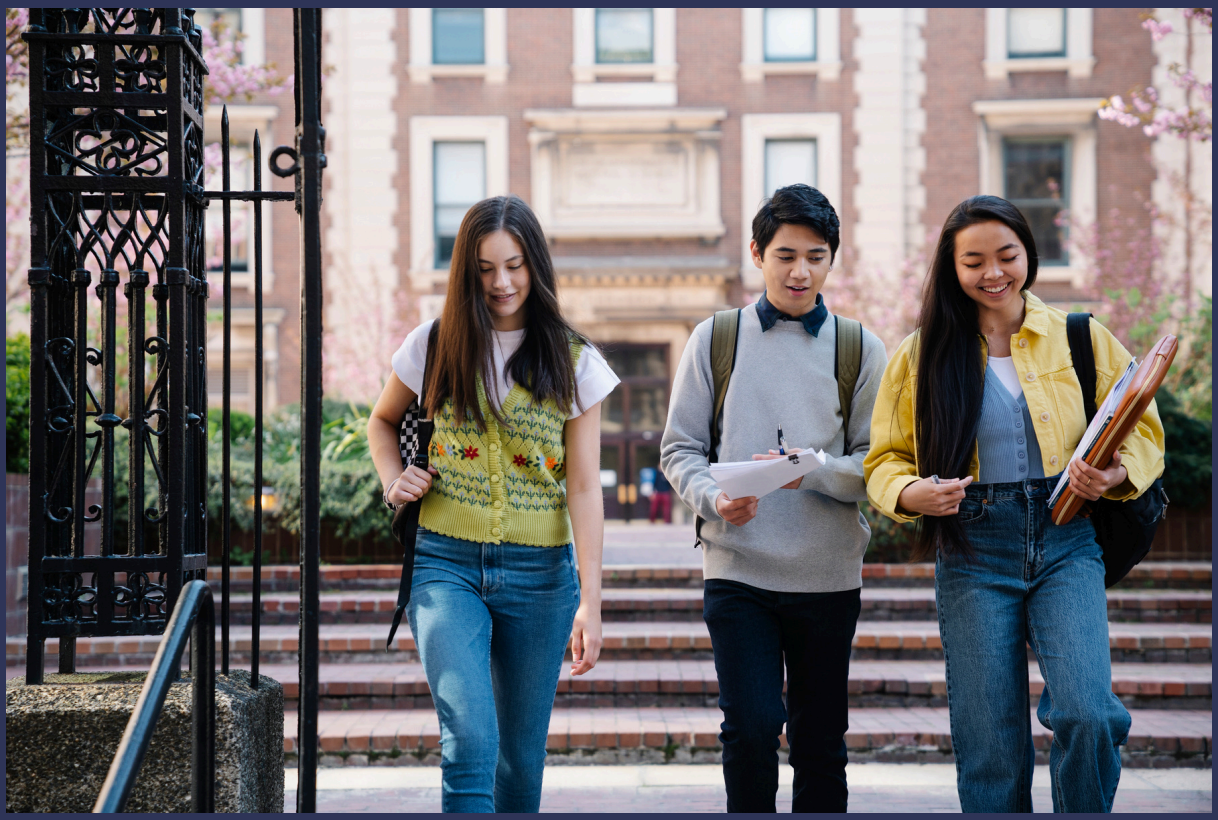
UNIVERSITY OF WOLVERHAMPTON

LIVING IN ACCOMMODATION GUIDE

2026/2027



YOUR RIGHT TO A QUALITY HOME

THE STUDENT ACCOMMODATION CODE

INVESTOR IN STUDENTS GOLD 2026

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Welcome to Your New Home at the University of Wolverhampton

Welcome to halls! We are excited to have you join our accommodation community. Whether this is your first time living away from home or you are returning for another year, we want you to feel comfortable, supported and part of a friendly student environment from the moment you arrive.

Living in our City or Walsall Campus residences is more than just having a room — it's where you'll meet new people, gain independence and make memories that shape your student experience.

This guide will walk you through everything you need to know, from moving in and staying safe to getting support and making the most of life on campus.

If you ever need help or have questions, the Accommodation Hub team is always here for you.
Welcome to halls. Welcome to your new community.

UUK Code of Practice

The University of Wolverhampton is a member of the Universities UK (UUK) Code of Practice.The University of Wolverhampton are amongst 140 other Universities that have signed up to adhere to the UUK Code of Practise. This outlines the University's compliance with all statutory requirements under the housing, building, planning, disability, discrimination, equal opportunities, data protection and other relevant legislation. The Code operates in conjunction with the University's regulations, policies and procedures, if you would like a copy of the Code of Practice please contact tel: 020 7419 4111, or visit Universities UK's website: www.thesac.org.uk/

INVESTOR IN STUDENTS GOLD 2026

YOUR RIGHT TO A QUALITY HOME THE STUDENT ACCOMMODATION CODE

Opening Hours

City Campus Accommodation Hub - Lomas Street Monday - Friday, 8.45am-5.09pm.
Email: CityAccommodationhub@wlv.ac.uk
Tel No: 01902 321268

Walsall Campus Information Hub - Gorway Road, Walsall Monday - Friday, 8.45am - 5.09pm
Email: WalsallHub@wlv.ac.uk
Tel No: 01902 518914

ACCOMMODATION OVERVIEW

City (Wolverhampton)Campus

The City accommodation is within minutes walk to your academic buildings and the City centre to experience the shops, coffee shops, bars and restaurants.
Public transport is easily accessible via the train station, tram and bus station to make the most of experiencing other areas whilst you reside here.
The accommodation has ensuite and standard rooms;
461 ensuite rooms, corridors of up to 6 residents sharing the communal kitchen.
186 standard rooms, corridors of up 6 residents sharing the communal kitchen, shower and toilet.
The Accommodation Team can be found in Lomas Street, just look for the reception sign.

Walsall Campus

The Walsall accommodation is based within a few minutes walk to all of your academic buildings, sports centre, fitness suite / gym, athletics track, all weather flood lit pitch and refectory to cater to all of your needs.
The campus is based on one of the main road in Walsall and has excellent public transport to get you into the town centre by bus and access the train station.
The accommodation has 338 bedrooms and corridors of up to 7 residents sharing the communal kitchen.
The Accommodation Team can be found in the Jerome K Jeorome Building.

The Accommodation Team

The Walsall and City accommodation hub has dedicated teams that are on site to assist with any questions, queries or issues that you may have.

The accommodation teams work in conjunction with cleaners, caretakers and security teams all with the aim of improving your student experience throughout your student journey.

The following information within the guide will provide you with more information so you are ready for your new journey living with us.

WHAT IS THE LICENCE AGREEMENT?

To reside within University accommodation, you must have completed and signed the Licence Agreement and paid an advanced rent payment of £500

Please note: this is a legally binding agreement and you will be required to remain in the accommodation until the end of the contractual period. The contractual period is from the date you moved into your accommodation up to the date of your departure..

The Agreement also outlines the regulations you need to observe during your stay in accommodation. If you have mislaid your copy, you can access it through the website: Licence Agreement or you can find the document attached to your Accommodation Acknowledgement letter.

