Accommodation and Hospitality Services
Access for All

Accommodation and Hospitality Services is committed to:

- equal opportunities,
- making our residences including our catering outlets accessible to all,
- ensuring that sporting opportunities are open and accessible to all,
- welcoming and supporting students who have particular needs or disability

The Service’s Disability Working Group works in close collaboration with Disability Support to review accessible arrangements and implement new initiatives to continuously develop and improve facilities across all residences. We have created and developed a central pool of equipment for shared use across our Service, improved external signage and allocated designated disabled parking bays close to Receptions. Induction loops are fitted to all reception areas and we actively promote the Service at all Open Days and Post Application Visit Days. We are also part of WelNet - the Integrated Student Welfare Support Service Network at Newcastle University.

We are committed to increasing disability awareness across our Service to meet the needs and expectations of customers and staff with special requirements delivering a wide and varied range of training and workshops for all staff.

What Accessible Accommodation is available?
We have a range of accommodation we can offer either within traditional catered halls or self-catered residences, the majority of which are on campus or close to campus. The following details provide site specific adaptations at each residence. For general information eg accommodation type, facilities available, accommodation charges etc, please visit the Accommodation website or alternatively download an up-to-date copy of the Student Accommodation Brochure.

If you have a disability that requires carer support, then suitable accommodation can be provided for you and your carer, further information regarding carer’s accommodation is provided later in this document. The University is also able to help in circumstances where accommodation is needed for a relative to assist for a temporary period. For further help and information please contact the Student Wellbeing Disability Support Service.

CATERED ACCOMMODATION

- Castle Leazes – Undergraduate
One fully accessible ground floor, en suite study-bedroom, fitted with mechanical lifting and ceiling track hoist, automatic low level door opening and push pad light switches. The wet room is fitted with a height adjustable washbasin, clos-o-mat toilet, grab rails and washroom alarm, with an adjoining self-catered carer’s room.

Seven ground floor study-bedrooms with fire alarm strobe warning lights, amber doorbell strobe beacon, pull cord alarm and induction loop system.
Two study-bedrooms with washbasin at third floor level located in Havelock Hall fitted with amber doorbell, strobe beacon, ceiling pull cord alarm, fire alarm strobe warning light and induction loop system.

The central amenity area is equipped with two fully accessible toilets, with lift access to Havelock Hall bar and dining room area.

Evac chairs are available for students with mobility issues to use when necessary.

All pull cord alarms are connected directly to Reception and are monitored by Estate Security Service outside of normal opening hours.

**SELF-CATERED ACCOMMODATION**

- **Albion House – Postgraduate**
  One DDA compliant, hearing impaired, *en suite* study-bedroom with deaf alerter equipment included.

- **Barker House – Postgraduate**
  One accessible *en suite* study-bedroom with height adjustable furniture suitable for wheelchair users. The *en suite* is equipped with pull cord alarm with grab rails.

The communal kitchen is equipped with lowered worktops, sink and hob with front facing controls, low level cupboard unit and fire alarm strobe warning light.

The pull cord is linked to the Reception and is monitored by the 24-hour monitoring service.

- **Castle Leazes – Undergraduate**
  Seven flats, each with one fully DDA compliant *en suite* study-bedroom. The study-bedroom is fitted with height adjustable desk, wardrobe with pull down hanging rail, fire alarm strobe warning light and pull cord alarm. The *en suite* is equipped with a height adjustable shower, folding shower seat and back support, pull cord alarm, height adjustable washbasin, hinged support and grab rails.

The communal kitchens are equipped with lowered worktops, sink and hob that has front facing controls, low level cupboard unit and fire alarm strobe warning light and pull cord alarm.

The flats are located in the Castle Court area with the ground floor area having a disabled toilet with fire alarm strobe warning light and pull cord alarm. Disabled refuge points are available on each staircase landing area with intercom and there is an emergency lift.

All pull cord alarms are connected directly to Reception and are monitored by Estate Security Service when Reception is closed.
• **Grand Hotel – Postgraduate**
  Two accessible *en suite* study-bedrooms fitted with wardrobe with pull down hanging rail, fire alarm strobe warning light and pull cord alarm. The bedroom furniture is mobile and height adjustable. The *en suites* are equipped with pull cord alarm, one washbasin, one hand rinse basin, plus hinged support and grab rails.

  Two of the communal kitchens are equipped with lowered worktops, sink and hob with front facing controls, low level cupboard unit and fire alarm strobe warning light.

  All pull cord alarms are connected directly to Windsor Terrace Reception and are monitored by Estate Security Service when Reception is closed.

