We can’t cover everything about the student experience here, but we can definitely give you an idea of what living in halls is going to be like, and hopefully help you feel less nervous and more excited; after all, this is the start of a great journey!

This booklet will guide you through the basics of sharing your living space with new people, how not to set your room on fire (and what to do if you still manage to do it…) and what to bring with you (please, no inflatable pools).

We have also included some survival tips from your fellow student Stella, which are marked with ‘survival tip’.

Wherever you live, we really hope that you have an amazing time living, sleeping and studying at Newcastle!

See you soon,
Accommodation Services
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Moving in</strong></td>
<td>4</td>
</tr>
<tr>
<td>• What should I bring (and leave behind)?</td>
<td>5</td>
</tr>
<tr>
<td>• What, where, when?</td>
<td>6</td>
</tr>
<tr>
<td><strong>Your new home</strong></td>
<td>7</td>
</tr>
<tr>
<td>• Your Residence team</td>
<td>8</td>
</tr>
<tr>
<td>• I need help! – important numbers</td>
<td>9</td>
</tr>
<tr>
<td><strong>Welcome to your room</strong></td>
<td>11</td>
</tr>
<tr>
<td>• Finding your way</td>
<td>11</td>
</tr>
<tr>
<td>• Where are my keys?</td>
<td>11</td>
</tr>
<tr>
<td>• Getting online</td>
<td>11</td>
</tr>
<tr>
<td>• Personalising your room</td>
<td>12</td>
</tr>
<tr>
<td>• Paying rent</td>
<td>13</td>
</tr>
<tr>
<td><strong>Surviving the year</strong></td>
<td>14</td>
</tr>
<tr>
<td>• Living with others</td>
<td>14</td>
</tr>
<tr>
<td>• Homesickness</td>
<td>16</td>
</tr>
<tr>
<td>• How do I... (laundry, appliances, post)</td>
<td>17</td>
</tr>
<tr>
<td>• Repairs</td>
<td>18</td>
</tr>
<tr>
<td>• Fire!!</td>
<td>18</td>
</tr>
<tr>
<td>• Living planet-friendly</td>
<td>19</td>
</tr>
<tr>
<td><strong>Support</strong></td>
<td>20</td>
</tr>
<tr>
<td>• Health and wellbeing</td>
<td>20</td>
</tr>
<tr>
<td>• Physical health</td>
<td>21</td>
</tr>
<tr>
<td>• Financial support</td>
<td>21</td>
</tr>
<tr>
<td>• Study help</td>
<td>21</td>
</tr>
<tr>
<td><strong>Out and about</strong></td>
<td>22</td>
</tr>
<tr>
<td>• Getting around Newcastle</td>
<td>22</td>
</tr>
<tr>
<td>• Heading out</td>
<td>23</td>
</tr>
<tr>
<td>• Getting home safe</td>
<td>23</td>
</tr>
<tr>
<td>• Use of drugs</td>
<td>23</td>
</tr>
<tr>
<td><strong>Moving out</strong></td>
<td>24</td>
</tr>
<tr>
<td>• What, where, when?</td>
<td>24</td>
</tr>
<tr>
<td>• Leave Newcastle Happy</td>
<td>25</td>
</tr>
<tr>
<td>• Now what?</td>
<td>25</td>
</tr>
<tr>
<td><strong>Let’s chat</strong></td>
<td>26</td>
</tr>
<tr>
<td><strong>A final word from student Stella</strong></td>
<td>27</td>
</tr>
</tbody>
</table>
Getting ready for university typically comes in stages; at first you’re incredibly excited, then a little worried, and as Freshers’ Week approaches the two mix and you are left with a strange sense of anxious excitement.

The first thing you need to know is that everyone is in the same boat. You may have heard this before, and you will certainly hear it again. All of your peers will be dealing with similar feelings as you. This time is ripe for friendships being formed, and you will be in contact with so many people that it will become easy to strike up a conversation and make friends. On top of this, you will be looked after by a great team who really want you to feel at home.

