reception at Sherfield Hall on a daily basis, Monday to Friday. If you have a parcel or piece of registered mail, you will receive a notification via email or the home at halls app. Please go to reception between 08:30 and 09:30 and 14:00 and 17:30 to collect your parcel. You will need your Campus Card or QR code on the app, as proof of identity to collect your delivery.

Hall address

Your full postal address will be available to view on the **RISIS** web portal approximately a week before you arrive. You will be able to access this by clicking on the 'Information' drop down list on the applicant web portal and selecting 'Personal data'.

Your postal address will be in the following format:

Benyon Hall

Flat number
Room number (must be included)
Sherfield Drive
Reading RG2 7EY

Sherfield Hall

Block and Room number
Sherfield Hall
Northcourt Avenue
Reading RG2 7EY

Benyon Hall Communal Area

If you're looking for somewhere peaceful to unwind, Benyon Hall residents have access to Benyon Hall communal area, located next to Benyon Lake. It offers beautiful and relaxing views of the lake, along with comfy seating and TV. Normally accessible daily, from 07:00–00:00. Benyon Hall residents can also access Sherfield Hall communal area.

Sherfield Hall Communal Area

The Sherfield Hall communal area is located in the community building and is somewhere to relax and socialise and includes a TV, pool table, dart board and wireless internet access. It's normally accessible daily, from 07:00–00:00.

Laundry

Just outside Sherfield community building is a laundry room, accessible 24 hours a day. You can gain entry with your access card. The prices are:

- Wash: £2 to £3,
- Tumble dry: £1 to £2

Washing machines are operated by smart cards – you will be provided with details when you arrive.

St George's Hall

Post and parcels

You can collect letters from the mailboxes which are located in Oakhurst F block. Parcels and registered mail can be collected from the reception, Monday to Friday, 8:30–9:00 and 14:00–17:30 (18:30 during term-time). You will need your Campus Card or QR code on the home at halls app, as proof of identity to collect your delivery.

Hall address

Your full postal address will be available to view on the applicant web portal approximately a week before you arrive. You will be able to access this by clicking on the 'Information' drop down list on the applicant web portal and selecting 'Personal data'.

Your postal address will be in the following format:

Student Name

Room number
Block
St. George's Hall
Upper Redlands Road
Reading
RG1 5HZ

St George's Hall communal area

If you're looking for somewhere to relax and socialise, St George's communal area is the perfect place. With a large television and pool table, you'll be sure to find something to help you unwind. Normally accessible daily, from 07:30–23:30.

Laundry

The laundry at St George's contains washing machines and tumble dryers. Accessible 24/7. The prices are:

- Wash: £2 to £3
- Tumble dry: £1 to £2

Washing machines are operated by smart cards – you will be provided with details when you arrive.

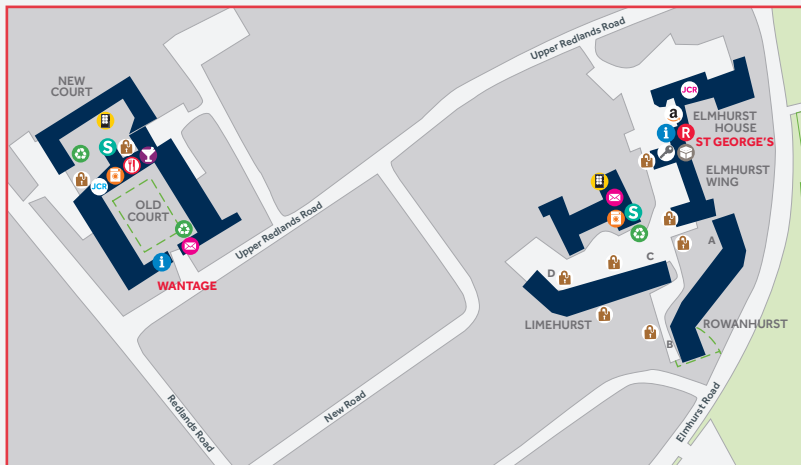


Bicycle storage

If you purchase a bicycle, it can be kept in the lockable bicycle sheds or storage areas provided. Please ask at reception if you require access to a bike shed.



Register your bike with www.immobilise.com before you arrive. All bikes should be securely locked with a good quality solid D-lock within these areas. D-Locks, lights and other cycle security equipment are available to purchase from most high-street and online retailers.



Redlands Group
St George's and
Wantage Halls



Northcourt Group
Benyon, Sherfield and
St Patrick's Halls

University campus



ARRIVALS GUIDE SUMMER 2021

i For more information, please contact:

Accommodation Office

Carrington Building
University of Reading
Whiteknights
Reading RG6 6UA
United Kingdom

accommodationonline@reading.ac.uk

Tel +44 (0)118 200 5011

www.reading.ac.uk/accommodation

The University of Reading is committed to providing quality student accommodation and fully complies with the Student Accommodation Code. See www.thesac.org.uk for more details. The code covers, among other matters, health and safety, maintenance and repair, and relationships between the University and student tenants. It outlines best practice and provides benchmarks for the management – and quality – of student housing in the sector.