If you have any queries regarding the Agreement, please contact your Accommodation Hub.

The Licence Agreement will be accompanied by an offer letter that details the dates you are licensed to hold a room. If you arrive before 6am on the first date specified on this letter, you may be charged an extra night's stay. Please contact the Accommodation Hub if you need to move in before the date specified.

The 'Licensee Occupancy' within the License Agreement, refers to the following;
The University has the right to terminate the agreement if deemed necessary. The Director of Estates and Facilities or the Academic Registrar, if the incident has been passed to conducts and appeals, they have the authority to suspend a student from the accommodation whilst either University disciplinary procedure or criminal proceedings are being conducted. The student will still be liable for any accommodation fees during this period of time.

The 'Licensee' is a student enrolled on a programme of study at the university. If you are not enrolled on a course, you will not be considered a student or be eligible to stay in student accommodation.

"Licensee Occupancy" means the University may move a student to another room or campus at the Accommodation Hub's discretion and without written notice. If this happens, the student cannot terminate the agreement. This could be due to urgent maintenance issues behaviour or conduct within the accommodation.





LICENCE RIGHTS OVERVIEW

CANCELLATION RIGHTS

The licence agreement is a legally binding agreement to occupy and pay for the accommodation offered by the University of Wolverhampton. If you accept the agreement, on line, you have the right to cancel this Contract by sending a written (email) notice within 14 days, this commences from the day the Contract was signed. The University will retain an administration fee from the rent in advance if the licence is cancelled.



CANCELLATION OF ACCOMMODATION AFTER ACCEPTANCE

Students who have paid the £500 advanced rent payment should note that if you accept the offer, but later wish to cancel the Accommodation prior to moving in, you should tell us as early as possible as this gives us a better opportunity to find an alternative resident for the Accommodation.

If we are successful in finding another resident for your accommodation before the start of your booking, you should refer to What happens to your advanced rent payment regarding any application fee you may be due to be refunded. If we do not find another resident for your accommodation until after the start of your booking, you will be charged for the number of days that the accommodation is unoccupied and you should refer to the What happens to your advanced rent payment regarding any application fee you may be due to be refunded. If we fail to find another resident for your accommodation, you could be held liable for the full amount of the contract.

ACCOMMODATION FEES & DEBT POLICY

Accommodation offered by the University is dependent upon the student signing a Licence Agreement for the period of their study “Residential Year” and paying a £500 Advanced Rent Payment. The Advanced Rent Payment will be deducted from the sum of the final instalment payment due in April.

Returning students that hold a Licence Agreement for the previous academic year are not required to pay the £500 Advanced Rent Payment and they will be required to pay the April instalment in full.

OUTSTANDING DEBT, FEES, AND CHARGES

Students are personally responsible for ensuring that all accommodation fees, fines, and other charges are paid. In accepting the offer of accommodation, the student accepts a contractual liability to pay the accommodation fee fines and other charges on time. In the event of failure to pay any outstanding fees the student will be processed through the debt recovery procedure and incur an additional referral fee of £200 for this to be managed through the external debt collection agency. For more information please see:- Debt Policy

ESSENTIAL INFORMATION FOR STUDENTS



Termination of Licence Agreement

If you decide that you no longer wish to live in the accommodation after you have received your keys, you are required to submit a request in writing to the Accommodation Hub accompanied by any evidence to support your request to leave. As you have signed the Licence Agreement, you are legally bound by its terms and conditions and are required to pay fees until the dates specified on the offer letter.

If you are taking a leave of absence or withdrawing from the University, it will be your responsibility to provide the Accommodation Hub with a copy of the appropriate form, in order to be released from the Licence Agreement.

If you are released from your Licence Agreement, your advanced rent payment will be used to pay any outstanding debts you may have, and you may incur an administration charge.

Overnight Guests

Overnight guests will be allowed to stay in your accommodation for a maximum of 2 nights in any week. Overnight guests should not be staying in your room on a regular basis. Guests must be signed in the visitors book in your hub.

Room changes

If you would like to change rooms, you should speak to the accommodation team, we will assist you wherever we can. **Do not** change rooms with someone else without consent.

Keys

The keys for your room are your responsility. They are not to be used by any other student or handed to anyone else to gain access to your accommodation.

YOUR RIGHT TO A QUALITY HOME — THE STUDENT ACCOMMODATION CODE

Emergency plans

The University has procedures in place to respond to emergency situations whether they relate to fire, incidents or accidents. These are written procedures for trained personnel are available upon request.

Risk Registers

Risk registers are maintained for each campus to help identify, assess and manage potential risks, ensuring that the health, safety and wellbeing of students, staff and visitors remain a priority. These are available at each campus upon request.

Electoral registration

Occupants are expected to make their own arrangements to register for voting purposes. An electoral role form can be collected from your campus's main reception – don't lose your right to vote!

Insurance

Basic contents insurance is included in your accommodation fees. Please check that all of your possessions are adequately covered by this policy.
Also note that in general, cover is only provided for losses occurring from your bedroom – if you lose something out in town, it would not be covered.

Additional insurance is available for items that are not covered by the basic insurance. Further information is available within the insurance leaflets at your hub or you can log onto the Howden website: Howden

HOWDEN

ACCOMMODATION FEES 2026/27

Campus	Price Per week	37 Weeks	42 Week	52 week
City Standard	£103	£3,811	£4.326	£5,356
City Ensuite	£121.50	£4,495.50	£5,103	£6,318
Walsall Ensuite	£121.50	£4,495.50	£5,103	£6,318





Rent is all-inclusive. Your fee includes: basic charge rent, electricity, heating and water, Internet provision and basic contents insurance.

- Instalment 1 - 20th October 2026
- Instalment 2 - 12th January 2027
- Instalment 3 - 20th April 2027

Payment Options

- Debit/Credit Card
- Online Web payment
- Bank Transfer

Available to nursing students only: Nursing students will receive an invoice with four instalment dates, for more information please contact incomesection@wlv.ac.uk

Single Semester

A Single Semester Licence is only available for students studying at the University for one semester.

- Semester 1 (September 2026 – January 2027)
- Semester 2 (January 2027– May 2027)

Should you have difficulty paying your accommodation fees, you should contact either the Students' Union, Student Services or the Accommodation Hub.

Debt Policy

Any outstanding debt at the end of your licence agreement will be referred to an external debt collection agency. You will receive a £200 administration fee on your student account. For more information please see:- **Debt Policy**

SAFETY AND SECURITY

CAMPUS SECURITY

Security (all sites)

Security operate a central service and can be contacted on: 01902 322106.

You can contact Security about:

- Any aspect of Halls security
- Emergency repairs
- Accidents and illness
- Lost keys
- Lost property
- Excessive noise complaint
- Incident handling
- Fire response

SafeZone

Recognising a Security Officer

Security staff can be recognised by their distinctive black uniforms and blue body vests. Security staff are encouraged to wear their ID badges.. Body Cameras are also worn when attending an incident.







Personal Safety

You must think about your own personal safety when in and around the campus.

Here are some tips:

- When out in the dark, take a safer walking route or walk with a friend if possible.
- Do not take short cuts: stick to well-lit areas.
- Try to avoid taking taxis alone. Instead share with a friend/s or let a friend know of your whereabouts.