But before all of this, you probably want to know what you should pack…

**Survival tip**

Offering new flatmates a cup of tea is a great way to break the ice once friends and family have gone. Make sure you bring the teabags!
What should I bring?
You will be tempted to bring everything you own (including that top hiding at the bottom of your wardrobe that hasn’t seen daylight in years!). Storage in university accommodation is compact, so make a list of essentials to pack, and see this as an opportunity to clean out anything you no longer need. Consider charity donations, too!

And because there are more fun things to do than making lists, we started one for you:

- documents – ID, passport, bank card, National Insurance Number etc. (make digital copies as well)
- clothes (don’t forget your fancy dress!)
- necessary medicine, plasters, a roll of toilet paper etc.
- TV licence – yes, you might need one if you want to watch live TV on your own devices!
- toiletries (toothbrush, hairbrush, soap, etc.)
- towels
- bedding (unless already ordered as part of your contract)
- laptop/desktop PC (including chargers)
- home comforts – a comfy blanket, your favourite pics!

Survival tip
Bring an extension lead, they come in handy!

What should I buy?
Things it might be easier to buy in Newcastle:

- coat hangers
- lamp
- washing basket
- storage boxes

Survival tip
Why not grab your flatmates and take a shopping trip into the city centre? Stock up on a few essentials to make your room more homely. Whilst acting as a great activity to get to know each other, it’s also a helpful way to adjust to your surroundings too.

What should I leave behind?
Generally, leave behind anything that could potentially be dangerous.

There are also things you’ll find in your flat when you arrive (don’t worry, you won’t have to bring your toaster – we have covered that!). Some examples of things which are better left at home are:

- your pet (sorry!)
- drum kit
- candles
- deep fat fryer
- mains-powered fairy lights (pretty, but flammable)
- furniture
- hoover (we have those!)
- inflatable pools

Survival tip
You can always bring more things to your room when you go and visit home, or get friends and family to send you them in the post!
The what

- on moving day, you’ll arrive at your halls (use the signage around the city centre to minimise car arguments)
- once you’re here, pop through to your reception (plenty of people will be around to direct you) to get your room key. Remember to bring your key release form (found in your email inbox) with you to speed this process up. A printed or digital version (eg on your phone) will do
- you will normally be given around 30 minutes to move everything from your car to your room, and our team will be on hand to help carry those heavy boxes for you too!
- don’t worry – your family/friends are welcome to stick around after this, they’ll just need to move the car to allow other families to unload their things
- welcome! You are now officially a Newcastle resident. Go meet your new flatmates and don’t forget to ask us about the nearest food shops!

The where

- your room will be waiting for you at the residence outlined in your contract (check your emails if unsure)
- if you’re arriving out of reception opening hours, give our Security Team a call at +44 (0) 191 208 6817, who will arrange to meet you and give you your keys
- parking information will be sent out prior to your move in day

The when

- we will be waiting for your arrival in halls on the date outlined in your offer email – make sure that you know what the date is! If you need to change it, let us know in advance at student.services@ncl.ac.uk and we’ll confirm if this is possible
- most students will be moving in between the 21 and 23 September; international students typically arrive a bit earlier

Survival tip

On that all important first shop, let your parents buy you plenty of food, but not so much that you have to take up another flatmate’s allocated space.
You made it and you’re finally here – welcome! This will be your home for nine months or longer, and you have so much to look forward to.

Whilst saying goodbye to family is difficult, this is the beginning of your own journey – what an exciting time! You can now join in with cooking flat meals, and personalising your room. Our accommodation is about more than just a bed – you’ll be part of a local community of students, staff and residents. Throughout your stay with us, we’ll be here to sort any issues you might have, or just to be a friendly face when you need someone to talk to.

