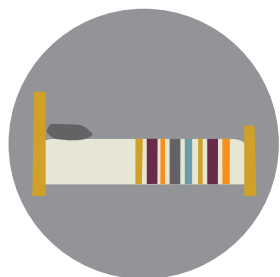


Barker House

Terms and Conditions

2016-17



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Introduction

Welcome to Barker House, we hope your stay will be an enjoyable one.

Please take time to read through the following Terms and Conditions which form part of your Tenancy Agreement and must be complied with.

This booklet contains useful information about your accommodation; it advises what you can expect and what will be expected from you whilst living in University managed (NUstudenthomes) accommodation. It will also help you make the best possible start when you arrive.

A copy of our Standard Terms of Contract, which outlines all our joint contractual terms and copies of our standard policies, is available at: www.ncl.ac.uk/accommodation/university/barkerhouse/#yourcontract

You can refer back to your **E-Welcome** at any time prior to or after your arrival. Access is available via the 'Your Journey' section of your online application.

**Top 10 UK
university for
accommodation**

National Student
Housing Survey,
2015

Follow us:

 NCL_accomms

 Accommodation
Service Newcastle
University



Introduction continued



Newcastle University has signed up to The Student Accommodation Code, an approved code of practice for accommodation managed and/or controlled by Higher Education establishments, for more information please see www.thesac.org.uk

The Code complies with the requirements of the Housing Act 2004 and relates to the management of the building, building standards and services which you receive. Our accommodation and services are regularly audited to ensure compliance. We provide information, training and supervision for all our employees to fulfil delivery of standards required by the Code.

We welcome your feedback on the service we provide. If your experience is that we are doing something particularly well please let us know. Similarly, if any aspect of our service does not meet with your expectations please contact Level 2, King's Gate Student Services. A copy of our 'Complaints Policy' is available at www.ncl.ac.uk/accommodation/current-students/complaints-repairs/complaints/#whattoexpects

We hope your stay with us will be a happy and successful one and that you enjoy living in our accommodation.



We put our customers first ...

ACCOMMODATION
CUSTOMER CARE PROMISE

Our Accommodation & Hospitality Services team are dedicated to providing you with quality accommodation and excellent customer service.

For further information see www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/customer-care-promise.pdf

Arrival and key collection

You are responsible for the collection of your own room key which will be available from the reception at Barker House **from 12 noon on the first date of your contract period Monday 19th or Saturday 24th September 2016.**

You will be provided with one key which will operate the door to the flat and your own bedroom. The external door is operated via a biometric system, this means you will need to have a fingerprint scanned when you first arrive, and therefore, **you must arrive at Barker House during normal office hours 9am to 5pm. The reception at Barker House will also be open on Saturday 24th September 9am until 5pm and Sunday 25th September from 10am to 4pm.**

Further information can be found at: www.ncl.ac.uk/accommodation/university/barkerhouse/#facilities

Kings Gate Student Services opening times

Monday to Friday 9am to 5pm
(opening at 10am on Wednesday)

T. +44 (0) 191 208 3333
E. student.services@ncl.ac.uk

Out of hours estate security service

T. +44 (0) 191 208 6817

NU Student Homes

Please see NU Student Homes staff contact details on page 28.

Postal address

**Barker House
Shield Street
Shieldfield
Newcastle upon Tyne
NE2 1XR**

Tenancy

The term of your tenancy

Your tenancy is for a fixed term period. This means that there is no notice period in your agreement and you will not be released from your contract. Equally the University cannot terminate your agreement during the period of the tenancy, other than in a breach of one or more of the conditions of the tenancy.

Council tax

At present full time students receive exemption from Council Tax. It is important to remember that the University will take no liability whatsoever for the council tax. It is your responsibility to apply online for your Council Tax Exemption Certificate; go to: www.ncl.ac.uk/students/progress/student-resources/counciltax then Council Tax Exemption.

Deposits

You have paid a deposit to cover the University against unreasonable damage to the property. The deposit is held until the end of the Tenancy. When the tenancy ends, a final inspection is carried out by staff from the Accommodation Service who will check the original inventory against the final condition of the property. The main reasons for withholding all or part of the deposits are:

- Damage to the property
- Lack of cleaning or leaving rubbish which subsequently has to be removed
- Failure to return keys on time

If there are no repairs or cleaning charges you can expect a full refund, however, if the property is not cleaned thoroughly or damage has occurred, the costs will be held against the damage deposit. You will be charged individually for damage caused/ required cleaning in your study bedroom and all occupants will be charged for any damage caused/ required cleaning to communal areas (to include areas within the apartment and also communal areas within the building) unless an individual claims personal responsibility. The deposit refund is normally made within 14 working days of the end of the tenancy, provided there are no deductions. In cases where contractors are used to rectify damage, or carry out required cleaning the refund of the deposit cannot be made until all invoices have been received and appropriate deductions made.

Guests

Guests are allowed to stay overnight on a maximum of two nights in any seven day period.

Painting and decorating

We ask that you do not carry out any painting or decorating to the flat or your study bedroom under any circumstances.

Posters

Please do not hang any posters or pictures on the walls whatsoever; this includes the use of blu/white tac, sellotape, pins, hooks etc. Should there be any damage to the decoration, a charge will occur.

