

# Brooksby Accommodation Induction Introduction Transcript

## **Slide One - Welcome**

Welcome to this introduction to the Brooksby accommodation.

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 Monday to Friday by the Housekeeping Team. They will remove the rubbish and clean down the kitchen tops.

Communal shower rooms are cleaned daily Monday to Friday.

Sanitary bins are removed every 2 weeks.

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

The Accommodation Support team are available 24 hours a day.

You can either pop into the office to see them or give them a text or call on: 07580 145932 or 01664 855263.

## **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.

### Slide Six – Opening Hours Question

What are the opening hours for the accommodation service?

8am to 4pm

5pm to 8am

8am to 8pm

24 hours

Correct

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

That's not right.

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

### 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 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: **07580 145932** or **01664 855263**.

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: **07580 145932** or **01664 855263**.

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.

You are expected to leave on **Friday at 17:00** and not return until **Sunday at 17:30** but do not need to complete a form for this period unless you leave a day earlier or return a day late.

We will then verify your arrangements with your parents/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 (unless you are in a shared room) 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 due to shared toilet facilities.

You can have guests stay during the day between **7am** and **9pm** but they need to be signed in with the accommodation support officers.

That's not right

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

You can have guests stay during the day between **7am** and **9pm** but they need to be signed in with the accommodation support officers.

### 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.

However, if you would like to be in the over 18 block there may be a space but you need to discuss this with senior staff.

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.

However, if you would like to be in the over 18 block there may be a space, but you need to discuss this with senior staff.

## **Slide Twenty-One – U18 Results**

Congratulations, you passed.

You did not pass, try again.