Speaking of which, we are always on the lookout for new Hall Reps! As a Hall Rep you will be the link between students and accommodation staff, striving to improve the student experience. You will need to commit to three meetings per year with staff and suggest and plan regular events with the students. It’s your chance to make a real change and have an impact on the student experience, and it’s also good to add to your CV in the future. Visit the NUSU Hall Reps pages to find out how to join.

Survival tip
Cooking is a great way to bond with your flat-mates – how about suggesting a flat meal? It’s also a great way to tackle the task of cooking the first meal alone, together!
Your Residence Team

Wherever you stay with us, you will be well looked after by our team in each residence. Each reception is operated by our Customer Services teams. Note that the Jesmond Road reception is located at Windsor Terrace.

The reception is your first point of contact, where you can:
• report a repair
• pick up your parcels
• let us know about noisy neighbours
• report a lost key
• just come by for a chat.

You can find your reception’s contact details by visiting our Contact Us pages.

Survival tip

If you need help, are unsure of something or would just like to talk things over, let us know - the sooner you do, the sooner we can help out!

Behind the scenes, the Residence Teams consist of Residence Assistants/Maintenance Assistants, Supervisors, Team Leaders and Managers, who all work together to make sure that your accommodation is clean and safe. You will see them around a lot, and, along with your flatmates, they might become your “term-time family”.

If you have been in touch with us prior to arriving at Newcastle, you most likely spoke to a member of our Allocations Team, who are responsible for assigning every student a room. Their work does not end here, though – they run a daily drop in in the King’s Gate building and can help you out with room transfers, financial matters and accommodation queries too. You can check the drop in times at our website – these may change at different times of the year.

Last but not least, we have a team who monitor our social media pages and are here to help in a less formal way – drop us a private message on Facebook or Twitter if you’re unsure about something or just want a chat.
I need help!

We have put together a guide below with common queries from our past students, helping you to solve your problems:

<table>
<thead>
<tr>
<th>Accommodation query</th>
<th>Where to go</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repairs, maintenance</td>
<td>Your reception, or use our mobile app or online form, both available at our repairs page</td>
</tr>
<tr>
<td>Anti-social behaviour in your accommodation</td>
<td>Reception, or if this happens outside of opening hours the Estate Security Service at 0191 208 6817</td>
</tr>
<tr>
<td>Looking to move out of your room</td>
<td>Allocations Team on Level 2 of the King’s Gate building, or at 0191 208 3333</td>
</tr>
<tr>
<td>Loss/theft of keys</td>
<td>Reception, or the Security Service if this happens out of opening hours</td>
</tr>
<tr>
<td>Internet access issues</td>
<td>If you have followed the NUIT guidelines on connecting to the University network and are still having problems, book a network test through our website</td>
</tr>
</tbody>
</table>
Whilst you’re here, we want you to have a great time, and a big part of that involves your safety. We hope it won’t happen, but if you ever find yourself in a situation where you are in immediate danger, call the emergency services. The police and the NHS also operate non-emergency numbers, and those should be used in situations where your life and/or health are not in immediate danger.

Your key contacts are outlined here:

<table>
<thead>
<tr>
<th>What happened?</th>
<th>Number</th>
<th>Who to contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>If a crime is in progress or just happened</td>
<td>999</td>
<td>Police – emergency</td>
</tr>
<tr>
<td>Witnessing a road traffic accident</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you are concerned for someone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Witnessing something suspicious</td>
<td></td>
<td></td>
</tr>
<tr>
<td>When someone is seriously ill or injured and their life is at risk</td>
<td>999</td>
<td>Ambulance – emergency</td>
</tr>
<tr>
<td>When you witness a fire; activate the nearest fire alarm, notify those around you; then leave the building. See page 18 for more information.</td>
<td>999</td>
<td>Fire brigade – emergency</td>
</tr>
<tr>
<td>Crime and concerns that don’t require an immediate response, eg to report something has been stolen from you</td>
<td>101</td>
<td>Police – non-emergency</td>
</tr>
<tr>
<td>When you need medical help, eg if you aren’t sure whether you should go to A&amp;E</td>
<td>111</td>
<td>NHS – non-emergency</td>
</tr>
</tbody>
</table>

If you feel unsafe on campus or in your accommodation with no immediate threat to your life or health, please call our 24/7 Security Service at 0191 208 6817. You can also contact the team to report anti-social behaviour, which includes your flatmates and neighbours – we want everyone to have a good time, and that includes respecting each other.