Safety of your belongings

- Do not leave expensive equipment out on display.
- Close your curtains at night (especially if you live on the ground floor)
- Do not keep large amounts of cash in your room.
- Do not let anyone into the accommodation that you do not know. If you see someone in your corridor or block that you do not recognise, contact security.
- Ensure your kitchen windows are shut at night.
- Ensure windows and bedroom doors are locked before going out.



SECURITY ADVICE

CCTV

We actively use CCTV to help protect our University community. You are made aware of where CCTV is in operation by the means of clear notices at the entrances of University buildings. Our Security Team have new distinctive black uniform with a body camera to record any events or anti social behaviour as evidence for your safety.





Lost Property

If you find any lost property, this should be handed in to a member of staff at your Accommodation Hub. You can also contact security if this is out of hours.

Lost Keys

If your keys are stolen, report it to the police to avoid charges.

If your keys are lost or misplaced, contact your hub during office hours (8:45am–5:09pm) or Security out of hours. At weekends, Security will give you access to your room.

If the keys are not found, a replacement charge will apply, and you'll have 10 days to return the extra set. Repeatedly losing or forgetting your keys may result in an administration fee.



Room Safety

Your accommodation is provided with layers of security protection. Each building entrance has a swipe card operated lock and a unique lock on your bedroom door ensuring you are the sole person able to access your bedroom.

No one may enter your room without your written permission, except University staff on authorised business or in an emergency. Always secure your bedroom window when leaving your room.

Security staff are on duty 24/7 and carry out regular campus patrols. If you see anything suspicious, report it immediately.

Download the Safezone app

What is Safezone?

Accessible to both students and staff, the safezone app provides a useful source of reassurance to people working and studying on campus. The app promotes safety in a number of ways, including giving fast access to the University's security team whenever and wherever you are on campus. It allows users to call for help and assistance when they need it most. Click on the link below for more information:
Safezone

SafeZone

FIRE SAFETY

The University has procedures to protect the safety and wellbeing of all students in accommodation, including how staff respond to emergencies such as fires, accidents, and other incidents. Trained personnel follow detailed Standard Operating Instructions, which you can request from your Accommodation Hub. Each campus also maintains Risk Registers to identify and manage health and safety issues, and students may request access to these.
Your cooperation is essential—report anything unsafe or unusual to the Accommodation Hub or Security.

Smoking

The University is smoke-free for all students, staff, and visitors. All accommodation is no-smoking.

- 1st offence: First warning
- 2nd offence: Final warning + Anti-Social Behaviour Contract
- Further offences: Referred to Conduct & Appeals; may lead to a Notice to Quit or suspension.

If your room smells of smoke after you leave: £250 deep-clean charge.

Fire Safety

Fire regulations are displayed in all accommodation. All internal doors are fire doors—do not wedge them open (disciplinary offence)

Fire Alarm Testing

Security conducts weekly alarm tests:

- City Campus: Sundays, 12pm–5pm
- Walsall Campus: Saturdays, 12pm–5pm
- Alarms sound for 30 seconds. If it lasts longer, treat it as a real alarm and evacuate.

Fire Alarm Drills

Fire drills occur every three months and at least once in your first term.
They are unannounced and must be followed by full evacuation. Drills are recorded.



Electrical items

Students may bring additional cooking appliances (e.g.rice cookers, juicers, smoothie makers, sandwich toasters) only if they meet current EU standards. Non-compliant items will be confiscated and must be used only in kitchen areas.

If you require you require your items to be PAT tested please contact the Accommodation Hub and they can arrange for this to be completed however, there will be a cost fo

Any item considered unsafe, a risk to health and safety, or unsuitable for communal living will be confiscated without notice and treated as a breach of the Licence Agreement.

Malicious Break Glass Activations

If a student deliberately activates a fire alarm using a “Break Glass” point without cause:

- 1st offence: Final Warning & Anti-social Behavioural Contract Signed.
- 2nd offence: Passed to Conducts & Appeals Unit. (This may result in the student receiving a Notice to Quit accommodation or being suspended pending an investigation).

Failure to evacuate

If a student does not evacuate when the fire alarm sounds without due cause:

- 1st offence: First warning
- 2nd offence: Final warning + Anti-Social Behaviour Contract
- 3rd offence: Referred to the Conducts & Appeals Unit and may receive a Notice to Quit or be suspended pending the hearing outcome

If you wish to view the Fire Strategy document or the local fire risk assessments please contact the Hub.

EMERGENCY CONTACTS

First Aid

The Security team provide first aid support across all campuses. If you need assistance and cannot find a Security Officer, you'll need to contact the Security Control Room.



Security Control Room

- Available 24/7 for general security-related advice
- External: 01902 322106
- Internal University phones: ext 2106
- Contact via the SmartZone app

Emergency Support

- External: 01902 321555
- Internal University phones: ext 5555

If someone on campus becomes sick or injured we ask that you follow these steps:

- If the illness or injury is suspected to be life-threatening, call 999 immediately. Ask someone to call the Security Control Room and inform them that an ambulance is on its way. Alternatively, you can use the Safezone App to alert security.
- If the illness or injury is not life-threatening and there are no first aid trained staff around, contact the Security Control Room and request a first aider.

Crime and Suspiscious Activity

If you suspect a crime has taken place or someone is acting suspisously. In the first instance contact the University Team. You can also contact 101 for a non-emergency situation or 999 if you are fearful for your personal safety.

West Midlands Police
T. 101
www.west-midlands.police.uk



STUDENT CONDUCT & WELLBEING

The University aims to provide a safe, supportive and enriching living environment. Procedures are in place to help students raise queries or report concerns to the Accommodation Hub.

Reporting a Problem or Asking a Question

Students can contact the Accommodation Hub quickly and easily by:

- Emailing the Accommodation Hub
- Contacting Security
- Logging an issue through the SafeZone app

The full process for how the Accommodation team handles and responds to queries is detailed in the Dealing with Student Queries guidance.

Student Conduct and Wellbeing Procedure

This procedure will outline how the Accommodation Hub team will thoroughly investigate all behavioural, conduct, welfare or pastoral concerns that impact upon the student experience of living in University accommodation. The Accommodation team will manage the security aspect ensuring the residences are a safe, secure and welcoming environment. The University reserves the right to monitor social media accounts with regards to any incidents that arise within University premises.

There are 3 stages within this process and the severity of the misdemeanour will determine at which stage the incident is dealt with. It should be noted that all incidents at stages two and three, will be disseminated to the Conduct and Appeals Unit who may invoke the University Disciplinary Procedures separate or in addition to the Accommodation Student Conducts and Wellbeing procedure. For further information about what is involved with each of these stages, please refer to the Student Conducts and Wellbeing Procedure.

SUBSTANCE MISUSE

Dealing with Substance Mis-use

This procedure aims to ensure a healthy and safe living and working environment for all students and staff. When a student requires support, the University can provide help through Counselling Services, the Mental Health and Wellbeing Coordinator, or the University Safeguarding Group.

What is Substance misuse?

Substance misuse involves using harmful substances or chemicals for non-medical purposes.