• **Kensington Terrace – Undergraduate**
  One fully *en suite* accessible study-bedroom with ceiling hoist from bedroom to bathroom. Height adjustable desk and chair, a wardrobe with pull down rail. Low level light switches and push pad automatic slow opening door connected to the fire alarm system. The *en suite* is equipped with clos-o-mat toilet, adjustable shower, grab rails throughout and a hinged back shower seat, pull cord alarms situated next to the washbasin.

  The communal kitchen is equipped with height adjustable sink and hob with front facing controls, low level oven with automatic extractor fan, low level cupboard and height adjustable worktops. Fire alarm with strobe warning light system. Low level push pad slow release door opening.

  In addition we have a number of accessible study-bedrooms all with *en suite* bathroom which can be adapted to suit a wide range of needs.

  We recommend that you liaise with the Student Wellbeing Disability Support Service who will work with us to ensure the accommodation is suitable for your needs.

  All pull cord alarms are connected directly to Reception and are monitored by Estate Security Service when Reception is closed.

• **Leazes Terrace – Postgraduate**
  One *en suite* study-bedroom fitted with vibrating pillow and fire alarm strobe warning light.

  An Evac chair is available for anyone with mobility issues to use when necessary and a talking/braille microwave can be provided.

• **Liberty Plaza – Undergraduate**
  Three *en suite* accessible study-bedrooms with vibrating pillow and strobe warning light for fire alarm activation. The *en suite* has a larger floor space for ease of access to accommodate wheelchair users and equipped with a fixed shower chair with grab rails located by the shower, toilet and washbasin.

  The kitchens are equipped with height adjustable worktops, sink and a low level oven with front facing controls.
• **Marris House – Undergraduate**
Two flats adapted for persons with impaired hearing, induction loop in common room for TV and one study-bedroom within each flat fitted with vibrating pillow and fire alarm strobe warning light.

• **Park Terrace – Undergraduate**
Three *en suite* accessible study-bedrooms fully equipped with a wardrobe with pull down hanging rail, height adjustable desk together with a fire alarm strobe warning light and alarm pull cord system. The *en suite* is equipped with alarm pull cord system next to washbasin and shower, height adjustable shower with hinged shower seat and accessible toilet with grab rails throughout.

The communal kitchens are equipped with lowered worktops, sink and hob with front facing controls, an adjustable height worktop, low level cupboard unit with fire alarm strobe warning light.

In addition we have a number of *en suite* accessible study-bedrooms which can be adapted to suit a wide range of personal requirements. We recommend that you liaise with the Student Wellbeing Disability Support Service who will work with us to ensure the accommodation is suitable for your needs.

All pull cord alarms are connected directly to Reception and are monitored by Estate Security Service when Reception is closed.

• **The View – Undergraduate**
Two flats, each with one fully DDA compliant *en suite* study-bedroom. The bedroom is fitted with mechanical lifting and ceiling track hoist, automatic low level door opening and light switch ‘push pads’, wardrobe with pull down hanging rail, pull cord alarm and grab rails.

The *en suite* is equipped with a clos-o-mat toilet, pull cord alarm, hinged support and grab rails.

The communal kitchen is equipped with adjustable height worktops, sink and two ring hob with front facing controls, mobile cupboard unit and fire alarm strobe warning light.

In addition we have a number of *en suite* accessible study-bedrooms which can be adapted to suit a wide range of personal requirements. We recommend that you liaise with the Accommodation Service initially, who will work with The View to ensure the accommodation can meet your needs.

All pull cord alarms are connected directly to the 24-hour reception.

• **Turner Court – Undergraduate**
Three fully equipped *en suite* accessible study-bedrooms including a wardrobe with pull down hanging rail, height adjustable bed and desk together with a fire alarm strobe warning light and pull cord alarm. The *en suite* is equipped with pull cord alarm plus hinged support and grab rails.

There are vibrating pillows available on request and Evac chairs for anyone with mobility issues to use when necessary.

All pull cord alarms are connected directly to the 24-hour reception.
• **Verde – Undergraduate**
One flat, with one fully DDA compliant *en suite* study-bedroom with a pull cord alarm. The *en suite* is equipped with a pull cord alarm, hinged support and grab rails.

The communal kitchen is equipped with adjustable height worktops, sink and four ring hob with front facing controls, mobile cupboard unit and fire alarm strobe warning light.

In addition we have a number of *en suite* accessible study-bedrooms which can be adapted to suit a wide range of personal requirements. We recommend that you liaise with the Accommodation Service initially, who will work with Verde to ensure the accommodation can meet your needs.

All pull cord alarms are connected directly to the 24-hour reception.