If you’d like to let us know about anti-social behaviour outside of reception opening hours and are worried someone might overhear you, you can also text the number above with your location. Don’t worry – we won’t pass your details on to other students.

Survival tip

Save the 24/7 Security number to your mobile for quick access - 0191 208 6817.
Finding your way
Before setting off, it’s often handy to plan your journey to your new accommodation. Head to our website and find your residence page; from here you will be able to select “location” from the top tabs, which will give you the exact address as well as the option to ask for directions. When you reach Newcastle, look out for the “Accommodation” signage around the city.

Where are my keys?
You have reached your destination – yay! Once you have picked up your room keys/key card from your local reception, they are yours to keep safe. Make sure to hold on to them; if you lose them, you will have to pay for a replacement. If you get locked out, we won’t charge you the first time around, but we will have to if it happens again!*

Getting online
Ah, WiFi; the number one thing that all new residents ask about (even before they get their keys!). We know you can’t wait to message your pals to tell them all about your new home; to connect to the network (wirelessly or via a cable), follow the steps outlined on the Internet and Network Connection pages.
If you have trouble with your connection, let us know or visit the repairs website.
Personalising your room

At first your room may appear a little plain, but never fear – it doesn’t have to stay like this. Think of it as your blank canvas; there are things you can do with the space to make it feel like a home from home. But we will have to be boring and ask you avoid a few things...

In particular, we’d like to ask that you don’t do anything that could damage your room, eg using blu tack to stick things to the wall (instead, why not get a desk corkboard which you could pin things on to?), or use anything that could be dangerous, such as mains-powered fairy lights/candles (you could choose battery-operated ones instead, which tend to be safer).

A quick how to guide on making your hall a home:

**Adjust that lighting**
Invest in a bedside lamp or some battery operated fairy lights to brighten up the place! Remember no candles!

**Add some greenery**
A potted plant (remember, it will need some water) or even a low maintenance cactus in the room is another idea. There are rumours that cleaning the air in the room boosting fresh O2 improves studying quality (who would have known)....
Familiar scent
Whilst we have to ask that you don’t use scented candles, it doesn’t mean your room can’t smell great. Often a diffuser or an air freshener will do the job! A weird but great tip is to make use of homely smells - try to keep homesickness at bay by using the same fabric softener which is used at home!

Soft furnishings
Bringing your favourite bed throw from home, or a comforting blanket can be a really good idea. You will be surprised at the difference a few scattered cushions and a nice duvet cover can make! If you’re lacking inspiration, head over to Pinterest.

Paying rent
Here goes... possibly the least fun part of living on your own - paying rent is quite important.

You can choose to pay your rent in full in advance, or split it into regular payments (monthly or termly) through direct debit. For detailed information on how to pay and payment dates, visit our rent payments page.

If you have trouble paying rent and/or are having financial difficulties, please speak to us as soon as possible so that we can help you as best as we can; you can give our friendly team a ring at 0191 208 1971 or use our online form.
SURVIVING THE YEAR

let's all get along....

Living with others

Living alone for the first time is an exciting experience. It's a mixture of fun times, with a few challenges along the way. We have included a few tips on how to make this a bit easier.
Sharing a kitchen

- there’s enough space for everyone, provided that you don’t use more than your share – be considerate and don’t let your family fill up half of the empty fridge with your food, leaving no room for others
- keep things clean – no one likes washing up (we think), but leaving a pile of dishes in your sink “for later” usually means that a) you will keep putting it off until you have no plates left, and b) your flatmates will think of you as “the messy one”… And no one wants that!