Cleaning

Your flat and study bedroom should be cleaned regularly during your occupation. Here are some useful tips.

- Clean the oven and hob after each use and the cooker extractor hood on a regular basis
- Defrost and clean the fridge and freezer when required
- Clean the toilet, wash hand basin, shower cubicle and tiling regularly.
- Do not allow hair to clog up the hand basin and shower cubicle waste.
- Please do not wash foodstuff i.e. rice, pasta down the sink as this will cause a blockage.
- Rubbish and recycling should be put out on a regular basis.
- Clean the filter on your washing machine on a regular basis (see instruction manual for further details).

Waste and recycling bins are provided in the compound at the side of Barker House. Recycling bins are for cardboard, paper, tins, cans, plastic etc. with separate bins for glass. Bins are also available for general waste. For further information, please refer to the University's 'Environment Guide' available at: www.ncl.ac.uk/estates/ourcampus/

Communal corridors, stairwells, lift entrance and reception areas will be cleaned weekly, usually on Monday and Friday by a contracted cleaning company.

Health and safety

Accommodation and Hospitality Services has a local 'Health and Safety Policy' which is supplementary to the University Statement on Policy, Organisation and General Safety Arrangements.

You are required to maintain a reasonably safe environment at all times for University staff and contractors who may have to enter your accommodation, e.g. cables to personal electrical equipment should be safe and not pose a trip hazard. You are encouraged to report any health and safety issues to Level 2, King's Gate for investigation. All accidents, incidents and near misses should be reported by completing the form online at: <https://my.ncl.ac.uk/students>

Emergency procedures

Immediate danger

If you or someone else is in immediate danger, you should phone 999 to contact the Police, Fire or Ambulance Services, and then contact Level 2 King's Gate. Outside normal office hours contact the University's Estate Security Service on (0191) 208 6817.

The University has documented procedures including an incident plan for dealing with events such as fire, gas leak, bomb alert, outbreak of disease or major breakdown of services and equipment.

Firearms

Firearms, including air rifles, pistols and replicas, and any other sporting weapon (and any type of ammunition) are prohibited in our accommodation.

GP registration

On your first week of arrival you are advised to register with a local health service or a local GP. Further details are available from the 'Action in the Event of Emergency' notice displayed in your bedroom.

To find details of all local GP practices, their location and the services they provide, refer to the GP Student Handbook available at: www.ncl.ac.uk/students/wellbeing/medical/doctor_dental

If you are an international student, more information about health care, costs and services provided is available at: www.ncl.ac.uk/students/wellbeing/about/international/students/

Welfare support, financial advice and counselling

Accommodation Staff are responsible for the general welfare and pastoral care of students and are contactable via Level 2, King's Gate during normal opening hours. Further resources are available – please see a list of Useful Contact Details on page 29.

Fire safety

Our fire safety systems are maintained, regularly tested and inspected in accordance with regulations relating to each particular piece of equipment, building type and appropriate British Standards. Systems include: fire detection, fire-fighting equipment, emergency lighting, fire door integrity including closures and emergency escape ironmongery, such as push bars. The design and detail of our fire systems is determined in accordance with a fire safety risk assessment and in consultation with Tyne and Wear Fire Authority. The fire alarm system is monitored by Southern Monitoring Services who will contact the fire brigade should the alarm be activated.

On your arrival it is important that you read the 'Fire Action' notice displayed within your accommodation and familiarise yourself with the locations of fire-fighting equipment, signed escape routes, fire exits and your designated assembly point. A fire extinguisher and fire blanket are located in the kitchen area. Kitchens in our accommodation are fitted with heat detectors, with smoke detectors in study-bedrooms, corridors and stair areas. These smoke/heat detectors must not be covered under any circumstances.

Fire safety and procedure training will take place early in the autumn term by Tyne and Wear Fire Authority. You will be notified in advance of when this will take place and you are required to attend.

The fire alarm is tested and recorded on a weekly basis at pre-arranged times by NUstudenthomes Staff. The date and time of the test will be displayed on the notice board in the reception area.

A full drill/evacuation will be held once in each of the first two terms it is essential that all tenants who are in the building at the time of the drill evacuate via the staircase and gather at the designated assembly point. Any tenant failing to adhere may be subject to a disciplinary fine. Dedicated fire exit door at the rear of the building should only be used in genuine emergency or during a fire drill and must be kept clear at all times.

Heat/smoke detectors and automatic door closers will be tested on each termly inspection visit.

If you have a disability (including a temporary disability) during your period of residence, which could affect your safety in the event of fire or other emergency, you should notify a member of the Accommodation staff as soon as possible. An assessment can be undertaken and any specific arrangements put in place, e.g. a Personal Emergency Evacuation Plan, if necessary.

Health and safety continued

Fire safety continued

It is extremely dangerous and is regarded as a serious criminal offence to interfere with any fire systems or fire-fighting equipment in place, except in an emergency. Anyone found responsible for doing so, or whose carelessness, negligence or irresponsible behaviour leads to a fire alarm activation or the Fire Brigade attending, will be subject to the University's 'Student Disciplinary Procedure', which will include a fine and may lead to the accommodation contract being terminated.

