

LIVING IN ACCOMMODATION WELKIN RESIDENCES

WHAT YOU NEED TO KNOW...



Welcome to Welkin Residences! We are delighted to have you as a resident and hope that you will find your stay comfortable and enjoyable. This handbook provides the necessary information you will need about living here, including the services and facilities available, and the responsibilities of each tenant. Please take a moment to familiarise yourself with this information to ensure a smooth and pleasant stay.

The Location

Welkin Residences is located on Gaudick Road, Eastbourne. This is just outside Meads Village.

It's set in the stunning South Downs and is moments away from the countryside. Also nearby is the beautiful Compton Park, which is perfect for an evening walk.

The distance between Welkin Residences and Eastbourne District General Hospital is about 2.5 miles.

Office Hours – Monday to Friday 0900 to 1200

Office Contact Number – 07929 771 102

Email Address – esht.accommodationwelkin@nhs.net

Staff Link for Further Information - [Welkin staff accommodation \(Accommodation\) - tasks and guides](#)

Getting Around

Being on the doorstep of the Town Centre, walking/cycling is great for getting around and exploring. The Town Centre is about a 25 minute walk or a 5-10 minute cycle.

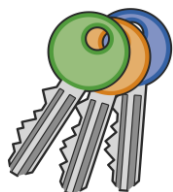
Stagecoach Bus 3, 3a or 4 will take you into Eastbourne Town Centre from the bus stop on Carlisle Road, a few minutes walk to Welkin. Frequent bus services "Loop" are available from the Town Centre to Eastbourne District General Hospital site.

Eastbourne train station is the closest station and is located in the Town Centre.

Keys

DO NOT LOOSE YOUR KEY/FOB

These are expensive to replace and you will be charged for the replacement.



Cycle Storage

There are cycle sheds where you can store your bike.

If you are a regular user, please ask for a key. Bikes must not be kept in rooms or communal areas.

Vehicles

There are limited parking spaces in the Welkin Residences car park in Gaudick Road, these are on a first come first serve basis. However, there's plenty of off-site road parking around the facility.

Smoking

The whole of Welkin Residences – buildings and grounds are a no smoking/vaping site.

- ✗ Do not cover your smoke detectors – they are for your and your neighbor's protection.

You could be subject to fines or legal action if you fail to comply with the fire safety regulations.



Food & Essentials Shopping

The nearest shops for amenities and a pharmacy are in Meads Village which is approximately a 15 minute walk away (0.6 miles).

You will be able to get all your major essentials in the Eastbourne Town Centre. The Beacon is the main shopping centre and there is a small Sainsbury's.

Larger supermarkets in Eastbourne can be accessed by car or public transport.

Asda	2.8 miles
Tesco	3 miles
Lidl	3.1 miles
Sainsbury's	3.6 miles
Aldi	4.5 miles
Morrisons	4.9 miles



Laundry

An on-site Launderette is available for your use. The machines are accessed via an App, which can be downloaded to your Smartphone. This will allow you to sign up and add funds –you're ready to go! You can also monitor the progress of your laundry cycle. Full details are displayed in the Launderette.

If the App does not work due to technical difficulties, please report to the office.



Features

All the rooms are extremely spacious and come with a single bed, wardrobe, study desk and plenty of storage for your belongings.

Each flat consists of 5 or 6 bedrooms; all of which include en-suite bathroom, television aerial point in each room and a shared kitchen/dining area for communal use. A TV License is already in place for the communal television in the shared living space.

Please note if you wish to have a personal television within your room, you will need to purchase an individual TV License.

Our on-site CCTV will provide you with more security.

Guests

No guests are allowed to stay overnight.
Any day guests must be signed in at Reception before being brought into the residences.

You are responsible for the behaviour of your guest and liable for any damage they cause.

Post & Parcels

When addressing your post please ensure it has your full name, flat number, room number and court name.

Welkin Residences
Gaudick Road
Eastbourne
East Sussex
BN20 7SH

Letters are delivered to your post box, but larger items are held at Reception.

Not Permitted

- ✗ Pets
- ✗ Weapons, including pellet (BB) and air-activated weapons, cross bows and longbows, catapults, non-domestic knives
- ✗ Posters/pictures on walls – there are pin boards in the bedroom.
- ✗ Parties
- ✗ Sky TV (or TV service that requires a dish)
- ✗ Overnight guests
- ✗ E-Scooters
- ✗ Smoking/Vaping on-site

Some House Rules...

Please remember you will be living in a residential community with over 350 people, who may not share the same work schedule as you.

- Keep your room and communal areas clean and tidy including kitchens/bathrooms
- Respect any item or piece of equipment belonging to the Trust and other residents
- Consider other residents by keeping noise levels down – persistent noise disturbances will be dealt with appropriately
- No ball games – anywhere within the grounds
- Do not feed the animals and encourage them into the premises.