Cleaning

- keeping shared spaces tidy is everyone’s responsibility; to make things easier, clean up after yourself, and try to set up a weekly flat cleaning rota for things like wiping down surfaces so that everyone does their fair share
- bins: make sure these are regularly taken out, and keep recycling in mind
- there are appliances in your accommodation, such as microwaves, which don’t seem to need regular cleaning – but they do!

Getting along

- you’re likely to make good friends whilst living with us, but there may be times when you come to a disagreement with your flatmates. Try to resolve things with the person directly if you can, but if you feel like there’s nothing else you can do, chat to us – there’s nothing we haven’t dealt with before!
- take time to reflect on your habits and behaviours (‘would it annoy me if someone else was being loud whilst I’m trying to sleep?’), and try to put yourself in your flatmates’ shoes
- think of your non-University neighbours as well – you’re part of the local community now, and we’d like you to respect the families who live around you, especially late at night!

Survival tip

If you find yourself living with someone who is making things tricky, the best thing to do is talk it out with them in person. Try to avoid passive aggressive social media messages, and remember ignoring the situation will rarely result in it ‘sorting itself out’.
Homesickness

Everyone will experience it at one time or another and it's completely normal. This can happen at any point in your university journey.

Here are some top tips from our students to help you out:

• try not to isolate yourself, try to get out and embrace and enjoy this chapter of your life!
• bring some home comforts to your room to make it feel a bit more like home
• take a walk to familiarise yourself with new surroundings
• keep busy - Newcastle offers so many different things to do, why not try a new sport or join a society?
• talk to someone, ask for some help. Chances are other students are likely to feel the same; you can also give Nightline a call on 0191 261 2905.
How do I...

Do my laundry
You will find a laundry room within your residence, and should be shown to it by a member of our team when you arrive – if you feel lost, though, just ask!

If you live in Jesmond Road or Windsor Terrace, you can find your local laundry room at your hub reception at 16 Windsor Terrace.

All of the machines are operated by Circuit Laundry Systems, and have how-to information on them. You can also visit the Circuit website for instructional videos, to download the laundry app and to top up your account.

Get post
Your post will typically be delivered to your individual/flat letterbox; if a parcel is delivered to you whilst you are out, your reception/local hub will normally keep it safe for you, if the delivery is made within opening hours. To make things easier, we will send you an email to let you know that your parcel is ready to be picked up.

Use appliances
Your flat comes equipped with white goods (such as toaster and kettle) and essential appliances such as a fridge/freezer and hob. You might also have to learn how to operate your radiator and shower, eg if your accommodation comes with an electric type.

Have a look at our detailed guide on using appliances, and if you need any quick help or want us to show you how to use these – just ask!
Help – I need a repair

Sometimes things break, or you might find something not working quite as it should. Don't worry, and let us know as soon as you can so we can repair it for you. There is a variety of ways of getting in touch:

• in person at your accommodation reception
• via phone or email to the accommodation reception
• via our repairs app
• through an online form

If the repair is a result of fair tear and wear (rather than damage that you have caused), you won't get charged. Visit our website for more information, or just ask us at reception.

Survival tip

Keep some shoes and a dressing gown by your bed in the case of a fire alarm in the middle of the night (this has and can happen!).

Fire!!!