A copy of the University's 'Student Disciplinary Procedure' is available at: www.ncl.ac.uk/students/progress/Regulations/SPS/disciplinary

Fire prevention

- Due to the increased risk of fire candles, flares, fireworks, incense sticks, deep fat fryers, chip pans and halogen lamps are prohibited within our managed accommodation.
- **Smoking is not allowed in any part of Barker House, other than the designated area located at the front of the building.**
- Fabrics are not permitted to be hung on walls, across ceilings or draped over electrical appliances, or the wall mounted electrical heater.

Remember!

Do not attempt to dry clothes on the electric wall heaters.

To prevent a fire or fire alarm activation:

- Ensure you have read the instruction booklet on how to operate your oven and hob.
- When cooking, ensure the kitchen extractor unit is turned on and the kitchen door is fully closed
- Never leave any food cooking in the oven, hob, grill, microwave or toaster unattended
- Keep cooking appliances including the extractor hood filter clean and free from grease
- Never put pizza boxes in the oven.
- Ensure flammable materials and liquids are always stored away from any heat sources and handled with great care
- Do not overload electrical sockets – if in doubt ask Level 2, King's Gate
- Follow the cooking/kitchen safety advice provided

Fire action

If you discover a fire you are required to:

- Raise the alarm
- Operate the nearest break-glass call point
- Evacuate the building using the nearest available fire exit. **DO NOT USE the LIFT**
- Close all doors behind you
- Call the Fire Brigade by dialling 999
- Report to your Fire Assembly Point (the area at the front of the building)
- Stay out of the building until you are advised by someone in authority that it is safe to return

On hearing the alarm you are required to:

- Alert those around you
- Evacuate the building using the nearest available fire exit, even if you think it is a false alarm. **DO NOT USE LIFTS**
- Close all doors behind you
- Report to your Fire Assembly Point
- Stay out of the building until you are advised by someone in authority that it is safe to return

Remember!

Smoke detectors save lives and must never be covered.

Keep Fire Doors shut.

Keep Escape and Exit Routes free from obstruction at all times.

Misuse of substances

We are committed to the active promotion of healthy lifestyles for students. Our policy aims to inform, educate and support you should the misuse of substances (illegal substances and alcohol) affect you whilst living in our accommodation. A copy of our 'Misuse of Substances Policy' is available at the following link: www.ncl.ac.uk/accommodation/useful-information/#policies

You should not commit any activity which will, or might, lead to a criminal offence. Not to engage in misuse of substances, not to expose other Tenants' to such use in shared accommodation and not to expose the Superior Landlord or University to reputational and legal risks concerning such substance use. If illegal substance use is established this could result in the termination of the Accommodation Tenancy Agreement of any Tenant in University Managed Accommodation. This includes having illegal substances on their person or in their Accommodation, using illegal substances or being found to be supplying illegal substances and using the Accommodation for this purpose.

The University policy extends to the use of 'legal' highs such as nitrous oxide, which are not permitted and if found on site, will be confiscated immediately.

It should be noted that this applies if the person(s) responsible are guests of, or invited to the Accommodation, by the Tenant.

Alcohol awareness and safe drinking

Newcastle University is very keen to promote an environment where students enjoy themselves socially, whilst at the same time, being aware of drinking "safely" to minimise any personal risk and the chance of causing anti-social behaviour to others.

Please read the following link: www.ncl.ac.uk/students/progress/student-resources/community/alcoholawareness This provides drink aware tools, safe drinking /personal safety advice and important information about Newcastle University's Disciplinary action against any anti-social behaviour.

Newcastle University receives immediate reports from Northumbria Police following incidents of antisocial behaviour & we take all reports seriously and fully investigate them. From past cases, we know that the majority of inconsiderate and unacceptable behaviour by students living in the community are the result of excessive alcohol consumption.

Please click on: www.ncl.ac.uk/students/progress/student-resources/community/ to ensure you understand the consequences of drunken /anti-social behaviour.

Smoking

Smoking (including the use of e-cigarettes) is prohibited in all parts of Barker House and is only permitted in the external designated smoking area at the front of the building. Fines will be imposed if tenants breach this restriction including smoking whilst leaning out of the window. It is essential that this is adhered to in order to ensure the safety of all tenants. A copy of the University's 'No Smoking Policy' is available at: www.ncl.ac.uk/students/progress/Regulations/SPS/nosmoking.htm

Security

Building and room security

Each flat and individual study bedroom door is lockable and is accessible only by the tenant with the relevant key. Windows are fitted with restrictors to prevent over-opening, under no circumstances should these be removed. Fire exits should only be used in cases of emergency or during a full fire drill.

Smartcard

Your Smartcard is your main proof of ID whilst you are at the University. You are required to carry your University Smartcard at all times and produce this when requested to do so by a member of University Staff.