If you experience problems, please raise this to us as we are experienced in handling these situations in a diplomatic manner and want everyone to enjoy their stay here.



Damages

All occupants are responsible for any damage to property or equipment whilst part of their tenure. The replacement cost will be charged. This applies to fixtures, furnishings, kitchen equipment and the common areas.

Students are expected to adhere to all University policies as well as the University Student Contract and are

expected to conduct themselves at all times in a manner which demonstrates respect for the University, its staff, fellow students, and the wider community. Failure to do so may be considered as a breach of this procedure and may result in disciplinary action. Zero tolerance is applied to any incidents involving, drugs, alcohol or the Police. Students will also be held responsible for any damages and for the conduct of any guest whom they bring onto the residences.

Housekeeping

The communal areas of your flat will be cleaned as per the schedule displayed on kitchen notice board.

Communal areas should be kept clear of personal possessions and food items should be stored in kitchen cupboards or fridges as necessary, not on the worktops and tables.

The Housekeeping team will clean the worktops, table, floor, oven and microwave in your kitchen/dining area and vacuum the carpet in your corridor.

Your general kitchen bin will be emptied during the week as per your cleaning schedule. Please ensure that rubbish is neatly compacted and put inside the bin.

You have built in recycling boxes in each kitchen for your recycling – please refer to the recycling section for specific

information about how to recycle.

There is a vacuum cleaner in your flat for you to clean your own bedroom.

Any areas of your flat left in an unacceptable condition will not be cleaned and a cleaning notice will be left giving you details of the issue and what action to take.

Please work with us to ensure you can live in a healthy clean environment.

Waste (Refuse & Recycling)

It is your responsibility to dispose of the flat waste on days the cleaner does not attend, if the bin is overflowing. Please take it to the Bin Store on the rear driveway. To ensure correct waste disposal, waste must be in the appropriate bin liners. Please make use of the recycling bins for items such as paper, plastics and glass. We encourage all tenants to take part in recycling to help reduce our environment footprint. Tenants must take their recycling to the designated external recycling area, at the rear of the site.



Maintenance

If you encounter any issues or require repairs, please contact the office during office hours Monday to Friday 0900-1200, between 1200-1600 Monday to

Friday contact the DGH Accommodation Office on 0300 131 5601.

We will be available to address any concerns and ensure that the accommodation is well maintained.

Out of hours, if the issue requires urgent attention please contact the ESHT Switchboard on 0300 131 4500 and request the Facilities On-Call Manager.



Fire Safety

No one likes to be woken up by the fire alarm during the night.

To help avoid this:

- ✗ Don't smoke/vape anywhere inside the Welkin Halls buildings.
- ✗ Don't use candles or incense sticks.
- ✗ Don't leave cooking unattended.
- ✗ Don't store any items in corridors or stairwells.
- ✗ E-Scooter and or their charging is not permitted.
- ✓ Turn the hobs and ovens off after cooking.
- ✓ Turn off electrical appliances after use.
- ✓ Keep fire doors shut at all times.
- ✓ Keep bathroom door closed during and immediately after showering.

If you do hear the fire alarm, please leave the building immediately using the nearest

emergency exit. You will find details of your fire assembly point on the back of your flat door.

Fire alarm testing will take place weekly and you will be notified of the regular day.

If you find a fire:

- Sound the alarm at the nearest red call point.
- Leave the building immediately.
- Close all fire doors behind you.

Emergency Procedures

If you call for emergency services please inform Site Management Team so a member of staff can escort the services to your room.

Staying Safe and Secure

We want your stay to be comfortable, but above all safe. Here are some general safety tips.....

- Keep main entrance doors shut at all times – do not prop doors open, including fire doors
- Always carry your key/fob
 - never give it to anyone else
- Be aware of strangers on the premises – if you are not sure who someone is, ask them and ask to see their ID badge
- Lock your door when you are going out and keep it closed at other times – even if you are just popping to the kitchen or bathroom
- If your room is at ground level, or easily accessible from the ground, make

sure your windows are closed before you go out.

Vacating

When you vacate, please return your keys to the Welkin Accommodation Office. Outside of Office Hours, please place your keys in the post box located in the Launderette.

Be Energy Efficient

At the Trust we do our best to be as eco-friendly as possible, so please help us to be green and keep costs down by:

- Turning lights off when you go out
- Only boiling as much water as you need
- Make good use of the on-site recycling facilities
- Not using additional portable heaters
- Ensuring windows are closed when not required
- Do not leave the shower running when not in use
- Ensure taps are turned off after use
- Switch off any appliances when not in use
- Using the on-site recycling facilities.



Legal Disclaimer

Please note that the contents of this guide do not constitute a complete legal document. This information, while accurate, does not cover every aspect of your obligations as a resident of the Trust. It is designed to offer helpful advice and information on the most important aspects of living here, but as a Trust resident you will be legally bound to all the terms set out in your signed tenancy agreement (if applicable).

Welkin Residences Site Map