Fires can and do happen, and in case of a fire alarm, you should follow these steps:

• leave the building immediately (even if you think it's a false alarm), closing all doors behind you
• once you're safe, call 999
• call our Security Service at 0191 208 6817 and let us know what happened
• do not go back until you're told that it's safe to do so

Thankfully we don't deal with many fires, although we do get many false alarms (and if you cause one, you might need to pay a hefty fine), which takes the fire brigade away from real fires as well as damage costs. To avoid causing one, try to:

• use the extractor fan when using the hob
• open windows when cooking
• clean the oven regularly – excessive smoke caused by a build-up of grease can cause the fire alarm to go off

To help avoid a real fire:

• don't leave your cooking unattended – it might be handy to set a reminder on your phone
• do not prop the doors open – a closed fire door can mean the difference between a kitchen fire and a catastrophe
• do not cover/tamper with your smoke detector (we really need that to work!)
• let us know about faulty equipment – a broken toaster can turn into a bonfire!
• do not leave hot electronics (eg a laptop/charging mobile/hair straighteners) on your bed or clothing unsupervised
Living planet-friendly

We don’t always think about how much energy or water we’re wasting, but let us tell you – it can be a lot! For this reason, we’ve partnered with the Student Switch Off to encourage you to live sustainably, in exchange for some prizes.

Each year, halls compete to use as little energy as possible, and the occupants of the winning residence get a bunch of prizes, including the ever so popular tubs of Ben & Jerry’s ice cream for every flat. To find out more about the competition, visit www.studentswitchoff.org.

To live a little more eco-friendly, you can:
• switch lights and electronics off (rather than leave them on standby – it still uses energy!) when you leave the room
• turn off taps when you’re not using them, and let us know if you spot a leak or drips
• make use of your on-site recycling facilities and make a conscious effort to separate your recycling
Support

Here to help you

Health and wellbeing

Although being at University is a fantastic adventure, there may be days when you feel a little overwhelmed, homesick or anxious. It’s completely normal for this to happen, and if it does please remember we are here for you. The sooner you reach out to somebody, the quicker we can help you.

If you would like to chat to someone, a member of staff should be at the reception of your accommodation, and you can also drop us a message on our social media (which is managed during the week within office hours).

The University’s Student Health and Wellbeing team are also here to help with issues surrounding mental health, counselling, disability support and much more.

As well as the Health and Wellbeing team, there are a wide variety of services which can help:

- Nightline runs 8pm - 8am every night during term. It is a free, confidential listening service run by student volunteers. If you need someone to talk to about anything - from flatmate disputes, to mental health issues - they will be there to listen to you. Call them on 0191 261 2905 or send them an instant message
- your Personal Tutor at university can also be a great first contact point if you feel you need support
- the Student Advice Centre is located in the Students’ Union, with four advisors on hand with well-versed range of subjects. They are independent from the University and offer fully impartial, professional advice. They follow a strict confidentiality policy, so you can be open and honest about any problems
Physical health

The main hospital in Newcastle is the Royal Victoria Infirmary (aka RVI); this includes both Accident & Emergency (A&E) and a Minor Injuries Unit. There are also plenty of dentists and GPs around the Newcastle area which you can register for. The New Croft Centre is a dedicated sexual health clinic which is located in the city centre.

To make things easier, we will have an on-campus GP registration event running on Monday 17 to Wednesday 26 September 2018, 9am – 5pm at the Boiler House, Newcastle University, NE1 7RU.

Financial support

If you find yourself struggling with financial issues, don’t keep the worries to yourself – the University has a dedicated Financial Support Team who can help you and provide advice on your circumstances.

Study help

The transition from A-levels to a degree can sometimes be difficult. Our staff aim to support you through your studies to help you achieve your full potential.

Sometimes students can find themselves struggling with adjusting to this new way of learning, or might need specific help with areas such as time management; if you’d like some help, check out our Study Skills Support service.
Getting around Newcastle

Newcastle is a fantastic, vibrant city with plenty to do. You might feel lost at first, but you’ll soon find your way around!

Our students have put together a handy little Guide to Newcastle which will tell you all about the places worth exploring and how to work out the Metro transport system; you can see the guide on our Newcastle pages.