Personal safety and security

By taking the following sensible precautions, you can do much to prevent crime:

- Your flat door does not automatically lock behind you; when entering and exiting your flat always remember to LOCK your flat door behind you
- Secure windows and doors when leaving your accommodation
- Only let people you know into your accommodation – never allow someone unknown to follow you into the building or give access, via the intercom to unknown persons
- Keep your keys and address separate
- Keep valuables out of sight

- Property mark your possessions
- Immobilise your laptop, mobile phone and other personal possessions – register free at: www.immobilise.com

SafeZone is a free app for all students that connects you directly to the university security team when you need help while you are on campus. When you raise an alarm or call for help, all on-campus security team members will be alerted to your situation and location so that they can co-ordinate to help you quickly and effectively.

To report a crime or suspicious behaviour – contact the Police immediately.

If somebody's life is in danger or a crime is taking place, phone 999. To report all other crimes and incidents or for general information telephone 101. In a non-emergency situation you can also text on: 07786 200 814.

Further information on personal safety is available at: www.northumbria.police.uk/advice_and_information/crime_prevention/personal_safety/

The University has our very own Northumbria Police Neighbourhood Beat Manager who works on campus and can be contacted via Estates Security.

Staff and access to your accommodation

All University staff and contractors working on our behalf are easily identified by either ID Smartcards, service name badges, uniforms with logos or security passes.

Security continued

If we need to gain access to your accommodation, e.g. to undertake planned maintenance or an inspection, 7 days' notice will be given as per the UK code, for other repairs you will be given a minimum of 24 hours advance notice. The only exception would be in the case of an emergency, to carry out reported repairs, or when it is believed that a breach of one or more of the conditions of contract has occurred, or we have reason to believe a criminal offence has been, or is about to be committed. We will always try to make contact with you if access is required.

Viewings

Access will be required to the communal kitchen area and bedrooms with potential tenants for the following year from mid-December and throughout the year, a minimum 24 hours' notice will be given.

Keys

Keys must be collected from and returned to Barker House reception at the start and end of your tenancy. If lost you will be charged for a replacement key (approximately £15.00), plus a £25.00 administrative charge. Full details are available from the Accommodation Service, level 2, King's Gate.

Lock out procedure

Where a resident is locked out outside office hours, contact Estate Security Service on 0191 208 6817. After confirming the resident's identity and completion of a charge form, a replacement key will be issued. Although there is a £25 charge for this service, all lock-outs attended by Estate's Security Service are recorded and on the first occasion that the resident is locked out we will send an e-mail to the resident advising that the lock-out charge has been waived.

Out-of-hours assistance

Should you require assistance outside normal office hours and you should contact the Estate Security Service on (0191) 208 6817. For all plumbing and electrical emergencies contact B&K Services on 07778170791.

CCTV

External areas, entrance/exit doors, corridors and the lift in Barker House are monitored by CCTV; appropriate signage will be in place. CCTV is installed and operated in accordance with the relevant regulations.

Insurance

The University has in place 'Public and Products Liability Insurance' which covers death, injury, disease or loss of, or damage to, students' property, whilst within University premises/campus. Full details, including exclusions to the policy, are available at: www.ncl.ac.uk/internal/finance/insurance/cover/publiability.htm

As a full-time student, Personal Possessions Cover is provided as part of your accommodation contract, under a Block Halls Policy. Although there is no paperwork for you to complete, we recommend you register your details and view the level of cover provided. You can also find out how to extend your cover, if required. If you need to make an insurance claim, you are required to contact level 2, King's Gate, as well as reporting the incident to the Block Halls Insurance Provider, as validation will be required from the University before a claim can be processed. Further information is available at: www.ncl.ac.uk/accommodation/useful-information/#policies

Utilities

Except in the case of emergencies or essential maintenance, electricity, gas and water supplies will be maintained and tested in accordance with statutory standards and without interruption.

Electrical

New equipment is installed and existing equipment maintained to Institute of Electrical Engineers (IEE) Regulations. Lighting is provided in accordance with Chartered Institute of Building Services Engineers (CIBSE) recommendations.

The electrical supply consists of 13 amp square pin sockets. You should not use any high power appliances, e.g. additional heating, fans, kettles, toasters, rice cookers, within your study-bedroom.

Overseas students should be aware that electrical items e.g. laptop computers must be compatible with the UK Electrical Standard of 220-240 volts. Most laptops have dual voltage and can be easily adapted, if not you may need to purchase a transformer to increase the voltage.

UK power sockets only accept three square pin plugs and have protected insulated shutters that automatically cover and uncover the three holes. The plugs also contain a fuse; this should be the correct size (amp) to protect the appliance to which it is attached. The actual plug is known as type G. The power cord must be of suitable length, British Safety Standards require power cords to be between 1.8m and 3m.

Electrical adaptors/extension leads

Each flat and study bedroom has good provision of electric sockets, therefore, there should be no need to use extension leads.

Any adaptor that is used must meet British Standards, many, especially those brought from abroad do not and pose a danger and risk of electrocution. Any unsafe adaptors extension leads or electrical equipment found in your property during the planned inspections or on any other visit, will be removed by Accommodation Staff. Extension leads must not cause trip hazards to other residents and visitors.

For your own personal safety you should only use a travel adaptor which has been made to **British Standard (BS) 1363**. The BS identification number should be displayed where the pins are located. Staff will remove any dangerous adaptors found within our accommodation.

