

Student Accommodation Services

# **Brackenhurst Accommodation Welcome Guide**



Nottingham Trent  
University

# Welcome to your new home

Student Accommodation Services would like to welcome you to your new home at Brackenhurst. We're here to ensure that you have an enjoyable and safe experience living in Nottingham Trent University-owned accommodation.

This booklet contains essential information about your new home which will make your stay more pleasant. In conjunction with your Licence Agreement and Student Code of Behaviour, it provides you with all the information that we think you might need on your arrival and during your stay. If you still have any questions please do not hesitate to contact a member of Student Accommodation Services or the residence manager responsible for your accommodation. Contact details are provided at the back of this booklet.

## Always happy to help

Should you require any wellbeing support or have any worries whilst you are living in halls of residence, you can speak to the Student Accommodation Support Officers (SASO's), who are part of NTU's Accommodation Team.

The Team are available seven days a week (Monday - Friday 09:30 - 22:00 and Sat/Sun 13:30 - 22:00 subject to availability). They can also be contacted via telephone on **+44 0115 848 2323**.

Email: **support4halls@ntu.ac.uk**

If you feel that you need further support, please contact Student Support Services who are here to help your transition into student life at Nottingham Trent University.

You can contact them via email at **student.support@ntu.ac.uk** or by calling **+44(0)115 848 6060**.

## Help for International Students

Our International Student Support Service is a specialist advice service for international students staying at Nottingham Trent University. They provide advice on a range of queries and issues including visas and immigration, employment regulations, academic concerns, settling into the UK and money matters.

You can contact them via email at **int.support@ntu.ac.uk** or by calling **+44(0)115 848 2631**.

## Make the most of Welcome Week

Welcome Week will help you settle into campus life with an action-packed programme of events covering all social, sporting and cultural aspects of the university experience. Your Fresher Reps are here to help introduce you to student life and the activities provided by the Students' Union. For full details of Welcome Week log on to

**[www.ntu.ac.uk/welcome](http://www.ntu.ac.uk/welcome)**.

We look forward to helping you settle in and we hope that you enjoy your stay with us.

# Contents



# Your accommodation

## Room contents

Each study bedroom is provided with:

- bed
- mattress
- bedside unit
- desk
- workstation (en suite accommodation only)
- desk
- chair
- bookshelf
- wardrobe
- wardrobe mirror
- pin board
- electrical sockets
- internet connection socket
- TV socket
- blinds
- carpet
- waste bin
- main room light
- en suite shower pod with shower, toilet and washbasin













# Welfare and safety

---











**Correspondence**

**Guest policy**

**Moving out**

**Complaints  
procedure**



---

# NTU and the Environment

## Table of charges

**Please note:** this schedule shows the typical amount we have to spend on repair, replacement, testing or cleaning if you don't keep your accommodation and contents in the same condition as when we gave you the key. The actual charge to you will be cost as per invoice – in other words, the amount charged to us, which can vary depending on what it is we are replacing.

Item

## Cost

This image shows a single sheet of white paper with horizontal blue lines, similar to standard notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



# Accommodation Hub



**Our Accommodation Hub is open:**  
09:30am - 16:30pm Monday -Thursday  
09:30am - 16:00pm Friday  
**Goldsmith Street, City Campus**

**Looking to extend your stay?**  
We offer an in-person service and our team can help you review your options



**Thinking of swapping or cancelling?**  
We'll talk through your options. You can apply for a room swap or cancellation here:  
<https://myroom.ntu.ac.uk/StarRezPortalX/>

**Need some more advice?**  
We offer guidance and recommendations on any accommodation queries



**Login into our online booking system here**



# Student Accommodation Support Officer (SASO)



**Need Support?**

Student Accommodation Support Officers are here to help you:

- settle into halls and make friends
- resolve disputes in your flat
- if you are worried about your flatmates
- to support your mental health
- if you are feeling down, worried stressed or overwhelmed
- with any other problems that are affecting your halls experience.



**We are available by  
Phone, Email, Text, Teams,  
or Face to Face**

[support4halls@ntu.ac.uk](mailto:support4halls@ntu.ac.uk)  
0115 848 2323



# Contact information

The Residence Office will be your main point of contact for issues (including maintenance issues in your accommodation):

## **Residence Office (on Campus):**

**Tel:** +44(0)15 848 5262

**Email:** [brackenhurstaccommodation@ntu.ac.uk](mailto:brackenhurstaccommodation@ntu.ac.uk)

Visit the Residence team in person at Pippin Cottage:

**Monday to Thursday:** 08:30 - 17:00

**Friday:** 08:30 - 16:00

**Saturday / Sunday:** Closed

When the office is closed please contact on Campus security if urgent assistance is needed.

For any queries regarding accommodation room swaps, re-booking halls, or license agreements / contracts, you should contact the team based at our City campus on:

**Tel:** +44 (0)15 848 2894

**Email:** [accommodation@ntu.ac.uk](mailto:accommodation@ntu.ac.uk)

**[www.ntu.ac.uk/accommodation](http://www.ntu.ac.uk/accommodation)**

## **Online Maintenance Reporting:**

**[Accommodation Portal](#)**

## **Some useful information**

**Your new address is:**

Your name

Your room reference (e.g. Ash AA001)

Nottingham Trent University

Brackenhurst

Southwell

Nottinghamshire

NG25 0QF

## **Useful contacts**

### **Security officers – 24-hour mobile**

**Tel:** +44(0)778 611 2005

### **Southwell Medical Centre:**

**Tel:** +44(0)1636 813561

### **Main Brackenhurst Reception:**

**Tel:** +44(0)1636 817092

### **Finance Team (for rent payments)**

**Tel:** +44(0)115 848 6500

### **Student Accommodation Support**

**Officers:** [support4halls@ntu.ac.uk](mailto:support4halls@ntu.ac.uk)

### **Student Support Services**

**Tel:** +44(0)115 848 6060

### **Student Union Advice Service Tel:**

+44(0)115 848 6260



recyclable