

MEET THE TEAM

While all of our advisers are trained to deal with all areas of advice and guidance, each of our major areas has a specialist caseworker if you wish to request them:

Gina Rayment

Speciality: Funding, Debts and Welfare Benefits

Julie Chambers

Speciality: Academic issues

Kate Falconer

Speciality: Housing issues

Chloe Reid

Speciality: Housing issues

UNION SERVICES

Main Reception 01482 445361

Vice-President Welfare and Community 01482 466259

Job Shop 01482 466755

Student Activities Hub 01482 466269

Volunteering Hub 01482 466295

International Students Association (ISA) 01482 466247

HullStars 01482 465216

HUU Homes 01482 466446

Try out our budget calculator to help your money last longer:

www.hullmoneysdoctors.co.uk

All information contained in this leaflet is available in alternative formats. Contact the Advice Centre for more details.



UNIVERSITY SERVICES

Main Reception 01482 346311

Student Support/Disability Services/
Loans & Hardship Team/Immigration
01482 462020

Student Wellbeing, Learning and Welfare
Support Service 01482 462020

International Office 01482 466904

Student Financial Services 01482 466813

Accommodation 01482 466042

The Skills Team 01482 466199

Off Campus Student Finance England
0845 300 50 90

Community Legal Advice Centre
01482 317420

Job Centre Plus
Claims - 0800 055 6688 Other - 0845 6043719

Hull & East Yorkshire CAB 01482 224608

Samaritans 0845 790 9090
Hull branch - 01482 323456

Cop Shop 01482 334825

Hull City Council 01482 300300

Hull Independent Housing Aid Centre
01482 329591

Conifer House (GUM Clinic) 01482 336336
Under 25's advice and info - 01482 336322

ADVICE CENTRE

FREE INDEPENDENT
IMPARTIAL ADVICE

tax · academic · finance · funding · housing



HULL UNIVERSITY
UNION



WE'RE HERE FOR YOU

University can be the best time of your life but as with anything there may be times when you feel that you're struggling, that problems are mounting and you need some advice. Well don't worry – we are here for you every step of the way for any issues or worries you may have.

We provide free, confidential and impartial advice and information to all students on a wide range of issues from Academic, Funding and Housing, to Sexual Health and Consumer problems.

These are just examples of the work we do, so if you have a problem and you are not sure where to go, ask us - if we can't help we should be able to tell you someone who can.

Our team of paid staff and together with our links with other services, and our professional affiliations (including the Citizens Advice and Advice UK) enables us to strive to deliver a high quality service that is up-to-date and meets YOUR needs.

We operate on a first come - first serve basis and all students are seen in a confidential interview setting by an adviser. To ensure adequate time to address your query, please aim to arrive before 2.30pm. This is an opportunity for you to discuss in full your problems in a non-judgemental, open environment. If your problem requires long-term support, further appointments may be made for you.

OPENING HOURS:

Semester:

Monday 9.30am-3pm

Tuesday 9.30am-3pm

Wednesday 12pm-3pm

Thursday 9.30am-3pm

Friday 9.30am-3pm

Tel 01482 466263

Email hvu-advice-centre@hull.ac.uk

Vacation:

Tuesday 9.30am-3pm

Thursday 9.30am-3pm

MONEY WORRIES

We understand that increasingly students are being put under more pressure financially. We can advise you on budgeting techniques, emergency funding, benefit entitlement, additional funding for groups such as students with children, negotiation with creditors, and generally ensuring you are aware of all funding options open to you.

Top Tips

- Make a budget - you can download a budget form from hullstudent.com/budget or hullmoneydoctors.co.uk Find out about government funding - we can help you access funds which may be available to you
- Supplement your loan with a job - visit the Job Shop on the first floor
- Save loads of money with an NUS extra card at hullstudent.com/nusextra

ACADEMIC ISSUES

Your education is important. That's why it is vital that you get organised and stay on top of your work. We are here to help if you feel that you are on the wrong course, have problems affecting your studies or wish to make a complaint or academic appeal. We can help guide and advise you through the maze of University regulations and procedures.

Top Tips

- Remember your deadlines - allow plenty of time to complete essays/revision
- Read the student handbook carefully - it contains all the rules and regulations for exams, essays and more. You can read it online at www2.hull.ac.uk/student/studenthandbook.aspx
- Balance your education and social life - whilst you don't want your degree to suffer at the expense of your social life, it's important to take time out to relax. Just keep the balance right
- Don't let things get on top of you - there's loads of support available so don't suffer in silence

HOUSING

Whether you're in University or The Scheme/Private housing we can advise you on your rights regarding repairs, contractual issues, return of deposits and safety issues. Don't forget to speak to us when house hunting to make sure you get a safe and value for money, property. We will also check your contract before you sign, giving you hints and tips on what questions to ask.

Top Tips

- Choose your housemates carefully - remember you'll be living with these people for at least a year
- Visit the property - what sounds good on paper may not be so good in real life. Take a look for yourself and ask about anything you are not sure of
- Read your contract carefully - we can check your tenancy agreement if there is anything that you are unsure of
- Check your Housing leaflet available from the Advice Centre

I would like to thank you and everyone at student support services for your on-going advice and support. Without your sympathetic ears I can say with some confidence I would have left University by now.

I would probably fail my exams if it wasn't for you and I'd like to thank you for your help in the matter with my landlord. You were really helpful and comprehensive.