

INTERNATIONAL STUDENT ARRIVAL GUIDE 2015/16



JARRATT HALL

Welcome to Jarratt Hall! Jarratt Hall is home to 740 students from around the world who have chosen the self-catered option. Flats range in size from 3 - 6 bedrooms with shared kitchens and lounge facilities; however every bedroom in Jarratt Hall has its own en-suite. There has been a recent development on site, with new accommodation blocks being opened to meet the high demand. Jarratt Hall is a stimulating place to live, accommodating both undergraduate and postgraduate students, boasting an impressive and convenient location.

COLLECTING YOUR KEYS

You can collect your keys from the Jarratt Hall reception, located at the entrance to the site. Please see the map below. Reception operates 24 hours a day, 365 days a year, so you can collect your keys to your new home no matter what time of day or night that you arrive in the UK. However, if you are intending to pick up your keys between 8pm and 8am, we would be grateful if you could email us using the contact details below.



00 44 121 415 1011 (International)
0121 415 1011 (UK)



jarratreception@contacts.bham.ac.uk



STUDENT living AT JARRATT HALL

CUSTOMER SERVICE MANAGER



I'm here to make sure that you have the best possible experience whilst you are living at Jarratt Hall. I deal with a wide variety of issues – you can talk to me if you have an on-going maintenance issue, if you have feedback about the standard of your accommodation or if you have any suggestions about how we could improve your time here. Don't hesitate to get in touch; what's important to you, is important to me.



myjarratt@contacts.bham.ac.uk



Twitter @myjarratt #talktojane



0121 414 9027

BEDDING PACKS

If you are a postgraduate student, you will be provided with a bedding pack in your room free of charge. All other students can purchase a bedding pack (comprising duvet, sheet, pillow, and pillowcase) from the site reception when you arrive.

CLEANING

Please note that there is no cleaning service included in your fees at Jarratt Hall. You will also be required to undertake your share of cleaning in the communal areas, for example the kitchen and if you have a shared bathroom. Equipment will be provided for this purpose but you will be expected to provide your own cleaning materials.

The University's Cleaning Services division provides a flat cleaning service, with charges from £12.50/hour. They will clean en-suites, bedrooms, bathrooms, kitchens and cookers. This can be offered as a regular service, or a one off clean. Our staff are highly trained and experienced in all aspects of cleaning. We only use environmentally friendly products and the service is insured.

If you are interested please contact Cleaning services by:



cleanliving@contacts.bham.ac.uk



0044 121 414 5633

LAUNDERETTE

There is a launderette on site open 24 hours a day, 7 days a week. We use a company call Circuit Laundry who manage our launderettes.

You operate the machines using a prepaid card which you can top up online. Instructions of this will be in your room when you arrive.

SECURITY

Closed circuit television (CCTV) cameras are installed across the whole of the site for your safety and protection. Images are recorded continuously and are monitored.

INTERNET

There is Wi-Fi access across our whole site. This service is provided by Ask4 . If you wish to upgrade your package then there is an option to do so when you arrive and set up.

TELEPHONES

Each flat has a telephone where residents can call any number on Campus and at other University residencies free of charge! For making calls outside the University there are charges and information regarding this is provided upon arrival.

ACCOMMODATION FEES

Details of how to pay your accommodation fees can be found [HERE](#).

INSURANCE

Basic contents insurance is included in the residence fee and details of the cover are explained in the Insurance brochure, you will find details on our web site. We do advise that you take out extra insurance for expensive personal items before you arrive. The insurance provider that we use is [Endsleigh](#).



WHAT IS INCLUDED IN YOUR ACCOMMODATION

IN YOUR BEDROOM

- ✓ Desk
- ✓ Wardrobe
- ✓ Chest of Drawers
- ✓ Notice Board
- ✓ Light Shade
- ✓ Bed & Mattress
- ✓ Desk
- ✓ Bookshelf
- ✓ Waste Paper Bin
- ✓ Curtains

Some items may vary depending on which site you live at. For a full list of what will be in your flat when you arrive, please visit our [website](#).

