



UNIVERSITY OF
WEST LONDON

Accommodation Handbook

2012-13





CONTENTS

| | |
|---|----|
| One Stop Shop - Accomodation | 4 |
| Residential student accommodation | 6 |
| Paragon Hall of Residence | 6 |
| Applying / Tenancy – Paragon Hall of Residence | 11 |
| Berkshire nurses | 14 |
| Berkshire East, Slough, Wexham Park Hospital | 14 |
| Berkshire West, Reading, Royal Berkshire Hospital | 15 |
| Applying / Tenancy – Berkshire nurses accommodation | 16 |
| General information | 17 |
| Private rented accommodation | 20 |
| Useful addresses and contacts | 22 |

ONE STOP SHOP - ACCOMMODATION

The One Stop Shop will support you in many ways during your time at the University of West London, including helping you with your accommodation needs. This handbook provides accommodation information for prospective and existing University of West London students. We hope it will answer the questions that you may have about accommodation here.

Before completing your accommodation application form, please read this handbook and save a copy for future reference. If you have further queries after reading the handbook please feel free to contact the One Stop Shop. We hope you find your accommodation satisfactory and we wish you all the best with your studies.

How to contact us

One Stop Shop
University of West London
St Mary's Road
Ealing
London W5 5RF

Tel +44 (0)20 8231 2573/2991

Fax +44 (0)20 8231 2587

onestopshop@uwl.ac.uk

uwl.ac.uk/accommodation

This handbook is available in alternative formats upon request.



University Buildings

- 1** Ealing Site
Academic Office
Administration
Bookshop
Ealing Law School
Ealing School of Art, Design and Media
Library
London College of Music
London School of Hospitality and Tourism
Pillars Restaurant
School of Computing and Technology
Student Services
Students' Union
Teaching Centre
University Accommodation Service
West London Business School
- 2** Walpole House
Administration

- 3** Ealing Studios
Ealing School of Art, Design and Media
London College of Music
- 4** Vestry Hall
London College of Music
- 5** Brentford Site
College of Nursing, Midwifery and Healthcare
Library
Paragon Residential Accommodation
School of Psychology, Social Work and Human Sciences
- 6** Bramley Road Surgery
- P** Designated Parking
Staff and Student Parking

Additional Information

- 1** Broadway Shopping Centre
- 2** Arcadia Shopping Centre
- 3** Ealing Town Hall
- 4** Ealing Civic Centre
- 5** Ealing Studios
- 6** Questers Theatre
- 7** Acton Hospital
- 8** Leisure Centre
- 9** Library
- 10** Sports Centre
- P** Parking

RESIDENTIAL STUDENT ACCOMMODATION

Paragon Hall of Residence

Brentford

This award-winning building was opened in September 2006 and provides purpose built student accommodation. Paragon Notting Hill Student Lets is the trading name for Touareg Trust, who manage Paragon. The Trust is a subsidiary of Notting Hill Housing Group providing accommodation for students. Touareg Trust has adopted the Accreditation Network UK (ANUK) National Code of Standards for Larger Developments. The Code establishes a set of specific standards and recommendations with particular relevance to larger residential student developments and by signing up to the Code, Touareg has agreed to comply with the recommendations.

Standards include recommendations on, for example, rent liability, repairs and maintenance, cleaning of communal areas, deposits and complaints resolution. For further information, please see www.anuk.org.uk/LargeCode/largercodeprivate.pdf

The site consists of four blocks of accommodation arranged as single study bedrooms in cluster flats and studios.

In September 2007, the College of Nursing, Midwifery and Healthcare moved into a new teaching building at Brentford, completing the development of the new University site.

Deadlines

When you accept a place on one of our courses, you will be able to apply for a place in Paragon. Students applying for accommodation before 31 May 2012 will be prioritised for a place in the Halls of Residence as the University are keen to fill the site. At present rooms are allocated on a first come first served basis. It is important that those who would like to apply for accommodation at Paragon apply in a prompt manner.

It is expected that most students will choose to be accommodated in the Hall of Residence. However, should you wish to secure your own accommodation in the private rented sector, we can advise you on the options available. There are groups of students for whom halls accommodation will not be suitable. Please read the section 'Private rented accommodation'.

