

## INFORMATION ABOUT YOUR ACCOMMODATION

### Crathie Student Village

**Q: What is provided in my accommodation?**

**A:** Your study bedroom is equipped with the following items:

- Single bed (3ft)
- Study desk, chair & lamp
- Bedside unit
- Mirror
- Ensuite shower room
- Mattress and Mattress Protector
- Data Point
- Wardrobe
- Blind
- Waste paper bin

The communal area in your flat is equipped with the following items:

- Dining table & chairs
- Cooker(s)
- Fridge/Freezer(s)
- Kitchen bin
- Television
- Vacuum Cleaner
- Lounge furniture
- Iron & ironing board
- Microwave oven
- Toaster
- Kettle

**Q: What do I need to bring with me?**

**A:** We **do not** supply towels or bedding (sheets, duvet, pillow etc.), or kitchen items such as cutlery, crockery and cooking equipment, so you will need to provide these items yourself.

You will also probably want to bring photos and other personal items to make your room quickly feel like home.

You may want to join up with your flatmates when ordering kitchen items so that you can share the costs and avoid having duplicates. Join our facebook group at <https://www.facebook.com/groups/rguaccom2019/> to make contact with your flatmates before you arrive.

Please **DO NOT** bring strobe lights, chip pans, deep fat fryers for use on the hob, candles or any items with a naked flame, or portable heaters as these are all prohibited due to health and safety reasons.

**Q: What are the communal areas like?**

**A:** Each flat has an open plan kitchen/lounge area with a TV provided for residents' use.

**Q: How much storage space is there?**

**A:** In your bedroom, you get a built in wardrobe, large desk with storage unit and a bedside unit. There are lockable food cupboards in the kitchen for each resident.

**Q: What colour are the walls in my bedroom?**

**A:** Your walls are white.

**Q: What bathroom facilities are provided within the flats?**

**A:** These flats are ensuite so there are no communal bathroom facilities. Each bedroom has an ensuite bathroom area with shower, sink and toilet.

**Q: How many bedrooms are in each flat?**

**A:** There are 8 bedrooms in each flat in Block A except A401 which has 6 bedrooms. There are 5 bedrooms in B101 and B401 and 7 bedrooms in B201 and B301. All of the flats in C/D block have 7 bedrooms.

**Q: What floor am I on?**

**A:** Blocks are 3 or 4 storeys (floors) high. Flats numbered 101 are on the ground floor of each block, flats numbered 201 are on the first floor of each block, flats numbered 301 are on the second floor of each block and flats numbered 401 are on the third floor of each block.

**Q: Is there a lift?**

**A:** No, there is no lift in any of the blocks.

**Q: Can I get items delivered before I arrive?**

**A:** Parcels must include non-perishable items only and are delivered at your own risk to arrive no earlier than Thursday 5<sup>th</sup> September. Items should be sent marked with your name, flat and room number to Crathie Student Village, 515-519 Holburn Street, Aberdeen AB10 7LG.

**Q: What internet facilities are there?**

**A:** Internet access is included in your rent and is delivered via wireless facility in your bedroom and communal areas. There is also a wired (Ethernet) connection in each bedroom. Students must provide their own basic Ethernet/CAT5 cable for the wired connection.

When you arrive you will be given details of how to set up your devices for wifi access.

**Q: What is the procedure for moving in?**

**A:** Shortly before your lease start date, you will be e-mailed details of our online induction process. As part of the induction, you will be able to book an arrival slot and print off a Key Release form. Please ensure you bring this with you when you arrive along with a passport sized photo with your name and flat number clearly marked on the back.

You will not be able to obtain your keys without providing this identification. The photograph is retained in the site office to check identification for collecting parcels or dealing with lost keys.

Your key collection point is the reception at Crathie Student Village, 515-519 Holburn Street, AB10 7LG (the car park is at the rear of the building, accessed from Crathie Terrace). The office will be open from 8am to 6pm Monday to Friday. Outside of these times, a member of the Reslife Team will be available to assist you. Contact details are provided on the Key Release form in the induction.

When you arrive at the key collection point, a member of staff will check your Key Release form and photograph, issue your keys and show you to your new accommodation!

The car park is strictly for residents only. You may park in the car park to unload for up to half an hour but will then need to move unless you have obtained a resident's permit.

**Q: Do I need a TV Licence?**

**A:** The television provided by the University in the communal lounge is covered by a TV licence provided by the University. You must be covered by your own TV Licence to:

- a) watch or record programmes as they're being shown on TV or live on an online TV service, [such as All4, Sky Go and YouTube](#), or
- b) download or watch [BBC programmes on iPlayer](#)

This could be on any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder. The cost for a license is currently £154.50 - please see the TV Licensing authority website for further details: <http://www.tvlicensing.co.uk>

**Q: Are there car parking & bicycle storage facilities?**

**A:** There are a limited number of free car parking spaces onsite for residents only. These cannot be reserved in advance and are available on a first-come, first-served basis each day. You can apply for a resident's permit which must be displayed in your car but does not guarantee you a parking space.

There are external racks for bicycle storage on site and these are also free.

**Q: What is included in my rent?**

**A:** Your rent is fully inclusive of utilities (electricity and heating), internet and basic personal contents insurance. Your rent also includes cleaning of communal areas but not your bedroom or ensuite bathroom.

**Q: What laundry facilities are available?**

**A:** There is a communal laundry room onsite at Crathie Student Village which operates via a cashless card system and an app that can be downloaded to your phone. If you need any help using the laundry room, feel free to ask site staff or Reslife team.

**Q: Who am I sharing with?**

**A:** We know students are very keen to find out who they will be sharing with, however due to Data Protection legislation, we cannot tell you who will be in your flat. However, we have set up a Facebook group at <https://www.facebook.com/groups/rguaccom2019/> where students can post where they are staying and find others staying in the same flat or accommodation. This is a closed group which is only open to confirmed students with an offer to study at RGU.

Please feel free to join this group and share where you will be staying if you wish. We would advise that for security and privacy reasons, you do not disclose your new address in any public forum such as open Facebook pages or groups.

**Q: What about Freshers?**

**A:** For many students, the Freshers period is the perfect opportunity to get to know new people and your new home. RGU:Union organise a number of events before lectures start and these are advertised through their website [www.rguunion.co.uk/freshers](http://www.rguunion.co.uk/freshers) and Facebook page [www.facebook.com/rguunion](http://www.facebook.com/rguunion)

The Reslife team are based at the accommodation sites and organise activities throughout the year, not just during Freshers. They advertise on the noticeboards around site and we would encourage you to follow their Facebook page for up to date information - [www.facebook.com/rgureslife](http://www.facebook.com/rgureslife)

Don't worry if you are under 18 or not into alcohol, Freshers is not all about club nights and there are a large variety of events that are not based around alcohol such as bowling, trips around the local area and cinema nights.

Whilst on the topic of social media, please be wary of joining groups claiming to be for Freshers or students in Aberdeen. The only official RGU Freshers pages are those given above – the rest are most likely to be marketing and PR pages.

If you have any questions that are not answered here, please see more information online at [www.rgu.ac.uk/accommodation](http://www.rgu.ac.uk/accommodation), chat with us online, email [accommodation@rgu.ac.uk](mailto:accommodation@rgu.ac.uk), phone 01224 262130 or text/WhatsApp to +44 (0)7500 071207.