This includes illegal drugs and alcohol, as well as the misuse of legal substances such as prescription medication, legal highs, caffeine, nicotine and volatile substances (e.g., petrol, glue, paint).

Nitrous oxide is also being misused within accommodation and can cause shivering, nausea, vomiting, excessive sweating, fatigue and dizziness when inhaled.

The Substance Misuse Procedure outlines how the Accommodation Hub and Facilities Operations investigate any reported issues on site.

HEALTH AND WELLBEING STUDENT SUPPORT

Your wellbeing matters, and we want you to feel supported throughout your time living in the accommodation. There maybe times when you need a bit of guidance, someone to talk to, or specific adjustments to help you feel more comfortable and safe - we are here to help.

DISABILITY AND INCLUSION

Students should declare any disability or medical need as early as possible using the self-declaration form and by uploading medical or diagnostic evidence.

The Disability and Inclusion Team supports students and applicants with disabilities, Specific Learning Differences (SpLD), or long-term medical conditions that may affect study. They help identify reasonable adjustments and remove barriers to success.

They can help you:

- discuss disability or SpLD support
- apply for Disabled Students' Allowances (DSAs): https://www.wlv.ac.uk/current-students/student-support/student-support-and-wellbeing-ssw/disabled-students-allowances-dsas/
- get advice if you are deaf or hearing impaired

Unfortunately Disabled Student Allowance is not currently available for students from overseas.

MENTAL HEALTH AND WELLBEING SUPPORT -

University life can be exciting but sometimes overwhelming, and the Mental Health and Wellbeing team is here to help. Students can register for support using the online Registration Form. After submitting it, a practitioner will contact you to arrange either a face-to-face or online (Teams) appointment.

For enquiries, email MHWenquiries@wlv.ac.uk. Responses are available Monday–Friday, 9am–5pm by phone or email.

Additional resources:

There are 24/7 digital support platforms, self-help tools, and information for managing stress, anxiety, or low mood. If you're struggling, reach out — the service is friendly and confidential.

• Student Minds – student mental health charity
• Togetherall – free 24/7 digital mental health support for University of Wolverhampton students
• Additional self-help resources available

Students With A Disability/Medical Conditions

If you have a disability, long-term health condition, or specific learning difference, we can ensure your accommodation meets your needs. We offer adapted rooms such as wheelchair-accessible spaces, hearing-impaired setups, and rooms with hoists, and can make reasonable adjustments.

Contact the Accommodation Hub and Disability and Inclusion Team early so arrangements can be made before you arrive. You'll need to complete a medical form, and we can discuss adjacent accommodation for carers if needed.

If your mobility or medical needs affect emergency evacuation, we will create a Personal Emergency Evacuation Plan (PEEP) with you.

Additional support upon your arrival

After arriving in accommodation, various support services are available. Student Support and Wellbeing is your main contact for any queries, and the Mental Health and Wellbeing team also provides support during your studies.

Student Pregnancy

If you are pregnant at the time of moving in or become pregnant, you must notify your Facilities Information Hub immediately. You must:

- Provide a notification from your GP or Midwife.
- Liaise with your Faculty Office to discuss deferring, withdrawing, or accessing additional support.

Students who are pregnant must find alternative accommodation, as student housing is not suitable during pregnancy. Ground-floor accommodation may be offered temporarily (subject to availability) while **you arrange alternative housing.**

Care leavers and estranged students

If you're a care leaver or an estranged student, the University provides dedicated support, including guidance, regular check-ins, and help with university life. You can register at any time by completing the Registration and Consent Form, and the team will ensure you have the support you need while living in halls.

More information and advice: **wlv.ac.uk/care.**

Check out the Self help leaflets from the University's Mental Health and Wellbeing team: https://www.wlv.ac.uk/current-students/student-support/mental-health-and-wellbeing-advice/

STUDENT SUPPORT

STUDENT FUNDING

The university has significant funding in place to support students who are struggling with financial hardship, including the Dennis Turner Hardship Fund, a range of specific bursaries, and emergency loans.

You can get in contact with the Funding Support Team:

- by email: money@wlv.ac.uk
- call the helpline: 01902 321070
- or book a drop-in virtual appointment

For information on the hardship fund and how to apply go to wlv.ac.uk/fund.

SUPPORT TO STUDY

The University defines Support to Study as the means by which we support and enable students, to participate, with reasonable adjustments where necessary, in the programmes of study and/or in university life in general, without negatively impacting the safety or wellbeing of themselves or others, and with full opportunities to meet the learning outcomes for their programme. For more information please visit https://www.wlv.ac.uk/current-students/student-support/support-to-study-/



CRISIS SUPPORT

If you are a student who is concerned that you might harm yourself, you need to contact an emergency or crisis support service.

- You can always contact the emergency services by calling 999 in a crisis.
- Make your way to any hospital that has an accident and emergency department. It might help to ask someone to accompany you.
- Contact your doctor or GP and ask for an urgent appointment.
- You can find local crisis support services on the NHS site.
- You can telephone Samaritans on 116 123 from your mobile or landline (not a University phone) or send an email to: jo@samaritans.org.
- The CAM Crisis Messenger text service provides free, 24/7 crisis support across the UK. If you are experiencing a mental health crisis and need help, you can text CAM at 85258.

SAFEGUARDING

The University of Wolverhampton takes seriously its responsibility to safeguard and promote the welfare of any member of the University community and to work together with other agencies to ensure that adequate arrangements are in place to identify, assess, and support any member of the University community who may be suffering from abuse, harm, or neglect; or is at risk of being drawn into terrorism or being radicalised. For more information please follow the link below https://www.wlv.ac.uk/about-us/corporate-information/safeguarding/

EQUALITY, DIVERSITY AND INCLUSION

At the University of Wolverhampton, everyone is welcome. We're proud of our long history of supporting students from all backgrounds, and we're committed to creating a community where every individual feels respected, valued and able to succeed.
Equality, Diversity and Inclusion (EDI) is at the heart of everything we do. It's not just about ensuring equal opportunities — it's about recognising that everyone's journey is different and removing barriers so you can thrive both academically and personally.

https://www.wlv.ac.uk/about-us/corporate-information/equality-diversity--inclusion/

Students With A Disability/Medical Conditions

If you have a disability, medical condition or specific learning difference, we can help make your accommodation safe and accessible you can contact the accommodation team or the Disability and inclusion Team who can offer advice and get your room ready for your arrival. We offer a number of purpose built rooms including:

- Adapted rooms (including wheelchair-accessible spaces)
- Rooms with lowered kitchen facilities
- Hoist-equipped rooms
- Rooms with hearing support adaptations
- Dog pens for assistance dogs
- Adjacent rooms for carers (paid for by the student)

We encourage you to visit the accommodation before you move in so we can agree on any reasonable adjustments you might need. You'll be asked to complete a medical form when you apply for accommodation to help us prepare your room and support plan.
If required, we will also work with you to create a Personal Emergency Evacuation Plan (PEEP) so you can exit safely during an emergency.

What this means for you in accommodation

- You'll be part of a diverse and inclusive community where differences are celebrated.
- Our teams are trained to support students with a wide range of needs, backgrounds and life experiences.
- If you ever experience discrimination, harassment or feel uncomfortable, there are clear processes and support services ready to help.