Please note that Paragon is unable to accommodate students who are under eighteen years of age and students with dependants.



Location

Paragon is located one and a half miles south of the Ealing site (St Mary's Road). There are excellent bus and rail services nearby giving quick and easy access to central London. In addition, there is a regular shuttle bus service linking the West London campus and Ealing Broadway station. The site has excellent transport links:

Tube

Boston Manor (Piccadilly line) – approximately 15 minutes' walk from the Brentford site on Boston Manor Road.

Train

Brentford station – approximately five minutes' walk from the Brentford site with a 20 minute journey into central London ending at Waterloo station.

Bus

- E2 to Greenford
- E8 to Ealing Broadway
- 65 to the Ealing site, Richmond and Kingston
- H91 Hounslow West to Hammersmith
- Free University of West London shuttle bus service. Circulating regularly between the Brentford site, where Paragon is also located, and the Ealing site for our students.

For students studying at other sites/franchised institutions, the distance and approximate travelling times from Paragon are as follows:

- **Tech Music Schools, Acton**
4 miles (30 minutes via London Underground or bus)
- **Courtyard, central London**
12 miles (50 – 60 minutes via London Underground)
- **Kingston College**
9 miles (45 – 60 minutes via 65 bus/40 minutes train)

The Local Authority and the University are committed to reducing the impact of cars on the environment. We hope that where possible most students will make use of the public transport system (buses, tubes, trains) and the enhancement of our cycling facilities and Local Authority cycling routes. We offer a free shuttle bus service between our West London sites and Ealing Broadway station. Except for a few registered disabled students, there is no car parking available on site for students, or their visitors/guests. All cars parked without permission will be clamped, or towed away.



Local amenities

There are many supermarkets, pubs and restaurants in the local vicinity as well as a wide range of leisure activities, including:

- Watermans Art Centre
- Fountain Leisure Centre
- Brentford Football Ground
- Kew Gardens
- Syon Park and House
- Grand Union Canal and River Thames.

For more information visit the 'leisure' section of www.brentfordtw8.com

Your living accommodation

The 810 single study bedrooms have en-suite toilet and shower facilities organised in cluster flats of approximately eight study bedrooms. There is a communal fitted kitchen/dining room.

There are also 29 studios, each with a fitted integral kitchen area and en-suite toilet and shower facilities. All rooms are accessible by wheelchairs, served by lifts and are non-smoking.

All rooms are fitted to the highest standard and have wired broadband internet access included.

Facilities

Study bedrooms

- single bed with mattress
- bedside cabinet
- study worktop and chair
- internet connection
- wardrobe with hanging space shelf and mirror
- carpet
- en-suite toilet and shower.

Communal fitted kitchen/dining area, including individual lockable storage cupboards.

Studios

The studios have similar facilities as outlined in the study bedrooms with an integral kitchen area, and are wheelchair accessible, including the en-suite toilet and shower.

Communal facilities

Common room

The common room has large screen television, pool tables, table football and vending machines.

Landscaped gardens

There is a roof garden above the common room and seating in the central courtyard.

Laundry

There is a pay launderette on site, located behind the Common Room. It is operated on behalf of Paragon Notting Hill Student Lets by Circuit Laundry who regularly visit to check and maintain the machines. The machines are swipecard operated and these can be purchased from the vending machine in



reception. They cost £5 to purchase and they will receive a £3 credit for their first use. These cards can then be conveniently topped online by way of a Paypal Account.

Shops

A convenience store/mini supermarket is situated next to the site which has a free cash withdrawal machine and larger ones are within walking distance.

Refectory/Library Services

These facilities are available in the academic block.

On-site support

The main entrance to Paragon and each block is accessed using a swipe card system. Flats and study bedrooms are accessed via keys. Paragon Notting Hill Housing Student Lets has a customer service team located in a central management suite behind the reception desk. This includes 24 hour security via CCTV cameras, security personnel, caretaking and a 24 hour on-call service to provide an emergency response to any urgent safety and security issues.

A team of student wardens is also available on site, out of office hours, to assist with any problems you may have.

