What you get for your money

Living away from home can be a challenge, particularly if it's the first time you've done it. So we make life a little easier by taking care of some of the details for you. That way you can focus on settling into University life and your studies.

Utilities

Your residence fee includes the cost of your heating, electricity and water, and all our properties are automatically exempt from Council Tax.

Telephones

All University flats have a phone you can use to take incoming calls and make free internal calls across the accommodation. If you'd like to make external calls you can buy top-up cards.

Broadband

University bedrooms also have access to our high-speed campus network and internet access, including wireless access. You'll find more information upon arrival or on our **offer pack (/undergraduate/accommodation/Living-with-us/OfferpackInformation.aspx)** page.

Security

Your security, both on and around campus, is extremely important to us. So all our accommodation is equipped with CCTV and our campus Security Centre is open 24 hours a day. There's also a police office stationed in the centre of campus and we have our own community police officer

Personal possessions insurance

(/undergraduate/accommodation/Living-with-us/OfferpackInformation.aspx) We provide basic insurance cover for some of your belongings while they're in student accommodation, but do check with our insurance provider to make sure that all the items of value to you are covered. If not, you may need to add items to your policy. You'll find more information on our **offer pack (/postgraduate/accommodation/Living-with-us/OfferpackInformation.aspx)** page.

Launderettes and cleaning

All three student villages have launderettes available 24 hours a day. You'll need to provide your own bedding and be responsible for keeping it clean. If you need to you can buy a bedding pack from your accommodation site office which includes a duvet, pillow, bed sheet, duvet cover and pillow case.

Your room will be cleaned once before the start of the autumn term. After that you'll be responsible for keeping your room, bathroom, kitchen, dining area and hallway clean and tidy while you're living there. Communal areas, such as stairwells and launderettes, are cleaned around your site on a regular basis and all rooms are inspected once a term.

Bedding and Kitchen Pack

All postgraduate students' receive a basic kitchen and bedding pack with their accommodation fee. These packs will be in the rooms on arrival to student accommodation.

Student Mentor Scheme **(/undergraduate/accommodation/Living-with-us/Studentmentorscheme.aspx)**

Our Student Mentors are University students who are specially trained to give you support throughout your stay at Birmingham. They provide advice and guidance to students on a variety of issues. For more information, take a look at the **Student Mentor Scheme page (/undergraduate/accommodation/Living-with-us/Studentmentorscheme.aspx)** .

Apply for Accommodation

(/postgraduate/accommodation/Apply-for-accommodation/apply.aspx)

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