University-provided portable appliances are tested and maintained in accordance with our 'Portable Appliance Testing (PAT) Policy'. A copy of our policy is available at: www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/pat-testing.pdf

Utilities continued

Your personal electrical equipment should conform to BSS and IEE regulations as they are not PAT tested and our 'PAT' policy outlines how, for your own personal safety, we will remove personal electrical equipment if there is risk of fire or electrocution.

Trip Switches are located in the lounge/ kitchen area of your apartment. If your electricity supply/lights go off it is likely the circuit has tripped. This can easily be re-set. See 'How to reset trip switch' information provided in your information pack.

Gas

There is no gas in the apartments at Barker House, however the boilers in the plant room are gas fired, therefore if you think you smell gas in the vicinity telephone the National Grid Emergency number 0800 111 999

Further information is available at: www.nationalgrid.com/uk/Gas/Safety/Gas+Emergency/

Water

All hot and cold water services are installed, monitored and maintained to HSE and statutory public health requirements.

Legionella

A Legionella Risk Assessment is carried out every 2 years by a specialist contractor. Access will be required to a number of kitchens/ study bedrooms; 7 days' notice will be given. Additionally access to each room will be required each quarter to clean shower heads and once a month to test the water temperature from the taps of kitchens and bathrooms

If you are away from the property for 7 days or more you should run the taps to the wash basin and your shower for a minimum of 2 minutes before use. The toilet should also be flushed at least twice.

Need a TV licence?

If you install a TV, or use your laptop, tablet or PC to watch or record TV programmes as they are being broadcast, a TV licence is required by law. Licences can be purchased online at www.tvlicensing.co.uk

The fine for not having a valid licence could be as high as £1,000 and could lead to prosecution.

Facilities

Fixtures and fittings

Our accommodation is maintained to a high standard and all furnishings conform to the relevant regulations. No additional items of furniture should be brought into Barker House.

As a minimum standard, your study-bedroom will be fitted with: curtains (also blinds on ground floor), desk, light, study chair, bed and mattress, bedside cabinet, chest of drawers, wardrobe, shelving. Kitchens will be fitted with: hob, oven, fridge-freezers, television, dining table and chairs, vacuum cleaner, washer dryer, microwave oven.

Inventories

On arrival, you will be sent by e-mail an inventory listing fixtures and fittings of any area that you have contractual responsibility for. You should check your inventory carefully, noting any discrepancies, damaged or missing items before returning it to the University post box in Barker House within seven days of your arrival. If you do not reply, this will be taken to mean you agree with the details on the inventory.

Damage

You are moving into purpose built, high quality accommodation, therefore it is essential that you treat the building and all fixtures and fittings with care and respect to ensure the standard is maintained.

Where repair or replacement is necessary due to damage caused by you or your visitors, you will be notified of the total cost and recharged for the repair as soon as possible. Where damage occurs in the communal area of your accommodation, all residents will be jointly charged unless an individual claims responsibility. A copy of our 'Damages Policy' is available at: www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/damages-policy.pdf

Please report any damage to **Level 2, King's Gate**, to allow us to take swift responsive action.

Transport and travel

Bicycles and car/motorcycle parking

For safety reasons bicycles must not be kept within Barker House including on staircases, corridors or within your accommodation. Any bicycle found inside Barker House will be removed and a fine of £25.00 will be imposed. Bike racks are available at the side of Barker House. The University cannot accept any responsibility for damage or theft, additional insurance cover should be considered.

Public transport

Information on public transport is available at: www.nexus.org.uk/metro/ and <http://arrivabus.co.uk/North-East/>

Walking

Make sure you are safe by:

- Keeping to well-lit routes
- Carrying a personal alarm
- Wear a piece of reflective clothing
- Avoid walking on roads

For routes to the University please see: www.walkit.com/cities/newcastle-gateshead

Barker House postcode is NE2 1XR and the campus postcode is NE1 7RU.

Co-wheels car club

If you require access to a car on an occasional basis but without the worry of arranging and paying for insurance, tax, maintenance or cleaning, there is a pay-by-the-hour car hire service available. Co-wheels is available at Castle Leazes, ready to rent 24 hours a day, for just £4.50 per hour, to become a member and access a car go to: www.co-wheels.org.uk

Services

Cleaning and inspections

During your stay, a member of staff will, at least once per term, require access to your accommodation to check the overall condition, i.e. it is being maintained in a clean, tidy and safe manner and no damage has been caused. In cases where the condition of the accommodation is not satisfactory, or where there is a suspected breach of your obligation, more regular visits may be necessary. Additional visits may incur a charge of up to £50.00. If extra cleaning is required to bring your accommodation back to the condition in which you found it, as on your arrival, a cleaning contractor will be used and this will incur additional charges, as invoiced by the cleaning contractor, which will need to be paid by you.

During this inspection the door closers, window restrictors and smoke/heat detectors will be tested.

Public areas

The lifts, corridors and stairwells will be cleaned weekly by an external contractor, organised by the superior landlord.

Letters and parcels (mail)

Lockable mail boxes are located next to the entrance door at the front of the building. Keys will be issued on arrival. There is no provision for the storage of parcels and staff are unable to sign for registered/recorded deliveries therefore you will need to arrange the delivery for when you/a flatmate are in or collect it yourself from a local Post Office.

