



Q - How close is the university?

A - The Mews is 10 minutes on the bus to University of Oxford; 30 minutes on the bus to Oxford Business College; 30 minutes on the bus to Oxford Brookes University.

Q - How far is the city centre?

A - A 25-minute bus ride.

Q - Where is the nearest supermarket?

A - The Midcounties Cooperative is 14 minutes' walk away.

Q - Is there a medical centre nearby?

A - The Donnington Health Centre on Henley Avenue is 15 minutes' walk away.

Q - Where is the nearest cashpoint?

A - There's an ATM on Cowley Road which is just a 3-minute walk.

Q - Where is the nearest police station?

A - The Cowley Police Station is a 15-minute walk away.

Q - Where is the nearest post office?

A - There is a post office on Iffley Road, which is a 14-minute walk.

Q - Where is the nearest gym?

A - The Temple Cowley Pools is a multi-purpose complex which includes a gym, is a 17-minute walk away.

Q - How far are the bus/train stations?

A - 23 minutes on the bus to the train station.

Q - Where's the nearest bus stop?

A - On Shelly Road, only a 2-minute walk away.

Q - What's in my room?

A - Your room is fully furnished with: WiFi, large bed, wardrobe, study desk and chair and en-suite bathroom. You will need to provide your own crockery and cooking utensils. Starter packs are available to pre-order before you arrive - see our homepage.

Q - What is included in the kitchen?

A - Kitchens come equipped with: oven, sink, hob, fridge with freeze compartment, microwave and breakfast bar with stool seating. You will need to provide your own crockery and cooking utensils. Starter packs are available to pre-order before you arrive - see our homepage.

Q - Who cleans my flat?

A - You are responsible for cleaning your room.

Q - Can I bring a pet?

A - Sorry, pets are not permitted on any Derwent Students properties.

Q - Where can I do my laundry?

A - There is a laundrette on site.

Q - Can I personalise my room?

A - A large pin board is provided in the bedroom for posters. We ask that you don't put posters on your walls as any damage caused will be chargeable.

Q - Can I have guests to stay?

A - Guests are permitted for a maximum of 2 nights in any week. Please sign them in at reception on arrival.

Q - Can I bring my car?

A - There are no car parking spaces available for residents, so you will have to use the pay and display spaces on the street or find an alternative longer term car park.

Q - Is there anywhere I can store my bike?

A - Bike storage is available on site.

Q - Where do I collect my post from?

A - Parcels can be collected from reception upon receipt of a slip in your post box notifying you that there is a parcel for you.

Q - How do I report maintenance issues?

A - You can visit reception and fill out a repair slip. We will log and effect your repair as soon as possible.

Q - Do I need to have a TV Licence?

A - You will need to purchase a TV licence if you wish to watch or stream live TV in your flat.

Q - What events do you arrange on the site?

A - We arrange several events throughout the year, site staff will inform you of any upcoming events so keep your eyes and ears peeled.

Q - What facilities are there on site?

A - A laundrette, hospitality office, bike storage, secure door entry and CCTV.

Q - Can I arrive early?

A - Please contact the site team to check whether your room will be vacated and cleaned by the time you want to arrive.

Q - What about safety and security on site?

A - We have CCTV on site and there's a secure door entry system. Only residents and staff have access to the building.