IN THE COMMUNAL AREAS

- ✓ Gas or Electric Cooker & Extractor
- ✓ Fridge
- ✓ Freezer
- ✓ Microwave
- ✓ Dustpan & Brush
- ✓ Vacuum
- ✓ Kitchen Bin
- ✓ Mop & Bucket
- ✓ Eating area
- ✓ Chairs/stools
- ✓ Ironing Board
- ✓ Smoke/Heat Detector
- ✓ Fire Extinguisher/Blanket



YOUR SUPPORT

The transition from home to university can be daunting for any student, let alone someone who has travelled hundreds- or thousands- of miles to study in the UK. Lily Badger, a Customer Service Manager within accommodation who specialises in supporting international students, is here to help you settle into university life and to ensure you get the best experience living in university accommodation. Lily can help you with any questions or concerns you may have.

The Student Engagement Team

Lily is assisted by **The Student Engagement Team** who are a student group of volunteers who can also provide extra support and guidance to you during your stay in accommodation. Some of the volunteers are international students themselves who will understand some of the challenges you may face and is here to help international students settle into university life. They can help you with any question or concerns, whether it's

where to find the nearest supermarket, or whether it's because you need a chat about something more serious.

If you have any queries, or would like to contact Lily before you arrive to the UK:



l.e.badger@bham.ac.uk



0121 414 9027

International Student's Officer (Guild of Students)

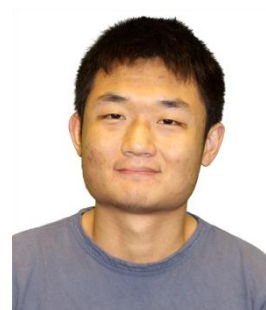
The International Students' Officer is your representative at the Guild of Students, your student union. This year it is Jeffrey Yip and you can contact him on:



iso@guild.bham.ac.uk



@guildiso



International Students Advisory Service

ISAS are a team of trained advisors who can help you practical issues such as VISA enquiries, immigration status, and Right To Study checks. For more information, visit their [website](#).

The Student Mentor Scheme

The Student Mentor Scheme provides advice and guidance to all students living in university accommodation.

Student Mentors are here to listen, support, provide advice and will make appropriate referrals when appropriate, all the while empowering you to manage your own issues.



Due to the uniqueness of and diversity of all of our students at Birmingham, we strive to tailor our service to meet your individual needs.

Here are some of the things the Student Mentors are able to help you with:

- Getting to know your way around Birmingham and the University
- Helping you settle in and make new friends by providing information about what events are taking place
- How to register with a Doctor, plus much more!

Whatever the question or query, Student Mentors are here for you:



mentorwelfare@guild.bham.ac.uk

Click [here](#) for more information.

Residents Association

Every student living in halls of residence is represented by the Residents' Association (RA). It is the RA's job to ensure that all residents get the best possible experience in their accommodation. They do this by supporting and representing the students' needs, as well as providing sporting, volunteering, environmental, charitable and social events for everyone to enjoy. Click [here](#) for more information.

Nightline

Nightline is confidential service run by students for students. You can talk to them about absolutely anything without fear of being judged, and you can ask them anything from the number of your local takeaway to the opening times of the library. Click [here](#) for more information.



TRANSPORT AROUND BIRMINGHAM

The good news is that your accommodation is within short walking distance from the main University of Birmingham campus! Furthermore, Birmingham city centre is easily accessible by bus and train. Full information about journey times and prices will be provided upon your arrival.

By train

Most cross-country services to Birmingham arrive at New Street Station. Up to six trains an hour depart for the University on the cross-city line (ten minutes to University station, final destination Longbridge or Redditch). The centre of the main campus is a five-minute walk from University Station.