Once you have permanently vacated the accommodation, we will not accept or redirect mail or parcels on your behalf. It is therefore important that you arrange redirection to your new address. This can be arranged via Royal Mail online at www.royalmail.com or through any Post Office.

Lost and left property

All lost and left property, as per our definition of 'Personal Item of Value' will be logged at Level 2, King's Gate and kept for 28 days. After this time any items not collected will be disposed of in accordance with our 'Lost and Left Property Policy' available at: www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/lost-property.pdf

Repair and maintenance management

Fault/defect notification and rectification

You are required to report faults and defects as soon as possible to via the online Repair Reporting system available at: <https://my.ncl.ac.uk/students/enquiries/>

Emergency repairs, e.g. flood, gas leak, mains power failure, please refer to **Health and safety, Emergency procedures, and Immediate danger on page 6.**

For Plumbing/electrical out of hours EMERGENCY repairs within your flat please phone **B&K Services on 07778 170791.**

For any other emergencies contact **University Security on 0191 208 6817.**

NB Any out of hours calls made to these numbers will be charged to the tenant if the issue is not deemed to be an emergency.

Charge rate is between £85 and £170.

Repair response times	
Category	Target response
Emergency	Immediate response to make safe
Urgent	Respond within one working day
Normal engineering defects	Respond within three working days
Normal building defects	Respond within five working days
Low priority	Respond within 15 working days
Lifts	Respond next working day

Failure to report a repair, however minor, could lead to extensive damage being caused and loss of service for which you could be liable.

Planned maintenance

Maintenance work will be undertaken so as to minimise inconvenience to students. This will not always be possible with unplanned/reactive maintenance; however we will give 7 days' notice for planned maintenance and 24 hours for other non-emergency repairs. We aim to respond to emergency repairs within 24 hours.

Emergency light testing

A full test of the Emergency Light system will be undertaken once a year with an interim test 6 months later, by a specialist contractor, additionally a general test will be carried out each month by University staff. Access will be required to the consumer unit cupboard in the kitchen of your apartment.

Pest control

You are required to report any infestations that need to be treated, e.g. wasps or ants, as soon as possible to Level 2, Kings Gate or via the online Repair Reporting system. Our response time for a specialist company to treat the infestation is within 5 working days.

Waste and refuse management/recycling

- **Conserve energy by:** switching off all lights when not needed and especially when you leave your room; not leaving electrical appliances on standby – switch off your television, stereo and PC including the monitor, especially overnight or if you are away at weekends.

- **Conserve water by:** turning off hot and cold taps; not cleaning your teeth under a running tap; reporting dripping or leaking taps to reception.
- **Cut time spent in the shower:** Showers can use up to 12 litres of water per minute.
- **Waste management:** help us to reduce the amount of waste that needs to go to landfill by making good use of the recycling facilities available on site.

Whilst our grounds are cleared of rubbish and litter on a regular basis and kept tidy, please ensure you dispose of litter in the appropriate containers. A bin is available for recycling plastic, glass, paper, cardboard and cans and is clearly labelled. Bins are also available for general waste. You must use the appropriate bins as a charge for contamination of recycling bins may be imposed by the Local Authority which will be passed onto tenants. The waste and recycling bins are usually emptied on Monday.

Environmental

You are encouraged to be environmentally responsible and supportive of the University's Environment Policy by making use of all resources and recycling facilities on site. Bins have been provided at the front of the building to be used to recycle glass, cardboard, plastic, paper and tin cans.

Anti-social behaviour and discipline

You are required to act in a fit and proper manner at all times. We expect you to treat our property, co-tenants, and members of the local community, staff, neighbours and visitors with respect, regard and consideration. It is important that you recognise that you are now part of the larger community and respect the right of other individuals. You are also responsible for the behaviour of any visitors you have in your accommodation.

Where there has been an alleged breach of contract or these terms and conditions, this will be investigated in accordance with the University's 'Student Disciplinary Procedure' available at: www.ncl.ac.uk/students/progress/Regulations/SPS/disciplinary

Residents are required to attend any investigatory meeting called by an 'authorised person'.

Noise and behaviour

It is important that you recognise that you are now part of the community around you. You are urged to behave in a way which will cause least disruption to the local residents and other tenants in Barker House.

Please ensure that you minimise disturbance by being aware of noise levels when entering/leaving the premises, movement within your property and loud music especially between the hours of 11.00pm and 7.00am.

You are also responsible for the behaviour of any guests you have visiting your property. Complaints from neighbours or other residents in Barker House will be taken seriously and will be dealt with through the University disciplinary procedure for students. You should not commit any form of discrimination or harassment towards your co-tenants or their visitors. Please also refer to: www.ncl.ac.uk/students/progress/Regulations/SPS/disciplinary

Fines

See page 21 for exemplar fines. This is an indication of fines that may be charged for breaches of your terms and conditions of contract. This list is not exhaustive and may be amended by the Student Progress Service. Also see link for list of fines: www.ncl.ac.uk/students/progress/Regulations/SPS/fines

Behaviour

We will treat you in a fair and consistent way and deal with you in a courteous manner. In return we expect you to treat staff, contractors or other visitors with courtesy and respect. Indecent or offensive language or behaviour will not be tolerated.

