WELCOME HOME
THIS IS YOUR CASTLE LEAZES GUIDE

ncl.ac.uk/accommodation
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WELCOME TO CASTLE LEAZES!

Your new adventure starts here, and this booklet will give you all the information you need to feel at home as soon as possible.

YOUR TEAM
You will be looked after by a friendly team who are here to make your stay memorable, exciting and safe (but by no means boring!).

The Residences Team make sure that everything is working smoothly and carry out necessary repairs. The friendly faces you see at reception are part of the Customer Services Team who handle your queries on a daily basis.

The Allocations Team, based in King’s Gate level 2, can answer any queries about your tenancy or finances that you may have.

The Catering Team, based in the dining area on the first floor, prepare tasty dishes to remind you of home.

Finally, the ResLife (Residences Life) Team is here to keep the fun going, with events, competitions, and educational sessions designed to help you make friends and learn how to live on your own.

These teams at your residence are led by:

Vera Burns
Residence Team Leader

Bev Bryant
Customer Services Team Leader – Castle.Leazes@ncl.ac.uk

Laura Martin
ResLife Coordinator – ResLifeCLSV@ncl.ac.uk

RECEPTION
The reception, located on the ground floor of the central area, will be your main point of contact throughout your stay. Our doors are open Monday to Friday, 08.30 - 17.45 and we can also be contacted by telephone and email from 08.00 - 18.00.

GETTING IN TOUCH
See page 11 to find out where to go for various queries, including reception and emergency contacts.
GETTING SET UP

CONNECTING TO WIFI
We know you can’t wait to tell your mates about your new room; to get online, find the “Newcastle University” network and log in with your student ID and password (these would have been emailed to you).
Visit www.tinyurl.com/yd9aszje if you come across any issues at all.

KEYS AND LOCKOUTS
You are now in possession of your very own room key/card; keep it safe! If you accidentally lock yourself out of your room/flat, contact reception during opening hours or the Security Team outside of these hours.

PARCELS AND POST
Your post will be delivered to the post boxes located within the central building. Parcels will be delivered directly to reception (within opening hours, as long as it’s light/small enough for one person to handle) and we will send you an email to let you know when it’s ready to collect.

REPAIRS
We work hard to make sure everything is in top shape, but if something doesn’t quite seem to work, let us know via the ‘Newcastle University Accomm.’ app, through a digital repair form at www.ncl.ac.uk/accommodation/current-students/repairs or via reception (email, phone or in person). For urgent issues outside of reception hours, contact the Security Team.

SECURITY
The Security Team are available 24/7; if you come across an emergency or need help urgently, give them a call at 0191 208 6817 or use the Help Points located outside the main entrance. You might also find it useful to download the SafeZone app (Google Play/App store) which lets you quickly request assistance.

CLEANING
We keep the shared spaces (e.g. corridors and exterior areas) outside of your flat tidy, but it’s up to you to take care of cleaning within your flat and bedroom, including regularly taking out rubbish.
You might find it useful to agree on a cleaning rota with your flatmates in the first few days you’re here!
Once you’ve said your goodbyes, it’ll be time to explore and figure out what’s where. Don’t worry, you’ll soon know Castle Leazes like the back of your own hand!

**LAUNDRY**
The laundry room is located on the ground floor of the central area. The first time you use it, you will need to register with Circuit Laundry; visit [www.circuit.co.uk](http://www.circuit.co.uk) to find out more.

**SHOWERS AND TOILETS**
If your room is not an en suite one, you will find the shared toilets and showers on the same floor as your bedroom or within your flat.

**DINING HALL**
If you’re in a catered room, you can take advantage of freshly cooked breakfasts and dinners offered in the dining areas (first floor of the central area) between Monday and Friday. Visit [www.ncl.ac.uk/catering/residential-catering](http://www.ncl.ac.uk/catering/residential-catering) for more info, including menus.

**PARKING**
Due to the COVID-19 test centre being located in our car park, we are currently only able to offer accessible parking. Our parking webpage will be kept up to date with any changes [www.ncl.ac.uk/accommodation/current-students/parkingandtravel/carparking/](http://www.ncl.ac.uk/accommodation/current-students/parkingandtravel/carparking/).

