Contents

1 Medical assistance
2 Reporting accidents, incidents & near misses
3 Other useful telephone numbers
4 Protect yourself from thieves
5 Warning! Danger of fire!
6 Fire action notice
7 Locked out/forgotten your keys?
8 Cooking/kitchen safety
9 How environmentally aware are you?
10 Be a responsible tenant
11 NUStudenthomes accommodation contact details

Medical assistance

Minor injuries or illnesses should be referred to the nearest NHS Walk-In Centre or your GP. For advice on registering with a GP please refer to: www.ncl.ac.uk/students/wellbeing/medical/doctor_dental.htm

For Albion House Residents:
Newcastle Medical Centre, Boots the Chemist, Hotspur Way, Intu Eldon Square, NE1 7XR. Tel: 0191 232 2973. Open 8.00am–6.30pm Monday to Friday and 8.30am–4.30pm Saturday (closed Sunday).
Or Westgate Walk-in Centre, Westgate Road, NE4 6BE. Tel: 0191 282 3000. Open 8.00am–8.00pm, seven days a week.

For Barker House Residents:
Molineux Street Walk-in Centre is based at: The Molineux Street NHS Centre, just off Shields Road, Byker. Tel: 0191 275 5862.
The centre is open 8.00am–8.00pm, seven days a week, including bank holidays. No appointment needed.

In an emergency where somebody’s life is in danger, phone 999 for Ambulance, Fire & Police services.

Local Accident & Emergency Centre is: Royal Victoria Infirmary (RVI), Queen Victoria Road, Newcastle upon Tyne, NE1 4LP. www.newcastle-hospitals.org.uk/services/accident-emergency_emergency-department-ed.aspx
Reporting accidents, incidents & near misses

All accidents, incidents and near misses must be reported to:
Reception or Accommodation Service, Level 2, King's Gate as soon as possible so that an accident/incident report can be completed and the cause investigated to prevent recurrence.

Safety Defects – we value your safety.
Please report any safety defects immediately so corrective action can be taken.

Useful telephone numbers

University Security 24hr
0191 208 6817

Student Wellbeing Service 9am – 5pm, Monday to Friday
0191 222 7699

Student Advice Centre, Union Society 9am – 5pm, Monday to Friday
0191 239 3979

Student Support Officer, Union Society 9am – 5pm, Monday to Friday
0191 239 3917

NHS Direct Helpline Service 24hr
111

Nightline 8pm – 8am, term time
0191 261 2905

Samaritans 24hr
116 123

Drinkline 9am – 11pm, Monday to Friday
0300 123 1110

Northumbria Police 24hr
101

Always report any faults and defects to appliances to reception or via the online repair reporting system or mobile app which is available for iPhone, Android or Windows 8 devices. Details are available at www.ncl.ac.uk/accommodation/current-students/repairs/#repairs
Protect yourself from thieves

• Don’t let strangers into the building.
• Keep your belongings secure by keeping your room and flat locked when you are out! Your flat does not lock automatically!
• Protect yourself and your friends by remembering to lock the door when you leave.

Warning! Danger of fire!

Do not hang or try to dry clothes directly on the electric wall heaters.

Always report any faults and defects to appliances to reception or via the online repair reporting system or mobile app which is available for iPhone, Android or Windows 8 devices. Details are available at www.ncl.ac.uk/accommodation/current-students/repairs/#repairs
Fire action notice

In the event of the alarm sounding (a loud bell or wailing siren) you should always:

- **Raise the alarm** – Shout FIRE, FIRE, FIRE, and operate the nearest fire alarm call point (break glass point situated throughout the building) to warn everyone in the building that there is a fire.

- **Attempt to fight the fire** (only if it is safe to do so).

- Prompt use of a fire extinguisher can nip a major incident in the bud. If you encounter a fire then only use the extinguisher if it is safe to do so, and you know how to use it. **Leave as soon as the extinguisher has emptied or the fire is growing!**

- Leave the building immediately (even if you think it is a false alarm), closing doors behind you and go to the designated assembly point which will be marked on the fire action notice in your room or flat.

- From a place of safety, call the **Fire Brigade** on **999** giving the full address of where the fire is.

- **Contact University Security** on **0191 208 6817**.