Exemplar fines and charges per resident

Exemplar fines	Charges per resident
Illegal substances and legal highs	£100
Misuse of fire systems and equipment provided for the purpose of detection, prevention, safety or firefighting	£50-£100
Action leading to Fire Brigade attendance	£100
Dangerous behaviour	£100
Smoking in residences	£100
Failure to follow fire alarm and drill procedure	£50
Responsibility for significant disturbance to members of the public or damage to public property	£30-£200
Vandalism/abuse of facilities	£50 plus cost
Anti-social behaviour (noise disturbance between 11pm and 7am witnessed by Estate Security)	£30-£200

Payment of rent and other charges

Barker House rent is inclusive of energy and water charges along with personal contents insurance and internet access. Electricity consumption is covered up to the value of £306 per annum per tenant. You will incur additional charges if this allowance is exceeded. You will be notified of any additional charge and the cost split between the flat equally. You will be regularly updated on your electricity usage. No refunds will be given for electricity use below the allowance.

You may also have other additional charges throughout the duration of your contract for items such as damage costs, fines, replacement keys/late unlocking, room swap fees, or late payment charges, if applicable.

Your accommodation contract will detail the total rent charge but will not include any additional charges as listed above.

We offer a number of ways in which to pay your rent, including payment in full with the possibility of an early payment discount as well as payment by direct debit in either termly or equal monthly instalments. Further information is available at: www.ncl.ac.uk/accommodation/rent-payments/

You can sign up to direct debit at the same time as formally accepting your accommodation contract. Further information is available at: <https://directdebits.ncl.ac.uk/DirectDebits/Home>

If paying by direct debit, it is your responsibility to ensure that there are sufficient funds in your bank account to honour the payment. If not, you will be charged a direct debit rejection fee of £25 in addition to costs that your bank may charge you. If you wish to cancel your direct debit, you must advise us at least five working days in advance of the payment due date.

Information on payment collection dates/deadlines is available at www.ncl.ac.uk/accommodation/rent-payments/direct/#paymentcollectiondates

Avoid a £25 late payment fee

If you experience difficulties in making payment by the required date, you should ensure you speak with a member of the Accommodation Service situated on Level 2, King's Gate. We are here to help and can give you advice and guidance on what financial assistance could be available.

Non-payment

If you cannot show reasonable cause for non-payment or give satisfactory assurance as to when payment will be made, you may be charged a £25 late payment fee to reflect administration costs incurred by the University.

For continued non-payment, your circumstances will be assessed and considered for further action which will include either referral to an external debt collection agency, or an application being made to the County Court to begin eviction proceedings to remove you from the accommodation. This course of action will incur additional costs and could affect your credit rating in the future.

If your rent is paid by someone else, such as a parent or sponsor, we will discuss details of your account with them if you have given us permission to do so.

Payment by overseas bank transfer

Western Union Business Solutions provides a free service that allows you to pay your accommodation charges in your local currency. This helps to eliminate problems caused by fluctuating exchange rates and expensive or unforeseen bank charges. Using this service ensures Newcastle University receives 100% of your payment.

Western Union Business Solutions guarantees you an exchange rate for 72 hours to give you time to make the payment online, by telephone or at your local bank. You will be sent an e-mail confirmation as soon as your payment is received.

Pay your fees via Western Union Business Solutions <https://student.globalpay.wu.com/geo-buyer/newcastle>

If you have any questions regarding this service or your payment you can contact Western Union's dedicated student support helpline on +44 (0) 1733 871871 or e-mail GPStudents@WesternUnion.com

Students from China

Western Union Business Solutions have partnered with China UnionPay to offer Newcastle University students the opportunity to make payment using their UnionPay card and account details. When selecting your country choose China UnionPay. You will then be redirected to the China UnionPay pages to make the payment.

Room moves

The room you have chosen or been allocated is the room you will be expected to occupy for the duration of your accommodation contract.

Room swaps

Room swaps may be available: Already found a student to swap with? If you have found another student also living in Barker House and you wish to swap rooms with each other, you need to speak with the Accommodation Service on Level 2, King's Gate. If so, you can agree a moving date and new contracts will be prepared.

Please note: You may only be swap rooms with someone of the same gender depending on the gender balance of each apartment; also undergraduates are not able to swap with postgraduates and vice versa. If one student is withdrawing from the University, or leaving the accommodation to live elsewhere, this does not count as a swap.

No room moves will be permitted where there is any rent owed to the University. The first move will be free but a charge of £25 will be incurred for second and subsequent moves. Students making unauthorised room moves will be required to move back to the original allocated room and charged accordingly if cleaning is required.

Contractual liability

There is no notice period within your fixed term contract which means you will not be released from the contract before the end date stated in it and you remain responsible for all rent charges, even if you are asked to leave following a breach of contract or you decide to vacate the accommodation before the end of your liability.

Continuing your studies but wanting to leave University accommodation

If you decide that living in Barker House is no longer what you want and choose to move to other accommodation, whether privately rented or your home address, you will remain liable under the contract. You will remain responsible for the rent until the end of the contract or until the room is re-let to another Newcastle University student (a 'successor') who is not already contracted to another tenancy. If a new occupant is found, you will remain liable until the date on which the new occupant moves in. We strongly recommend that you do not move out nor sign another accommodation contract until a replacement tenant is found.

