

## Accommodation Induction Introduction Transcript

### **Slide One - Welcome**

Welcome to this introduction to the Gabels accommodation at Loughborough College.

This resource will provide information for students staying at the halls of residents.

Select the arrow to continue.

You need to be able to listen to the audio.

Please put some headphones on or turn your speakers up to continue.

### **Slide Two – How it all works**

Throughout this resource there will be many different interactions and questions.

Select the arrow on each slide to move on to the next.

You are not expected to know all the answers straight away.

It is important that you take note of the feedback.

At the end of this online induction, you will receive a certificate.

### **Slide Three – The Halls Housekeepers**

Communal kitchens are cleaned daily by the housekeeping team. They will remove the rubbish and clean down the kitchen tops.

Communal shower rooms are cleaned daily Monday to Friday.

Ensuite shower rooms are cleaned once a week, you will be informed the day before.

Sanitary bins are removed every 2 weeks, you will be notified beforehand to put your bin outside your room.

### **Slide Four – The Accommodation Support Team**

The Accommodation Support team are available 24 hours a day, 7 days a week.

You can either pop into the office to see them, or give them a text or call on, 07909892602.

You can find this number on your keyring.

### **Slide Five - Support**

- If you need help or if you think someone else needs our help
- If you have lost your keys or need to report a maintenance issue.

- If your flatmates are making lots of noise and you can't sleep.
- If you do not feel safe, need some support or advice.

Please contact us. If we can't help you, we will happily signpost you to someone who can.

The entire team is here to support you 24 hours a day, 7 days a week.

### Slide Six – Opening Hours Question

What are the opening hours for the accommodation service?

8am to 6pm

6pm to 8am

Monday to Friday

24 hours a day

Correct

You can contact the support team, 24 hours a day, 7 days a week.

That's not right.

You can actually contact the support team, 24 hours a day, 7 days a week.

### Slide Seven – Opening Hours Question 2

What days do the halls housekeepers work?

Monday to Friday

Friday, Saturday and Sunday

Only Tuesday

Friday and Saturday

Correct

That's right the Halls Housekeepers work Monday to Friday.

That's not right.

The Halls Housekeepers actually work Monday to Friday.

### **Slide Eight – What about maintenance issues?**

If you spot any maintenance issues during your stay; if something gets broken or needs repairing, please inform the Accommodation Team.

You can do this in many ways: In person at the office, by calling the team, sending an email or text or by scanning the QR code which you will find on the kitchen noticeboards.

### **Slide Nine – Contacting Staff Question**

What is the best way to speak to a member of staff urgently?

Call the Accommodation Support Team

Call the office

Send an email

All of the above

Correct

If you need to contact somebody urgently, the best thing to do is call the accommodation support team on 07909892602

The support team will always be happy to help.

That's not right

If you need to contact somebody urgently, the best thing to do is call the accommodation support team on 07909892602

The support team will always be happy to help.

### **Slide Ten – Results**

Congratulations, you passed.

You did not pass, try again.

### **Slide Sixteen – Rules governing students under the age of 18**

You have signed an Accommodation Licence Agreement indicating that you have read and understood the Terms & Conditions of the Licence and you agree to abide by them.

### **Slide Seventeen – U18 Returning home**

As a student under the age of 18, you will need to complete and return a:

'Notification of Absence Form' to the Accommodation Support Team

24 hours prior to the date and time you intend to leave halls for the weekend or for holiday periods.

We will then verify your arrangements with your parents or guardians by telephone.

### **Slide Eighteen – U18 Back to your Bedroom**

What time must you be in your bedroom by each night?

We expect you to be in your own room on your own by: 10:30 EVERY NIGHT.

### **Slide Nineteen – Can my friends stay over?**

Yes

No

Correct

Residents under the age of 18 are not permitted to have overnight guests to stay with them in their accommodation.

The exception being family members where permission is sought from the Accommodation Service Manager to do so.

Once under 18 year old residents are permitted to have their family member to stay, they must complete a: 'Guest Notification Form' and return it to the Accommodation Support Team when their guest arrives to the halls of residence.

That's not right

Residents under the age of 18 are not permitted to have overnight guests to stay with them in their accommodation.

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### **Slide Twenty – Turning 18 Rules Question**

What if you are turning 18 during your stay?

You can do what you like, you're 18 now

You must continue to comply with the under 18 regulations whilst you live there

Correct

Although you have turned 18, you must abide by the regulations for the under 18 building, so long as you live there.

That's not right

Although you have turned 18, you must still abide by the regulations for the under 18 building, so long as you live there.

### **Slide Twenty-One – U18 Results**

Congratulations, you passed.

You did not pass, try again.