The University have various support and groups you can join whilst you are part of the University community, EDI at the University



COMMUNAL LIVING

We understand that living with strangers can come with it challenges. We try to room students who are on similar courses however, this can not always be done. Our aim is for students to feel they have a safe space to live whilst making new friends on their learning journey.

To help you please click on the link below to for all information

https://www.wlv.ac.uk/university-life/accommodation/residential-life/communal-living/

COMMUNAL KITCHENS

Communal cleaning

As an occupant living in University accommodation, you are communally responsible for cleaning the kitchen. Cleaning Services will assist where possible, but it is ultimately the residents' joint responsibility to maintain hygiene standards within the kitchen, corridor and communal bathrooms.

Kitchen inspections

Communal and kitchen areas are checked on a weekly basis. If a dirty kitchen is found, occupants will be given 24 hours' notice to improve the cleanliness of the communal area. Any occupants will have the opportunity to appeal against this decision, but appeals must be made in writing to the Cleaning Supervisor before 2pm on the day of inspection. If the kitchen remains dirty after the 24-hour period, the University will instigate disciplinary procedures against all residents on the corridor. If you are having problems organising your fellow housemates or you are at risk of failing your kitchen inspection, contact your Accommodation Hub.

Cleaning services

Cleaning staff work on all sites, 8am-2pm*. They visit all areas sporadically to ensure that they are clean and hygienic and perform tasks in kitchens, communal bathrooms and corridors.
*varies by campus
*City Standard Accommodation Bathrooms cleaned Mon-Fri only. It is the occupants responsibility to clean the bathroom and toilet over the weekend.

KITCHEN APPLIANCES

The university provides the following appliances in your kitchen

Cooker
Microwave
Kettle
Fridge/Freezer
Vacumn Cleaner
Please see the link for all of the appliance manuals.

https://www.wlv.ac.uk/university-life/accommodation/residential-life/communal-living/

SOCIAL ASPECTS AND COMMUNAL LIVING



Living away from home for the first time can be daunting, but the Students' Union have numerous ways on how to make new friends and get involved in student life. Please visit Student Union for all information.

Noise

Your License Agreement states that you must be considerate of your neighbours and not cause unnecessary disturbance or annoyance to others. You should reduce the noise level after 11pm then stop at midnight. If you experience a noise problem, please contact Campus security at the time the noise is being made. If the problem persists you can also contact your hub via email.

POST & PARCEL COLLECTION



Post is delivered to each of the following places at your halls.

At City Campus, post boxes are located at the entrance of each accommodation block.**

At Walsall Campus they are located by the Hub.

Registered letters and packages will only be given to the addressee on production of their University ID card and can be collected from designated points.

**Parcels are not delivered to the City Accommodation Hub



Collection times

City Campus, MX Building Post Room: Mon–Fri, 8.30am –5:00pm. Parcels and packages only.

Walsall Campus, Goods in/out office: Mon-Fri, 8.30am - 5:00pm. Parcels and packages only.

These details are subject to change but you will be notified in advance.

LAUNDRY SERVICE

Laundry facilities are available on each campus. The University does not supply washing powder/liquid. You can use any laundry facility at the campus you live on.

Laundries have washers, dryers, Hand Washing Facilities are available at City Campus only. Please see local site information for any restrictions for access and use as this may vary throughout the year and whilst any maintenance is being undertaken.

Please refrain from drying your wet washing in your room. This can lead to condensation build-up that may lead to mould growing around the window or on outside walls. Please use the dryers provided in the laundries. Damp and Mould prevention

Laundry prices:

Standard Wash - £2.50
Standard Dry - £3.00

If you wish to use a higher temperature this will increase the prices slightly. Please ensure you select the correct wash before starting your laundry.



Circuit Laundry App

1. Make sure you have downloaded the FREE Circuit Laundry Go App from the App Store.
2. Follow the registration instructions
3. Follow the top up instructions
4. Now you are ready to do your laundry

Email:
CIRCUITGO@CIRCUITGROUP.COM

Call:
0808 281 22 88

Website:
CIRCUIT.CO.UK



PARTY REQUESTS

Most popular question!!. Can we have as party? The answer will be, in most cases, Yes. You would need to complete a party request via Planon at least 48 hours before the event. More information can be found on the link below

https://www.wlv.ac.uk/university-life/accommodation/residential-life/communal-living/

Banned Items

If items are deemed a risk to health, safety, welfare, or uncondusive to communal living, they will be confiscated without notice and this will be construed as an automatic breach of the Licence Agreement. Any Student(s) found using banned items may be subject to disciplinary action. This may include loud stereo systems, speakers, television equipment and musical instruments. This list is not exhaustive and items may be added to at the management's discretion. Please see the list below of items we ask student not to have in their bedrooms

Bedroom Area

Cooking appliances (such as toasters, Air Fryers, rice cookers etc)
Kettles
Candles
Joss Sticks
Oil Burners
Smoking Equipment (such as bongs, shisha, ashtrays etc)
3D Printers
Electric & Halogen Heaters/Fans
Mini Fridges/Freezers
Ceremonial knives
E-cigarettes/Vapes
E-Scooters
LED lights around walls.

Kitchen Area

Deep-Fat Fryers
Chip Pans
Rice Cookers (can only be used if they have a 3 pin plug conforming to British Standards)



Any banned items that are removed from your room or kitchen, a note will be left in the relevant area to inform the student the item has been removed and why. The items are bagged up with the student name, student number and room number and given to Security for safe keeping.

The student will also be informed that they can collect their item from Security at the end of their licence agreement, upon them leaving their accommodation, the item/s will not be returned to the student whilst they remain in University Accommodation. Students are not permitted to have posters in the corridors or on the front of bedroom doors. This is a fire risk and any items will be removed by members of staff where necessary.

REPORT IT WE WILL SORT IT
PLANON

The Estates and Facilities helpdesk, Planon, is your single point of contact for repairs and maintenance.

Report issues online anytime; requests are handled Monday–Friday, 8:00am–5:00pm. You'll receive an email with an order number to track progress—use this number for any queries.

Some issues may be assessed by a caretaker first. While some repairs are completed on the first visit, others may take longer. Please avoid submitting duplicate reports while a job is open. For questions, contact your campus Accommodation Hub.

After reporting an issue, you'll receive a unique code to check the status of your repair.

You do not need to be present when the maintenance team carry out repairs. They will leave a maintenance calling card in your room as a record of the job being completed.

