Useful Information for Students with Families

We are aware that moving your family to a new country and environment can be very stressful and we will endeavour to help make the transition as straightforward as possible for you all. We hope the following information will be of assistance to you in your new surroundings and helpful in settling you and your family into your new home. Further information can be found in the terms and Terms and conditions handbook which can be found on the website www.ncl.ac.uk/accommodation/students/family/

Bedding

To make things more comfortable for you, your beds will be ready complete with duvet, pillows and covers etc.

Electricity Supply

It is your responsibility to arrange connection of the electricity supply to your flat, it is not included in your rent and you will receive your bill from Npower (a local supplier). At the end of your tenancy you must also contact Npower with a meter reading and they will provide you with your final account. www.npower.com or telephone 0845 7145146

Water Supply

To arrange the water supply to your flat please contact Northumbrian Water. At the end of your tenancy you must also contact Northumbrian Water to inform them of the date your tenancy is due to end. www.nwl.co.uk or telephone 0845 7171100

Satellite TV

Satellite television is installed in all flats. It may need to be connected, if so, please inform reception as an Estates electrician will have to carry out the connection. You will require your own receiver to enable you to receive your chosen channels. If you would like to receive Sky TV please contact www.sky.com to set up an account and to decide which package you would prefer. To receive the basic English channels without Satellite TV, there is an aerial which should be plugged into the aerial socket. If you require any maintenance to your satellite dish or aerial please inform reception. If the problem lies with University equipment we will pay the invoice, however, if the problem lies with your own equipment you will be liable for the cost.

Schools

To find details of local schools and childcare go online at www.newcastle.gov.uk and select Schools and Learning.
Infants and children

If you require a cot for an infant please inform reception at least three weeks before the baby’s expected date of delivery. There will be a charge of £30.00 for the mattress. In the interest and the safety of your children please ensure that children are supervised by an adult at all times. There is also a ‘No Ball Games’ policy on site, we would be grateful if your children adhered to this policy to avoid accidents and for their personal safety. Please ensure your children are familiar with basic road safety particularly when riding bicycles. The playground on site is for children aged 4 – 7 years, children must be supervised at all times.

The University is not responsible for any damage to vehicles parked on site, therefore we would appreciate children not playing near parked cars as damage may occur and also small children may not be seen by drivers entering the car park. We discourage children playing in the area to the right of block 33 as this area backs on to local residents, many of whom are elderly and require peace and quiet.

Safety Issues

Window locks

Window locks must remain attached to windows at all times as this is a Health and Safety issue. Please ensure this is adhered to in the interest of your family’s safety. Windows are fitted with restrictors to prevent over-opening and these must not be removed at any time. Should windows be seen to be open with restrictors removed you may be issued with a £25.00 fine.

Prams, pushchairs and bikes

We would be grateful if you would call in to reception to have your items marked with your flat details to enable staff to keep this information on file at reception. You will be issued with a key for the designated point of storage. Items will need to be in the designated areas to avoid hazards. Your staircase is a fire exit and must be kept clear at all times. As this is a Health and Safety requirement please ensure the above is adhered to as this is for your family’s safety and also other residents. Should items be found on the staircase you may receive a fine of £25.00. Please refer to your Terms and Conditions for further information.

Newcastle University Union Societies

www.nusu.co.uk
Try the links below for ‘things to do’.
Ideas for Kids: Kids days out, family friendly attractions for children
www.tynebridgepublishing.co.uk
Car Parking

Free parking is available on site. Please call at Reception to register your vehicle details and collect a free permit to display on your windscreen.

Bus Travel

For information on local bus routes visit www.nexus.org.uk

Metro

The Metro system are trains that run above and below ground, they are very regular and the Metro station (South Gosforth) is a few minutes' walk from Bowsden Court. The station most convenient for campus is the Haymarket which is four stops from South Gosforth. You can purchase your student Metro card at the Haymarket station. Children under five travel free on all public transport in Tyne and Wear. Children between 5 and 15 can apply for an Under 16 Pop Card. www.nexus.org.uk/concessions/under-16s
MetroSaver – One zone will cover travel to Newcastle www.nexus.org.uk/metro

Cycle

There is a safe direct recommended route between South Gosforth and Newcastle City Centre.

Laundry Facilities

A washing machine is supplied in your flat for your personal use, however there are large washing machines and driers available in the laundry which is situated behind reception. You will be issued with a key for the laundry which will give you 24 hour access.

Who to Contact

We hope you enjoy your stay at Bowsden Court. If we can be of any further assistance please contact a member of staff. In the first instance during office hours please contact Reception in person or telephone 0191 213 5664, if you require any information or you have any maintenance requests.

If you have any housekeeping queries or damage/fine queries please contact the Assistant Residence Managers:
Michelle Ridley 0191 2085474 email michelle.ridley@ncl.ac.uk and
Lynne Robertson 0191 2083025 email lynne.robertson@ncl.ac.uk

If you have any queries relating to tenancies, extensions of stay, payment of rent please contact Accommodation Services, located in King’s Gate on campus, telephone 0191 208 3333 or online https://my.ncl.ac.uk/students/contact

Site Manager Dianne Wilson can be contacted on 0191 2082091 or dianne.wilson@ncl.ac.uk
Further information is available in your Conditions of Tenancy handbook.