Smoking

Smoking is not allowed in any internal area on the Paragon site, including bedrooms, kitchen, hallways, launderette and the common room.

Anti-social behaviour and drugs

There is a zero tolerance policy towards illegal drug use and anti-social behaviour on the Paragon Site. Failure to abide by the terms and conditions of your Licence Agreement

may result in the termination of your contract. However, you will still be liable for payment of rent for the duration of your Licence Agreement.

Licence Agreement

Your Licence Agreement will apply to the 2012-2013 academic year only. If you are joining in September at the start of the academic year, you will have the choice of a 44 week, which are limited and subject to availability (September – July), or a 52 week (September – September) licence.

If you apply for Paragon during the academic year, rooms are subject to availability, so please contact the One Stop Shop for further details.

If you wish to continue to live at Paragon, you will be required to re-apply when your current Licence Agreement ends (see page 11, under 'Licence Agreement').



Rent

The rent is payable in three equal instalments. The first instalment will be due no later than 3 September 2012. The second and third instalments will be payable at the beginning of subsequent terms. You should ensure that you have sufficient funds for your rent before you enter into the Licence Agreement. You will not be permitted to move in until you have made your first rent payment. Please note that rent is charged from Saturday; if you move in mid-week, you will be charged from the previous Saturday. We will notify you by e-mail of the arrangements regarding rent, including instalment deadline dates and payment details. All monies (deposit and rent) are payable to Touareg Trust. The rent is as follows:

Study Bedroom

£133.55 per week inclusive of bills (heating, hot and cold water, light, power and internet connection).

Studio

£181.00 per week inclusive of bills (heating, hot and cold water, light, power and internet connection).

Your first payment therefore, including the deposit, depending on which type of room, or length of Licence Agreement could range from approximately £2458.73 to £3637.33. Please remember that until you have paid the deposit and first rent instalment, you will not be able to take up your room in Paragon. This also applies to returning students.

Rent arrears

Rent arrears are subject to normal credit control debt collection procedures. You are therefore advised to pay the rent when it is due. Failure to comply with this requirement could lead to an eviction, which will affect your housing options.



Applying

If you wish to apply for accommodation at Paragon, please complete and return the Accommodation Application Form accompanying this handbook to the One Stop Shop in person, by post or as an email attachment. Please ensure you read the Guidance Notes thoroughly before completing your form. **DO NOT SEND ANY PAYMENT WITH YOUR APPLICATION FORM.** Payment is only required when you have been sent an offer of accommodation.

Declaration

In order to process your application, the One Stop Shop needs to pass your personal details to the housing provider and relevant departments and/or services within the University. Please make sure that you sign the declaration on the application form and tick all the relevant boxes. Failure to do this will delay your application.

Applying online

Later in the year, students will for the first time be able to apply for accommodation online. During the process of applying for a University of West London course online they will be asked if they would like accommodation at Paragon. Once they have signified that they would, they will receive application instructions by email on how to proceed.

Students will be able to do the following online this year:

Apply
Pay deposits and instalments
Allocate themselves to rooms
Accept their Licence

This will make the process easier for the students, allowing each person to monitor the progress of their application. Until this is available, please follow the procedure detailed above.

Offer of accommodation

Once your application form has been received, you will be contacted by e-mail regarding your specific offer of accommodation and the terms and conditions for residency. It is therefore desirable that all applicants provide a current e-mail address on their application form. If you do not have e-mail, all documents will be posted to you.

You must abide by the terms and conditions of your Student Licence Agreement. Please make sure that you read and understand it before signing.

Licence Agreement

You will receive the following documents by e-mail or post:

- Paragon accommodation offer letter with deposit/rent payment form
- Paragon Student Accommodation Licence Agreement
- Residents' Handbook.

Please read these documents thoroughly. Please note that once you have signed and returned your Licence Agreement, you have entered a legally binding contract with Touareg Trust and all the terms and conditions set out in the Agreement will apply. The Licence Agreement will set out the rent payable and the start and end dates of your



Agreement. Your offer letter will advise you on how to make payment.

If the One Stop Shop does not receive your application form, or you do not have an unconditional firm/conditional firm offer of a place for your course, we will be unable to process your application.