ALL PEST CONTROL JOBS TO BE REPORTED VIA ONLINE MAINTENANCE REPORTING SYSTEM

To use the online reporting system, you will need to register for an account here: Planon-students

- Click on 'Register'
- Follow the instructions
- Complete the following fields on the Add Requester details window
- Please note software is only compatible with Internet Explorer and Windows 6 and above)

Level of Priority	Response Time	Maintenance Issue reported
Level 1	**30 minutes - 4 hours**	Emergency Leak, Access Control (doors), Glazing Issue, Suspicious Smell, Fire Safety Equipment, Door Issue, Pipework Issue, Electrical Outage, Gas Smell
Level 2	**up to 24 hours**	Room too Hot/Cold, Heating Issue, Kitchen Appliance Issue, Drain Smell, Lights or Sockets Issue (non-emergency). Pull Cord, Sink, Toilet or Shower Issue
Level 3	**24 + Hours**	Building Structure, Mould Removal, Extractor Fan Issue, Pest Control, Glazing issue (Commercial)







HEATING & HOT WATER

Hot water is available 24/7 and can be very hot—please take care. You can adjust your room temperature using the valve on your radiator. Central heating pipes in bedrooms are also very hot, so avoid touching them. The University meets all Electricity and Gas Safety regulations and renews certification yearly.
Heating Times

Mon–Fri: 6:00–9:30, 12:30–13:30, 15:30–23:00
Sat–Sun: 6:00–11:00, 12:30–13:30, 15:30–23:00

For help, contact your local Accommodation Hub during office hours or call 01902 32 2106 out of hours.

The University aims to keep rooms between 19°C–21°C, though outside weather may affect timing. If your room feels below 19°C, report it via the Online Maintenance Reporting System—issues below 19°C will be addressed within set timeframes.





FIRE DOORS

Fire doors are vital for safety because they slow the spread of fire and smoke, giving students time to escape once alarms activate.

Legally, fire doors in student accommodation must be checked at least twice a year. Your Accommodation Hub will notify you in advance when these checks will take place.

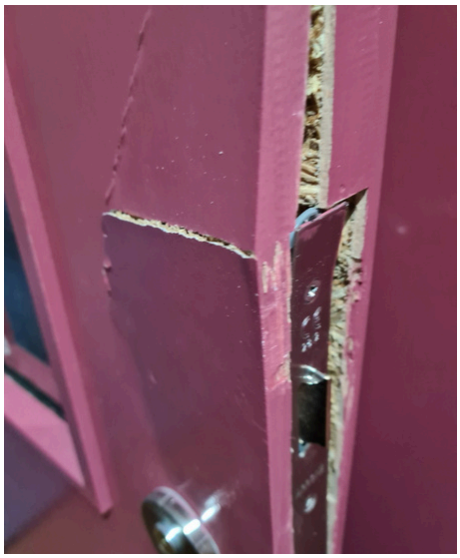
All bedroom, kitchen, and communal hallway doors are fire doors. University staff carry out the checks, and some doors may need repair or replacement to maintain safe escape routes.

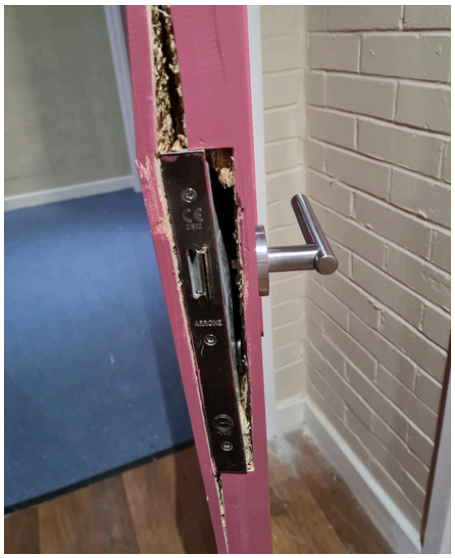
If you notice any issue with a fire door in your accommodation, report it immediately to your student facilities hub or via the Planon website.

These images are examples of damaged fire doors in student accommodation.

As they are fire doors they cannot be replaced with a general door. Therefore, the cost of replacing this will be in excess of £2,400. Please ensure that you do not damage these doors as the are integral in keeping you safe in the event of a fire.







Please Note:- These prices could vary from the stated cost but are correct at the time of publication April 2025

DAMAGE CHARGE INFORMATION

You may be charged for any damage, loss, or extra cleaning caused by you or anyone on your corridor. Report any suspected damage by another occupant or visitor as soon as possible. Communal areas are checked throughout the year, and any damage or vandalism is recorded and followed up with residents.

If communal-area damage is found, you will receive a request for information. Students must contact the Accommodation Hub by the given deadline with any details that could identify who is responsible. If no one is identified, repair costs will be shared among all occupants of that area.

Please note:

- Charges vary depending on your accommodation's finish.
- Prices are indicative, include standard percentage rates, and were correct at printing.
- You will always be notified if you are being charged.
- Prices cover single repairs only and exclude call-out fees.
- The University aims to keep charges as low as possible.

A full list of damage charges is on the next page. To avoid charges for pre-existing issues, complete your Room Inventory Form when you move in.

If you leave for more than one day, we encourage you to return your keys to reception for safekeeping.



DAMAGE CHARGE PRICE LIST

Doors. Keys and Lock	Cost
Replacement Corridor Door (including fitting and Decoration) - Unglazed	£1,800 inc VAT
Replacement Corridor Door (including fitting and Decoration) - Glazed	£2,400 inc VAT
Replacement bathroom door (including fitting and decoration)	£280.00
Replacement Bedroom Door	£2400 Plus VAT
Replacement Bedroom/Post box Keys (£10 per key)	£20.00
Bedroom lock change	£55.00
Replacement Door access fob	£40.00
Kitchen Damages/Communal	
Kitchen work surface (Sink work top) including fitting	Variable
Kitchen work surface (standard area)	Variable
Replacement TV in communal area	£800.00
Damage to fire equipment (fire/heat/smoke detector)	£180.00
Replacement fire Blanket	£35.00
Replacement fire extinguisher	£54.00
Replacement Faux leather sofa (communal)	£400.00
Redecoration of kitchen wall	£55.00
Kitchen Stool	£130.00
Remote control	£24.00
Broken/missing vacuum cleaner	£180.00
Sanitary ware damage	Variable
White good items/Electrical	Variable.

BEDROOM DAMAGES

Bedroom/Bathroom Damages	
Replacement light/vanity shades Missing/ Broken Socket	£90 plus VAT
Replacement vanity light (Complete Unit)	£90.00
Deep Clean Ensuite Bedroom inc Bathroom	£90.00
Standard Bedroom Clean	£60.00
Repair to walls before redecoration (filling/plastering etc) Per Wall	£54.00
Redecoration of walls (Per wall Bedroom or bathroom)	£50.00
Redecoration of Ceiling (Bedroom or Bathroom)	£50.00
Redecoration of full bedroom and ensuite	£390.00
Bedframe	£150.00
Mattress (3/4 bed)	£140.00
Mattress (Single)	£100.00
Bedside drawers	£180.00
Carpet (whole room)	£600 plus VAT
Replacement Carpet Tiles	£10.00 (per tile)
Desk Chair	£105.00
Replacement door signs	£40.00
Any other furniture	Variable
Mirror(Ensuite)	£60.00





ELECTRICAL SAFETY

Please be aware that all electrical items can be dangerous especially when they not looked after or used correctly.

Electrical equipment can be dangerous if used incorrectly or poorly maintained. To help keep everyone safe in university accommodation, please follow these guidelines:

- Do not use electrical appliances with European plugs unless you have a suitable adaptor.
- Avoid overloading plug sockets or extension leads, as this can cause overheating and fire risks.
- Unplug appliances when not in use.
- Overloaded extensions or unsafe wiring will be treated as safety hazards and may need to be removed.
- If you bring your own extension leads, ensure they are high-quality and meet UK safety standards.