By bus



Numbers 61, X62 and 63 travel to the University Edgbaston and Selly Oak campuses, while the 76, 98 and 99 serve the Medical School and Queen Elizabeth Hospital. The services all run frequently from the city centre.

Online bus timetables for 61, X62 and 63 are available on the National Express West Midlands website. Further information can be found [here](#).

There is a travel information office outside New Street Station, where you can obtain bus timetables and departure point information. Maps can be found throughout the city centre indicating bus stop locations.

By coach

There are frequent express coach services to Birmingham from London, Heathrow and Gatwick Airports, and many UK cities. The long-distance coach station is in Digbeth in the city centre. Digbeth coach station is a short walk from New Street train station. Ask at the coach station for directions to New Street and then either catch the local train service to University station, or catch the bus as described above.

By taxi

There are taxi ranks at New Street Station and throughout the city centre. The journey to the University takes about ten minutes.



TRAVELLING TO THE UNIVERSITY OF BIRMINGHAM

By Air

Birmingham International Airport has direct flights from destinations in the USA, Canada, Europe and the UK. The journey by taxi from the airport to the University takes approximately half an hour. Alternatively, you can get the train from University to New Street train station and then change trains for a train to Birmingham International Airport.

On arrival in London, frequent trains depart from London Euston railway station to Birmingham New Street. From Heathrow Airport take the Heathrow Express train to Paddington station and then the underground or taxi to Euston. Alternatively, an Airbus runs from Heathrow Airport direct to Euston Station. From Gatwick Airport take the Airport Express train to Victoria station and then the Underground or taxi to Euston.

By Rail

All inter-city services to Birmingham arrive at New Street station. At least four trains depart from Birmingham New Street station each hour for University Station.

By Taxi

If you are carrying heavy luggage, the best way to reach the campus, or your accommodation, is by taxi. There are taxi ranks at New Street station and throughout the City centre. The journey from the City centre takes about ten minutes. You should inform the driver of the address of your accommodation: **Jarratt Hall, 55 Dale Road, Birmingham, West Midlands, B29 6FG.**



University of Birmingham, UK

- Home Page www.birmingham.ac.uk
- Accommodation Services www.birmingham.ac.uk/accommodation
- International Office <http://www.birmingham.ac.uk/international/index.aspx>
- Postgraduate Admissions <http://www.birmingham.ac.uk/postgraduate>
- Undergraduate Admissions <http://www.birmingham.ac.uk/undergraduate>

British Council Education Services	http://www.britishcouncil.org.uk
Department for Education and Skills	http://www.dfes.gov.uk
Driver and Vehicle Licensing Agency	https://www.gov.uk/contact-the-dvla
Embassy List / Project Visa	http://www.projectvisa.com
Foreign and Commonwealth Office	http://www.fco.gov.uk
Immigration Advisory Service	http://www.iasservices.org.uk/
Immigration and Nationality Directorate of the Home Office (<i>including forms to extend your stay</i>)	http://www.ind.homeoffice.gov.uk
National Express Bus Company	http://www.nationalexpress.co.uk

UK Train Timetable <http://www.nationalrail.co.uk>

TEMPUS European Training Foundation <http://www.etf.europa.eu/>

UKCOSA: Council for International Education <http://www.ukcosa.org.uk>

World Permits UK <http://www.workpermit.com/uk/uk.htm>

*Excluding the University of Birmingham website, the sites listed above have not been created or maintained by the University of Birmingham. The list is for general information only and is provided in good faith. Accommodation Services and the University of Birmingham in general, can accept no responsibility for the content of these sites.

Final Note:



This guide is for information only and does not form any part of a contract. It has been produced in good faith by LIVING at Accommodation Services, University of Birmingham, UK. The full UK postal address of Accommodation Services is:

Accommodation Services
University of Birmingham
University Centre



<http://www.birmingham.ac.uk/accommodation>