Payment methods

You should use one of the following payment options in order to secure your room at Paragon:

- credit/debit card
- bank transfer
- bankers draft.

Cash will not be accepted.

Tenancy

Deposit

You will be required to pay a £500 deposit to confirm your room at Paragon. This will be held against any outstanding debt, and/or damage incurred within your room, flat or block, or for the loss of items of furniture and equipment.

If you are unable to take up residence a refund of the deposit may be possible in the following circumstances:

- Failure to meet the entry criteria (new students)
- Refusal of a student visa.

Requests for refunds should normally be submitted in writing to Touareg Trust within 20 working days from the start of your course. In all other circumstances your deposit will be held for the period of your Licence Agreement.



Confirming your decision by the deadline

Whether you decide to accept or reject the offer of accommodation you must inform Touareg Trust either in writing, e-mail or telephone by the deadline. If you do not respond within the specified time, it will be assumed that you are making your own arrangements.

Moving out of Paragon

You must abide by the terms and conditions of your Paragon Licence Agreement, which means that unless you find a replacement tenant for your room, you are liable for payment of rent for the duration of the Licence Agreement.

Eligibility

There are a number of student groups for whom residential student accommodation may not be suitable. This would include:

- **Under 18s**

Some housing providers will accommodate under 18s with a parental guarantor. Please contact the One Stop Shop for details. Alternatively, we can provide a list of hostels, which may be suitable.

- **Students with dependants/families**

Currently we are unable to accommodate students with families in University accommodation. However, we can provide you with information on seeking accommodation in the private rented sector, such as lists of letting agents or hostels, which may be suitable for you.

You are advised to start looking early especially if you wish to secure hostel accommodation, as demand is high. You should only bring your family with you once you have arranged permanent accommodation.

If you fall into one of these categories, please contact the One Stop Shop as soon as possible. Please also see the section on 'Private Rented Accommodation'.

BERKSHIRE NURSES

Students studying a pre-registration nursing or midwifery course in Berkshire will be accommodated either in Slough (Berkshire East students) or Reading (Berkshire West students). The University of West London has contracts with housing associations who manage hospital accommodation.

Berkshire East, Slough, Wexham Park Hospital

Student nurses will be accommodated at Wexham Park Hospital. The accommodation is managed by Opus Property Services Ltd, a member of the London and Quadrant Housing Trust. For further information, please visit www.lqgroup.org.uk. The group is regulated by the Tenant Services Authority, an independent agency that has specific responsibility for the funding, regulation and inspection of registered housing associations. For further information visit www.tenantservicesauthority.org

Wexham Park Hospital is situated a short bus ride from Slough town centre

- Residences on the hospital site house both staff and students. Individual locked rooms have a study facility and kitchens and bathrooms are shared.
- Students should bring their own bedding, crockery, cutlery and cooking utensils plus any personal items such as a stereo or television.
- Limited car parking is available for which a parking permit is issued.
- We are in easy access for motorways and train and bus stations. We are also on the Hospital site.
- Rent of £326.16 includes all utilities and broadband and digital television sockets.



Berkshire, West Reading, Royal Berkshire Hospital

Student nurses will be housed in the Royal Berkshire Hospital NHS Trust accommodation, which is managed by Western Challenge Housing Association, visit www.spectrumhousing.co.uk/westernchallenge for further information. Western Challenge is regulated by the Tenant Services Authority, an independent agency that has specific responsibility for the funding, regulation and inspection of registered housing associations. For further information, please visit www.tenantservicesauthority.org



Pendragon Court is a small, exclusive development owned and managed by Western Challenge Housing Association Ltd (part of the Spectrum Housing Group). The site consists of 15 fully furnished four bedroom flats with shared bathroom and toilet facilities. It is great value student accommodation just one mile west of Reading City Centre. Each flat has the benefit of a washing machine between four people. Communal areas are cleaned weekly and all rooms have bed linen and towels provided.

Included in your rent:

- Fitted kitchen
- Microwave
- Fridge freezer
- Washing machine in each flat
- Vacuum cleaner
- Iron/ironing Board
- Weekly clean in communal areas
- Onsite Maintenance
- 4Mb Internet Access with ability to upgrade
- Weekly laundry facility for sheets and towels provided by Western Challenge.
- Bike storage
- Garden landscaping
- Car parking
- Emergency call points
- Photocopier available at office

There is no deposit to pay.