Plugs and Voltage

UK electricity is 230 volts, and sockets use 12-amp fused plugs with three square pins. If you bring electrical items from outside the UK, check they are compatible and use the correct adaptor.

Portable Appliance Testing (PAT)

If any student does decide to bring any electrical equipment into accommodation, it is advised that they are PAT test for safety. You can arrange this by contacting the Accommodation Hub. There will be a small cost for this service if provided.

Sustainability and Energy Use

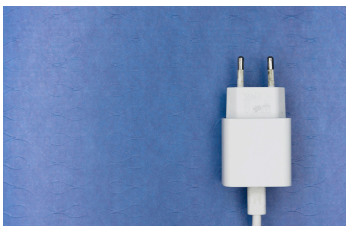
To reduce energy use and support sustainability:

- Turn off lights and appliances when not in use.
- Do not leave devices on standby.
- Avoid playing loud music when you are not in your room.

3 Pin Plug



European Plug





Mid Term Inspections

Your room will be inspected between January and March each year to check its condition and ensure it is safe. This includes identifying any electrical items or other hazards that may pose a risk.
If any unsafe items are found, they will be removed from your room. Depending on the circumstances, these items may either be stored by the Accommodation Team until the end of your licence period or returned to you to take home.

SUSTAINABILITY AND RECYCLING

We are committed to reducing waste and protecting the environment, and your participation plays an important role in making our campuses cleaner and more sustainable. Recycling is simple—just make sure items are placed in the correct bin. Each kitchen contains two bins:

- General waste bin – use black bags
- Mixed recycling bin – use clear bags

All kitchen bins are clearly labelled to help you sort your waste correctly. If you're ever unsure which bin to use, check the label or ask a member of staff for guidance. Regular recycling helps reduce waste going to landfill and lowers our environmental impact.

More information about recycling and sustainability can be found here: student recycling





Further information regarding recylcling and sustainability can be found on the link below

https://www.wlv.ac.uk/university-life/accommodation/residential-life/sustainability--recycling-/

Bin Collection Schedule

City Campus

Weekly Collections Monday, Wednesday and Fridays

Walsall Campus

Weekly collections Monday and Thursdays

wlv zero

SUSTAINABILITY GUIDELINES

At the University of Wolverhampton, we are committed to Sustainability and reducing our impact on the environment.

💡 ENERGY

Turn off lights & electronics when not in use
Use LED bulbs & natural light
Avoid portable heaters/fans

🚿 WATER

Take shorter showers
Turn off taps when brushing teeth
Report leaks quickly

🚲 TRANSPORT

Walk, cycle, or use public

🛒 CONSUMPTION

Choose pre-loved items
Avoid single-use plastics
Carry reusable bottles & bags

🔋 SPECIAL RECYCLING

Drop off batteries, electronics at campus points
Don't forget bathroom recyclables!
Together, we can build a greener, cleaner campus!

👉 **Get involved. Share your eco tips. Make a pledge today!**

TRANSPORT AROUND CAMPUS



Car /Motorcycle parking

- Limited car/motorbike parking is available at each campus accommodation. To be able to use these facilities contact your local Accommodation Hub regarding access permissions.
- You will only be allowed to park in designated bays.
- Parking on yellow lines, grass or curbs is prohibited. The Security Team will revoke your access and you may face disciplinary action.
- We do not guarantee spaces and having access permission does not mean that a space has been reserved for you.
- The University does not accept any responsibility for loss or damage to vehicles and it is your responsibility to ensure your car is fully insured. All cars parked on University property must be fully taxed and in a roadworthy condition.
- To register you vehicle please contact your Accommodation Hub with a copy of your Insurance Certificate and Regsitration number and access will be added to your fob.
- Please remember that the roads around the campuses may be subject to Local by-laws. The Local Authority or the police can and do ticket cars parked on double yellow lines.

Bicycles

Cycle storage is available on all campuses and can be accessed upon request. If you would like to use the bicycle storage facilities, please contact your local Accommodation Hub to arrange access.

Bicycles are not permitted inside any University accommodation. If a bicycle is found inside a building, you will be asked to remove it immediately. Unattended bikes left indoors may be removed by University Staff.

Please note that the basic contents insurance included with your accommodation does not cover bicycles. If you plan to bring a bike to university, you should arrange your own insurance. Information regarding insurance cover is available at all reception points.

E-Scooters and Electrical Bikes

Electric Bikes and electric scooters are **NOT** permitted anywhere on Campus and should not be charged within the accommodation. Any items found in the accommodation will be confiscated.



WIFI AND INTERNET SERVICES

The internet in the accommodation is provided by Glide. The bedrooms at all campuses have both wired internet and wireless outlets. These networks are available to use free of charge however, students do have the option to upgrade the offer through Glide themselves and would have to pay directly to them. Information of how to connect to the internet is emailed to you before your arrival.

Terms of use, including limits on the number of devices
Average demonstrable fibre or broadband speed (achievable by at least 50% of the user base between the peak times of 8.00 pm and 10.00 pm)
Accommodation advertisements which include the service provider's speed-checking facilities, where possible
Details of any service level agreements relating to the internet
A warning that the internet is suitable for most study purposes but may not be adequate for gaming and other leisure activities.

INVESTOR IN STUDENTS

We asked, you answered — and now it's time to spill the tea! ☕💬
Our Investors in Students Survey dives into what life's really like in our Halls of Residence — straight from the people who matter most: YOU.

We're talking everything from:
👯 Making friends
🏘️ Building community
😊 Friendly vibes from staff
🛡️ Safety
🧠 Mental health support

INVESTOR IN STUDENTS GOLD 2026

Want the inside scoop?
See what students just like you had to say for us to recieve our GOLD award

Good and Safe Envrionment

City

I have been enjoying my stay at the accommodation and I think it deserves high praise

City

Because accomodation helps me to make more friend as in international friends

Walsall.

Because I met some great people in accommodation and we have been choosing to live together since first year!

Telford

Living in accommodation has gave me the freedom of independence and mixing with flatmates to make friends has been a huge step into becoming self sufficient

City

The experience has been amazing so far.

Walsall

The rooms are really nice and the staff are really helpful and friendly

Telford

I can get a lot of chances to get along with different types of cities, countries and culture.

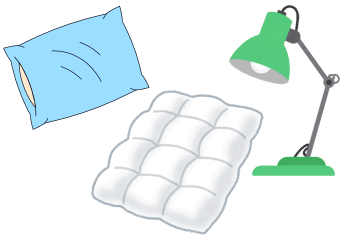
City

WHAT TO BRING TO UNI

Whilst residing in the University Accommodation we want you to treat this as home. Bring anything from home that will give you comfort whilst away. Heres a list of some of the things you may need!