Withdrawing or suspending your studies

In the event that you cease to be a registered student at the University following a decision to withdraw or suspend your studies, you will continue to be charged rent on the room for the remainder of the tenancy period unless another student can be found to move into your room.

You will only be released from this, if the room is re-let to another Newcastle University student (a 'successor') who is not already contracted to another University room.

If you have already left the accommodation, we will need to gain access to the room to clean and prepare it for potential viewings, so you should ensure you remove all personal belongings when you leave. If we are successful in finding a 'successor', your contractual liability will end when their contract begins. The Accommodation Service cannot guarantee that a 'successor' will be found, however if successful, you will be required to pay a £100 administration fee.

If a tenant requests to stay in Barker House after they have withdrawn or suspended their studies, this will be at the discretion of the NUstudenthomes management team and if approved the tenant agrees to continue to adhere to the Terms and Conditions of the contract.

Notice to leave your accommodation

A breach of your contractual terms could result in you being asked to leave the University accommodation following the serving of a legal Notice of Seeking Possession. You will be given 28 days to vacate the accommodation with an explanation of why this course of action is being taken. Whilst you may have been asked to leave, you remain liable for all accommodation fees due under the original contract.

Contractual liability continued

Finding a replacement student (a 'successor')

You are responsible for finding a replacement student (a 'successor'), but the Accommodation Service at King's Gate will assist you with this process. You will need to complete a 'Re-let Request Form' which indicates your request to end your contract.

Whilst the Accommodation Service may have a small list of students looking for accommodation at the beginning of the year, we cannot guarantee that a 'successor' would be interested in your specific room.

When you leave

When you leave our accommodation, during or at the end of your contract, you are responsible for ensuring your accommodation is in the same condition as you found it upon your arrival. A copy of our departure checklist and a cleaning schedule will be provided before your departure.

Key return

The return of keys during your contract is in no way an acceptance on the University's behalf of the termination on any part of the contract which remains unexpired.

When leaving your accommodation either during or at the end of the contract, you must ensure you return all keys to Barker House reception or the Landlord/University letterbox in Barker House reception.

Keys must be returned by 12 noon on the last day of your tenancy, if the keys are not returned within 3 days, the University reserves the right to continue to charge rent at the relevant daily rate plus an administration charge of £50.

For the security of future residents, a lock change will be carried out and all associated charges being paid by you. Lock change charges can vary between £300 and £500.

Keys must not be left in your room/flat or with a friend to return on your behalf. Responsibility for the safe and timely return of keys lies with you.

NUstudenthomes staff contact details

Alison Clemett

Private Sector Manager

T. 0191 208 3333 / 0191 208 6272

E. alison.clemett@ncl.ac.uk

Grant Jackson

Private Sector Officer

T. 0191 208 8493 / 07815 707305

E. grant.jackson@ncl.ac.uk

Pamela Bonner

Private Sector Officer

T. 0191 208 6863 / 07815 707369

E. pamela.bonner@ncl.ac.uk

Alec Hughes

Private Sector Officer

T. 0191 208 7109 / 07815 704091

E. alec.hughes@ncl.ac.uk

Where to go for assistance/ useful contact details

Service	Contact
Accommodation Service (NUStudenthomes)	0191 208 3333 www.ncl.ac.uk/accommodation
Emergency out of hours repairs	University Security: 0191 208 6817 B&K Services: 07778 170791
Student Wellbeing Service	0191 208 3333 www.ncl.ac.uk/students/wellbeing/
Student Services	https://my.ncl.ac.uk/students/contact
Student Advice Centre	0191 239 3900 www.nusu.co.uk/sac
Student Union	www.nusu.co.uk
Nightline (Students Helpline)	0191 261 2905 www.nusu.co.uk/nightline
Student Finance Adviser	Level 2, King's Gate www.ncl.ac.uk/undergraduate/finance/ www.ncl.ac.uk/postgraduate/funding/
Debt Management Advice	Student Advice Centre, The Union Society, King's Walk www.nusu.co.uk/support/sac/
University Estate Security Service	0191 208 6817 www.ncl.ac.uk/estates/services/security
University Smartcard loss	0191 208 6060
NHS 111	111. You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. www.nhs.uk/111/
Northumbria Police	999 (Emergency only) 101 (All other calls)

We wish you a very pleasant and enjoyable stay whilst at Barker House.



Accommodation key

Undergraduate	Postgraduate	Undergraduate & Postgraduate
CITY CENTRE	MAIN UNIVERSITY CAMPUS	METRO STATION
	walking distances from Students' Union	

Ongoing building work in this area may cause disturbance to residents at these accommodation sites



Follow us:

-  NCL_accomms
-  Accommodation Service Newcastle University

Accommodation Service Student Services
Newcastle University
King's Gate
Newcastle upon Tyne
NE1 7RU
United Kingdom

T. 0191 208 3333 (+44 191 208 3333)

<https://my.ncl.ac.uk/students/contact.php>

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