Do not re-enter the building until you have been told it is safe to do so by the Fire Brigade or member of University staff.

Weekly fire alarm tests are carried out throughout the year and you will be notified of dates and times of tests in advance. Please note that full fire evacuations are undertaken during Term One, residents who fail to evacuate will be subject to the University’s Disciplinary Procedures and may be fined.

Locked out/ forgotten your keys?

During normal working hours telephone:

- **Grant – Albion House**
  - 0191 208 8493

- **Alec – Barker House**
  - 0191 208 7109

- **Pam**
  - 0191 208 6863

- **King’s Gate**
  - 0191 208 3333

Out of hours service telephone:

- **University Estates Security**
  - 0191 208 6817

Always report any faults and defects to appliances to reception or via the online repair reporting system or mobile app which is available for iPhone, Android or Windows 8 devices. Details are available at [www.ncl.ac.uk/accommodation/current-students/repairs/#repairs](http://www.ncl.ac.uk/accommodation/current-students/repairs/#repairs)
Cooking/kitchen safety

- The hob will become extremely hot whilst cooking and can take some time to cool down, beware of burns.
- Turn the handles of pots and pans inward so you can’t knock them off and spill something or burn yourself.
- Always use a dry cloth or oven mitt when handling pots and pans to avoid burns.
- Do not put hot pans on the worktop.
- Remember to never leave the oven or hob unattended when in use.
- Ensure the hob is cleaned regularly to avoid damage to the surface.
- Don’t put hot grease into water or water into hot grease. It will splatter and might burn you.
- When you’ve finished cooking, always make sure all oven and hob dials are turned off.
- Keep wet hands away from electrical outlets.
- Please dispose of food waste in the bin, do not put it down the sink as this will cause blockages.
- Please use a chopping board, do not cut/chop food on the worktop.
- Chip pans and deep fat fryers are not permitted.

How environmentally aware are you?

- A 5 minute shower uses approximately 75 litres of water.
- A 10 minute shower uses approximately 150 litres of water.

Be water wise!
Be a responsible tenant

You are responsible for the cleanliness of your own study bedroom the lounge/kitchen area is joint responsibility. All areas should be cleaned regularly during your occupation.

- Smoking is not permitted in any part of Barker House or Albion House.
- Please do not allow rubbish to accumulate, recycle as much as possible and dispose of everything in the correct bin.
- Please ensure the washing machine is not overloaded and do not use it if no one is present in the flat.
- Please switch off lights and electrical equipment when you go out.
- Consider other tenants in the block, especially when arriving home late at night.
- Please use the pin board provided and do not pin/hang/stick anything to the walls.
- We strongly recommend using a mattress protector.

Please do not put anything in the toilet that is likely to cause a blockage. Contractor call out charges resulting from a blockage could be recharged back to tenants.

Always report any faults and defects to appliances to reception or via the online repair reporting system or mobile app which is available for iPhone, Android or Windows 8 devices. Details are available at www.ncl.ac.uk/accommodation/current-students/repairs/#repairs

NUStudenthomes accommodation contact details

General enquiries
Level 2, King’s Gate
0191 208 3333

Accommodation services team
Available Monday – Friday
9am to 5pm

Grant Jackson – Albion House
0191 208 8493
grant.jackson@ncl.ac.uk

Alec Hughes – Barker House
0191 208 7109/07815 704091
alec.hughes@ncl.ac.uk

Pam Bonner
0191 208 6863
pamela.bonner@ncl.ac.uk

University estates security
Security staff are on duty 24/7 and can be contacted on:
0191 208 6817

Albion House out of hours emergency repairs
Please contact University estates security (as above)

Barker House out of hours emergency repairs
Contact Benny or Brad
07949 102695/07843 282341

The internet service provider at Albion House and Barker House is Studentcom
0333 123 0144
support@studentcom.co.uk
@StudentComHelp
Details are correct at the time of going to print in July 2016. This brochure is for information and guidance purposes only.

Designed by Aspire Design.
© Newcastle University, 2016.

The University of Newcastle upon Tyne trading as Newcastle University.

Newcastle University is signed up to The Student Accommodation Code, which protects your rights to safe, good-quality accommodation. For more information see www.thesac.org.uk