Tenancies are as long or as short as required

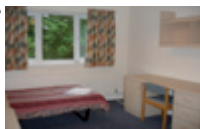
This site benefits from free parking and students who wish to use their vehicles to travel to and from the University can obtain a permit to park close to both universities' Reading sites for a monthly fee of £20.

The Accommodation office is situated between Reading University and the Royal Berkshire Hospital. Opening hours are from 8.30am to 4.30pm Monday to Friday.



Accommodation Facilities

Each single room is equipped for both study and relaxation, and includes a vanity unit, desk, bookcase and cabled broadband internet connection, as well as TV aerial point. The kitchens contain crockery, cutlery, cooking utensils and saucepans as well as the usual white goods.



Availability and Costs

Rooms are available to rent from one night to one year. Lets from one to fourteen nights are charged at £25 per night. Bookings of 15 nights or more are charged at the monthly rate (pro rata for stays of 15 nights to one month). The single rooms are available for £370 per month, fully inclusive, so there are no additional charges, except a TV license if you bring your TV with you. (Prices quoted from May 1 2012)

Applying / Tenancy - Berkshire nurses accommodation

Rent

Rent is always payable in advance directly to the relevant housing provider. Full details of payment will be sent with your offer of accommodation. Students must honour their rent commitments as stated in the Tenancy Agreement and make arrangements for funds to be available in their UK bank account for deduction at the relevant time. The University cannot accept responsibility for payment of rent on the student's behalf.

Rent arrears

Rent arrears are subject to normal credit control debt collection procedures. You are therefore advised to pay the rent when it is due. Failure to comply with this requirement could lead to an eviction, which will affect your housing options.

Tenancy Agreements

The Tenancy Agreement is a legally binding document setting out the responsibilities of both the tenant and the landlord, as required under current housing legislation. You must abide by the terms and conditions of your Tenancy Agreement. Please make sure that you read and understand it before signing it. Your specific accommodation provider will provide the documents and can answer your questions on their completion.

Deposit

Currently, neither Opus Property Services nor Western Challenge Housing Association requires students to pay a deposit



If you wish to apply for accommodation, please complete and return the Accommodation Application form to the One Stop Shop. Please ensure you read the Guidance Notes thoroughly before completing your form.

Declaration

In order to process your application, the One Stop Shop needs to pass your personal details to the housing provider and relevant departments and/or services within the University. Please make sure that you sign the declaration on the application form and tick all the relevant boxes. Failure to do this will delay your application.

Offer of accommodation

Once your application form has been received and processed, the One Stop Shop will refer your details to the relevant housing provider, who will then contact you regarding your specific offer of accommodation and the terms and conditions for residency.

You must abide by the terms and conditions of your Tenancy Agreement. Please make sure that you read and understand it before signing it. If the One Stop Shop does not receive your application form or you do not have an unconditional firm/conditional firm offer of a place, we will be unable to process your application.

Confirming your decision by the deadline

Whether you decide to accept or reject the offer of accommodation you must inform the One Stop Shop either in writing, e-mail or telephone by the deadline. If we do not hear from you within the specified time, we

will assume that you are making your own arrangements.

Eligibility

There are a number of student groups for whom residential student accommodation may not be suitable. This would include:

- Under 18s
Some housing providers will accommodate under 18s with a parental guarantor. Please contact the One Stop Shop for details. Alternatively, we can provide a list of hostels, which may be suitable.
- Students with dependants/families
Currently we are unable to accommodate students with families in University accommodation. However, we can provide you with information on seeking accommodation in the private rented sector, such as lists of letting agents or hostels, which may be suitable for you. You are advised to start looking early especially if you wish to secure hostel accommodation, as demand is high. You should only bring your family with you once you have arranged permanent accommodation.

If you fall into one of these categories, please contact the One Stop Shop as soon as possible prior to completing your application form. Please see the section on Private Rented Accommodation.

GENERAL INFORMATION

Code of Conduct

Students are reminded that at all times and whilst in residence they should abide by the University Regulations and Student Code of Conduct as outlined in the current Student Handbook.