BEDROOM ESSENTIALS

- Bedding (Duvet, Pillows, Cover and Sheets
- Mattress Protector
- Desk Lamp



KITCHEN TOOLS

- Plates, bowls and mugs
- Cutlery
- Pans and baking tray
- Food storage containers



BATHROOM ITEMS

- Towels (Bath and Hand).
- Toiletries (shampoo, Shower Gel etc)



AD-HOC

- Clothing
- Important Documents
- Computer
- Phone Charger
- Laundry Detergent
- Cleaning items
- Headphones



YOUR RIGHT TO A QUALITY HOME
THE STUDENT ACCOMMODATION CODE
INVESTOR IN STUDENTS GOLD 2026

CHECK-IN AND KEY COLLECTION

Everything you need to know before collecting your keys

1. Before you arrive

Complete your online pre-arrival induction.
Make sure you have accepted your accommodation offer and completed all required documents.
Check your arrival date and time.
Have your student ID/student number ready.

2. Where do I collect my keys?

📍 City Campus: Accommodation Hub, Argyll House, Lomas Street, WV1 1QU
📍 Walsall Campus: Walsall Accommodation Hub

3. When you arrive

Head to your Accommodation Hub.
Have your student ID or identification ready.
Our team will check you in and provide your room keys/access fob.
You'll receive information about your accommodation and what to do next.
Head to your room and get settled!

4. Important

🔑 Keep your keys/fob safe. You may be charged for lost or replacement keys/fobs.
🏠 Check your room when you arrive and report any issues through Planon.
🚨 If you have an emergency outside Hub opening hours, contact Security.

Need more information?

For full arrival information, including what to bring, parking, moving in, and getting settled, visit the University of Wolverhampton Arrivals page.





MOVING OUT

What happens when I move out?

When it is time to leave University accommodation, please make sure you:

- Remove all personal belongings from your room
- Leave your room in the same clean and tidy condition as when you moved in (additional cleaning may be charged if required)
- Lock your bedroom door—remember that anyone from your corridor may access the area after you leave, and you can still be held responsible for damages if the room is not secured
- Return your keys to the Accommodation Hub and sign the key register as confirmation
- Redirect your mail to an alternative address, as any post that arrives after your departure will be returned to sender

Room Damage Charges and Appeals Process

Once you have moved out of your room, it will be inspected by a member of the accommodation team. Any damage that was not recorded on your Room Inventory Form at the start of your tenancy may result in repair or replacement charges for which you will be responsible.

Stage 1: Notification of Charges

You will receive an email detailing:

·The damage identified during the inspection.

·The cost of any charges applied.

If you require further information about the damage or the charge, please contact the Accommodation Hub by email or telephone.

Stage 2: Appeal Submission

If you wish to appeal the charge, you must submit your appeal in writing within 21 working days of the date of the notification email. Your appeal should clearly outline the grounds on which you are appealing.

Your appeal will be reviewed, and you will receive a response within 28 days. If additional time is required to complete the investigation, you will be sent an update with a revised timescale.

Stage 3: Escalation to the Hub Manager

If you remain dissatisfied with the outcome of your appeal, you may escalate the matter by emailing the Hub Manager. They will conduct a further review and provide a response within 28 working days.

Stage 4: University Conduct and Appeals Unit

If you are still dissatisfied after receiving the Hub Manager's decision, you may submit a further appeal to the University's Conduct and Appeals Unit. This is an independent department that will review the case and issue a formal decision.

Left Items

If you leave belongings behind, the University may remove them from your room or communal areas and place them into storage. You will be given 14 days' notice to collect the items. If they are not claimed within this period, the University reserves the right to dispose of them. Any reasonable costs associated with storage or disposal will be charged to you.





USEFUL CONTACTS

University Contacts

Careers, Enterprise and the Workplace
T. 01902 321414
E: careers@wlv.ac.uk
w: www.wlv.ac.uk/careers

Chaplaincy
T. 01902 322 904
E. chaplaincy@wlv.ac.uk

Mental Health and Wellbeing
T. 01902 322 572
E: MHWenquiries@wlv.ac.uk

Howden Insurance
T. 01993 894700
www.endsleigh.co.uk

Student Funding and Hardship
T. 01902 321 070
E. Money@wlv.ac.uk
W. wlv.ac.uk/fund

IT Services
T. 01902 322 000
www.wlv.ac.uk/its

University Switchboard
T. 01902 321 000

Students' Union Advice and Support Centre
T. 01902 322 021
E. info.wolvesunion@wlv.ac.uk
www.wolvesunion.org/advice

Finance (Invoice queries)
E. incomesection@wlv.ac.uk

Accessibility, Disability and Inclusion
T. 01902 321 074
E:disability-inclusion@wlv.ac.uk

Local Medical Practises

Medical information
It is your responsibility to register with a Doctor and dentist while you are at University.

Local doctors' surgeries:

Wolverhampton
Thornley Street Surgery
40 Thornley Street
Wolverhampton
T. 01902 688 500

Drs M M L & U Passi
Leicester Street Medical Centre
Wolverhampton
T. 0845 072 4619

Walsall
Broadway Medical Centre
213 Broadway
Walsall
T**. 01922 622 064**

Sexual Health Centre
T. 01922 270400

The NHS 111 has replaced NHS Direct – telephone: 111 (24 hours) or at www.nhsdirect.nhs.uk

Local hospitals
New Cross Hospital
Wednesfield
Wolverhampton
WV11 1UK

Walsall Manor Hospital
Moat Road
Walsall
WS2 9PS

Russells Hall Hospital
Dudley
DY1 2HQ

Local dental practices:
A J Acquayne
183 Newhampton Road East
Wolverhampton
T. 01902 42 1704

G V Baker
7 Park Road West
Wolverhampton
T. 01902 426 640

Walsall Family Dental Practise
150a Caldmore Road
Walsall
T. 01922 623 144

STUDENTS UNION

City Campus Reception Opening Times

Monday to Friday 9am to 5pm

Call our Reception

01902 322054

General queries relating to the Students' Union can also be sent to

info.wolvesunion@wlv.ac.uk

Feedback and Complaints

Contact Us

Advice

If you are looking for advice around your academic studies, housing or finance then contact our Advice team by visiting the ARC enquiries page.

General enquiry

If you have a general enquiry about your Students' Union, email info.wolvesunion@wlv.ac.uk

For updates on social media

Twitter WolvesSU | Facebook WolvesUnion | Instagram WolvesSU

LinkedIn University of Wolverhampton Students' Union

University of Wolverhampton Students' Union

UNIVERSITY OF WOLVERHAMPTON

INVESTOR IN STUDENTS GOLD 2026

University of Wolverhampton
Lomas Street
Wolverhampton
WV1 1QU
Tel: +44 1902 32 1268
wlv.ac.uk/university-life/accommodation/

City Accommodation Hub
Tel: 01902 321268
Email: cityaccommodationhub@wlv.ac.uk

Walsall Hub
Tel: 01902 513200
Email: Walsallhub@wlv.ac.uk

StarRez

Within the Community module, students can complete and submit a concern form. Once submitted, the information is automatically sent to the Accommodation Team, who will review the details and provide a response through the same platform.

ASK HELPDESK

You can drop in and speak to a member of the
ASK@WLV team,
Monday to Friday, on one of the main University campuses.
Find us on City Campus in the Ambika Paul Building, next to the Harrison Library.
Find us on Walsall Campus in the foyer area of the Performance Hub, next to the Library.

YOUR RIGHT TO A QUALITY HOME

THE STUDENT ACCOMMODATION CODE