Survival tip

Make sure to download the Newcastle University app! This makes those early morning lectures a lot easier to navigate through sleepy eyes.
Heading out

The City (aka “the toon”) is famous for its nightlife, so it’s likely you will indulge in a few big nights out. Our priority, however, isn’t the trebles on special offer - it’s your safety. When heading on a night out, always ensure you have three things; your keys, your phone and a planned safe way to return to your accommodation (quietly!).

For information on safe drinking, visit the NUSU website.

Getting home safe

If you see your friend has peaked, advise them and assist them home. If you offer this to your friends, they will return this service. There is nothing better than having your friends looking out for you! Make sure you have friends to go home with, and that you use a reliable taxi firm. It is highly advised not to jump into a Black Cab but to book through a reliable taxi company such as Budget or Blue Line instead.

Safe Zone app

The Safe Zone app provides a link between students and campus security. Whilst you are within one of the defined areas, the app allows campus security to locate where you are, and to respond to your alarm. It is something which we recommend all our students download, just in case you need it.

For more information regarding this app and other helpful links on looking after yourself, take a look at the NUSU respect pages.

Use of drugs

You should also know that we have an Alcohol and Drugs Misuse policy, and if we are made aware of any drugs being held or used in your flat, you and your flatmates (yes, all of you) will be investigated in line with our disciplinary procedure, which could lead to you being expelled from your accommodation. We’d really hate to do that, so please follow the rules!

If you think that you or your friends might be going overboard on either of these things and need help, please do speak to us – we aren’t here to judge, but to help and support you.

Survival tip

If you’re feeling peckish after a night out, grab a takeaway on your way home – cooking under the influence is never a good idea!
MOVING OUT

goodbye...

What, where, when?

All good things come to an end – and so does your time with us!

Your contract includes a move-out date, which is when you will depart from your now-home and move into the wider Newcastle community (usually after a summer spent at your home-home).

What we ask is that you leave your accommodation in the same condition you found it in for the new student who will call it their home in the following year. So yes… That does mean breaking out those yellow rubber gloves and scrubbing that skirting board clean.

Survival tip

There will more than likely always be somewhere to live, so don’t panic or get rushed into signing something too soon; think about all of your options and make a well informed decision!
Leave Newcastle Happy

When moving out, you might find items that are in good condition (such as electronics, books or clothing), or non-perishable food that you no longer want (such as pasta and canned food).

Every year we work with the British Heart Foundation to collect unwanted items and donate them to charity on your behalf, helping the local community and making your suitcase a little bit easier to carry.

To donate items at the end of term, look out for information in your reception (or ask us!) as well as the NUSU website.

Now what?

Most students move into accommodation with friends for second year and beyond. There is a wide range of options from purpose built student flats to converted shared houses in the popular student area of Jesmond, and most students will find something to suit their budget and needs.

Here are a couple of things worth keeping in mind:

• you will likely see adverts for second year accommodation as early as October – don’t panic, you do not need to be looking that early, as you likely haven’t decided whether your new friends are worth living with yet! Most students start to look for something around February/March, and with so many properties in Newcastle you don’t need to worry about them “running out”

• when moving into the local community, you are representing your University; whilst the Geordie community is known for being very friendly, we’d hate for your neighbours to think badly of our students, so keep them in mind and try to be reasonable with noise, particularly late at night.

If you need any help or advice on renting privately, chat to the NUSU student advice centre.
Finally, we hope that you have a fantastic time living, sleeping and studying in your new home, and enjoy studying at Newcastle University.

If you would like to contact us at any point, you can do so via:

• your local reception or hub – remotely or by popping in to see us
• our online enquiry form
• by visiting Student Services on level 2 of King’s Gate
• our social media:
  /Accommodation.NCL
  @NCLaccomm
The final survival tip

Have fun! Enjoy the time, embrace the new adventure and don't worry too much. There is so much information and so many things to do that it's easy to get bogged down in the mundane and forget what freshers' week is all about!

Throw yourself into the university experience, you won't regret it.

Time really does fly, especially when you are having fun!

Stella (Politics BA)

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