• **Windsor Terrace – Undergraduate**
One four bedroom flat comprising two large study-bedrooms with adjustable bed, washbasin, desk and wardrobe with pull down hanging rail. One fully accessible ground floor, *en suite* study-bedroom, fitted with mechanical lifting and ceiling track hoist, automatic push pad low level light switches and door opening.

The wet room is equipped with pull cord alarms next to washbasin and shower. Height adjustable shower and washbasin with grab rails and hinged shower seat, clos-o-mat toilet. Pull cord alarm system.

The communal kitchen area is equipped with height adjustable worktops, sink and hob with front facing controls, low level oven with automatic extraction fan, low level cupboard, light switch with push pad slow release door opening and washing machine. Fire alarm strobe warning light system, pull cord alarm system.

All pull cord alarms are connected directly to Reception and are monitored by Estate Security Service when Reception is closed.

What other equipment is available?
We aim to make everyone’s stay as pleasant and comfortable as possible and we will assist to the best of our ability wherever possible, with the provision of equipment drawn from our own central pool. Equipment currently available is vibrating pillows, mini-cool refrigerators for medication, height adjustable beds and desks, talking microwaves, braille microwaves, Evac chairs, mobile shower chairs, hospital beds and orthopaedic beds. We are continually adding to this central pool as and when required.

Hardware Loans Scheme
The University has a Hardware Loan Scheme that stocks a wide range of equipment which can be borrowed by staff, students and visitors for varied time lengths dependant on specific requirements and availability.

Accommodation for Carers
If you require a resident personal carer, we may be able to provide a room on campus. You will need to ensure that the cost of the carer’s room can be met. Home fee paying students may be able to reclaim the cost of the carer’s accommodation from their Local Social Services Department.
All students wishing to request financial support from their Social Services Department must ensure that they complete a Community Assessment and that the ‘Care Plan’ recommends the provision of a personal assistant/carer.

**Car Parking**
Designated parking spaces are available at most accommodation residences for disabled persons free of charge. If you require a disabled parking bay please contact the Accommodation Service in advance so we can arrange this prior to your arrival.

**What do I need to do to secure accommodation?**
In the first instance we advise you to contact either the Accommodation Service or our colleagues in Student Wellbeing Disability Support Service as soon as possible for advice on which type of accommodation best suits your specific requirements.

The Accommodation Service and our colleagues in Student Wellbeing Disability Support Service will encourage you, wherever possible, to visit us to discuss your specific requirements.

This visit will help you decide which accommodation is suitable to you and your needs. It can also help to identify any other specific/individual adjustments that may be helpful to you. If necessary we can arrange visits to allow you to familiarise yourself with and ensure you are happy with our accommodation and facilities we offer.

In some cases we may need to call on colleagues within the University’s Student Wellbeing Department for their professional advice when processing your applications. In all cases, information that you have provided will be dealt with in the strictest confidence, however if you would prefer that we do not share this information you must inform us.

**Catering on Campus**
EAT@NEWCASTLE is Newcastle University’s in-house catering Team committed to providing the best quality service to all students, staff and visitors. As well as catered accommodation at Castle Leazes, there are many conveniently located and accessible outlets across campus. Each outlet offers something different ranging from international cuisine to barista coffee.

**Centre for Physical Recreation and Sport**
The University Sports Centre is fully DDA compliant and many of the design features of the building were incorporated to ensure Access for All. The fitness suite houses 120-stations, many of which are accessible to both disabled and able-bodied users.

**NUSU Inclusive Newcastle** are developing an inclusive sports programme to break down barriers of participation for students with disabilities, Specific Learning Difficulties and mental health conditions. If you would like further information please contact NUSU Inclusive Newcastle
Contact Us:

**Accommodation & Hospitality Services**  
Level 2, Kings Gate  
Newcastle upon Tyne, NE1 7RU  
Telephone +44 (0) 191 208 3333  
[Website](#)  
[Enquiries](#)

For an informal discussion about facilities across our residences, please contact:-

*Jane Ormrod*, Accommodation Officer, Tel +44 (0) 191 208 1934  
*Sharon Bushby*, Accommodation Officer, Tel +44 (0) 191 208 1933

**Disability Support & Student Wellbeing Service**  
Student Services  
Level 2, Kings Gate  
Telephone +44 (0) 191 208 3333  
Text phone 18001 0191 208 3333  
[Website](#)  
[Enquiries](#)

For advice and information on counselling, wellbeing and financial support please refer to the Disability Support & Wellbeing Service as per the above links.

**Centre for Physical Recreation & Sport**  
Newcastle University  
NE1 7RU  
Telephone +44 (0) 191 208 7225  
[Website](#)

For an informal discussion about facilities offered by the University Sports Centre please contact:

*Nick Beall* - Facilities Service Manager, Tel +44 (0) 191 208 5159