Student Status Confirmation/ Council Tax Exemption

You will be required to confirm you are a student by providing your housing provider with documentary evidence. Student Status/ Council Tax exemption letters are available from the University once you have enrolled.

Student support

Students have access to all student support services which are normally provided across all campuses.

Students are encouraged to register with the local doctor's practice to ensure they have primary health care cover in place. The One Stop Shop at our Ealing site can provide further information.

Safety

Irrespective of your accommodation arrangements, you must take responsibility for the safety of yourself, other occupants, personal property and dwellings. You must remember to close front doors and lock all windows when leaving the premises. Never give your front door key/access card to anyone else. Due to increased risk of fires, the One Stop Shop advise you not to use naked flames such as candles, or incense.

You should also be aware that pickpockets and bag snatchers target the London Underground and crowded shops and streets.

Mobile phone theft is common place, take care when using your phone and keep it in a safe place at all times.

Insurance

The University is not responsible for any damage or theft to personal belongings. We strongly advise you to insure your belongings when you arrive. You can do this through any insurance company and most banks. You can get information about insurance policies for students from the Students' Union.

International students and visas

For students who are seeking detailed information about Entry Clearance visas, please contact the International Office (see useful addresses and contacts). However, you may wish to refer to the following websites:

uwl.ac.uk/international
www.ukvisas.gov.uk
www.ukcisa.org.uk
www.homeoffice.gov.uk
www.britishcouncil.org

Television (TV) licence

You are advised that if you bring a television to residential accommodation, you must ensure that you purchase a TV licence. Even if you watch a programme on a device such as a laptop as it is being shown on TV, you will need a licence. For full details, see tv-l.co.uk



Communal living

You must make yourself aware of and comply with fire and safety regulations as outlined in your Tenancy or Licence Agreement. Being housed together with new colleagues takes some effort on everyone's part to ensure a harmonious co-existence. You should consider how you will manage the following matters and collectively agree some 'house rules' about:

- general consideration for each other
- communal area cleaning rotas
- saving methods for utility bills (if applicable)
- paying for additional hired facilities in the accommodation eg telephone, internet connection, television or video/dvd
- acceptable noise levels (music, late night TV)
- visitors (how many and how late)
- the general good order of the accommodation.

Moving out of accommodation

You must abide by the terms and conditions of your Tenancy or Licence Agreement.

PRIVATE RENTED ACCOMMODATION

The One Stop Shop may be able to assist you with information about the private rented sector. We maintain lists of privately rented accommodation, in lodgings and shared houses, and we can provide you with lists of letting agents, hotels, guest houses or hostels.

The One Stop Shop can also advise you of the current legislation regarding health and safety issues in the private rented sector.

For further information, please contact the One Stop Shop or visit uwl.ac.uk/accommodation



USEFUL ADDRESSES AND CONTACTS

University of West London

One Stop Shop
St Mary's Road
Ealing W5 5RF
Ealing Site: Ground Floor, C Block, Library
Satellite: From Brentford/Reading
Twitter: @UWLOneStopShop
onestopshop@uwl.ac.uk
020 8231 2573/2991

Disability Support

Tel 020 8231 2739
disability.support@uwl.ac.uk

Counselling Team

Tel 0845 036 2727

Chaplaincy Team

Tel 020 8231 2365
chaplaincy@uwl.ac.uk

Credit Control, Finance Department

Tel 020 8280 0239
creditcontrol@uwl.ac.uk

Students' Union

St Mary's Road
Ealing W5 5RF
Tel 020 8231 2276
students.union@uwl.ac.uk

University of West London

St Mary's Road
Ealing W5 5RF

Paragon House

Boston Manor Road
Brentford
Middlesex TW8 9GA

Tel 0800 036 8888

uwl.ac.uk

Disclaimer

The University of West London does not accept responsibility for accommodation acquired by students themselves.

The information given in this publication is accurate at the time of going to press. Amendments may be made without notice.





UNIVERSITY OF
WEST LONDON

University of West London

St Mary's Road
Ealing W5 5RF

Tel 0800 036 8888

uwl.ac.uk