**BINS AND RECYCLING**
Taking your rubbish out daily helps prevent over spilling and funny smells!

To live a little more sustainably, please recycle your rubbish (e.g. paper/cardboard/cans/plastics) using the bins provided in your flat. To remove waste from your flat, place it in the communal bins located outside of your building.

**VENDING MACHINES**
If you feel peckish, grab a snack or a cold drink from one of the vending machines located in the central building.
WHAT’S AROUND?

SUPERMARKETS
1. Londis - Morpeth Street, NE2 4AS
2. Hunters Moor Convenience Store - Belle Grove West, NE2 4LU
3. Iceland Foods - Stanhope Street, NE4 5JT
4. Co-Op - NUSU building, NE1 8QB

GP
Make sure to register with a GP in Newcastle to have access to medical advice when you need it! Visit our Student Health and Wellbeing pages at www.ncl.ac.uk/wellbeing to find out more.

CAMPUS CAFÉS
5. Castle Leazes Dining Hall - Castle Leazes, first floor, central area
6. Bites café - Medical School, Lover’s Lane, NE2 4HH

METRO
7. The nearest metro station is Haymarket, approximately 1 mile away.

QUICKEST ROUTE TO CAMPUS (NUSU BUILDING)
8. Approximately 15 minutes’ walk (0.8 miles).
APPLIANCES 101

LAUNDRY
The laundry machines are operated by Circuit, who have all the key info on getting started at www.circuit.co.uk.

HOB/MICROWAVE/OVEN/KETTLE
All our hobs are electric, and you don’t need to use special pots/panns for them. Make sure to keep an eye on your cooking – leaving the room for a few minutes can result in a fire!

If in doubt about the functions of your appliances, ask a staff member for help. Appliance instructions can also often be found online when searching for the model you use.

HEATING
Heating is automatic, and will come on between 7am and 12am (midnight) if the temperature outside is low enough. If you’re feeling toasty, you can switch heating off in your individual room.

TV
The shared TVs are yours to use; feel free to connect your own games console for a weekly round of Mario Kart!

For live TV, we provide a licence for the shared TVs, but you will need a personal one if you want to watch live channels on your personal devices.

SOCKETS
If you’re joining us from abroad, make sure to use a good quality adapter for your electronics. Remember, sockets in the UK operate on a 230 volt system!

Try not to overload the sockets, and if you smell burning or see sparks, turn off and unplug the item right away!

CLEANING
To make life easier for everyone, try to give cooking appliances a wipe when you’re done using them. It makes maintaining them easier, and helps to prevent unwanted smoke alarm activations.
Hello, my name is Laura and I will be the ResLife Coordinator (RLC) for Castle Leazes Student Village!

I will be leading a fantastic team of ResLife Student Assistants (RSAs) and together we will deliver a **programme of support and lively events** to enhance your first year at Newcastle University. These will include events during the Welcome Weeks, Halloween, Christmas, and events to celebrate the end of your first year. ResLife offers a blended approach to our schedule of events with some present-in-person, and other activities being offered remotely. So something for everyone!

At Castle Leazes we are lucky to have some fantastic social spaces, including a dedicated ResLife Lounge, Snooker Room, Study Space and a Cinema Room, and we will be running all kinds of exciting events in these. They will also be available for you to book and use!

ResLife also offers **peer support as well as education and advice** through ‘Hacks’ with our RLCs and Student Assistants (RSAs). RSAs will run sessions every evening and during the weekends offering Rant/Vent/Study sessions, Connect sessions for support and information, and a huge range of events; additionally, you can find me at our ResLife Connect chat and support sessions on a weekly basis. If you’re in need of support, please feel free to **contact me** so I can arrange an appointment for you.

By the way, you can tell the student villages apart by their theme colour, and here at Castle Leazes we **are burgundy**! Look out for burgundy ResLife items around campus to easily spot your neighbours.

See you all very soon!

**WHAT DOES IT ALL MEAN?**

**RLC** – ResLife Coordinator

**RSA** – ResLife Student Assistant

**ResLife Connect** – a chat with your RLC for information and support

**RSA Connect** – a place to chat peer-to-peer with your RSAs

**ResLife Hacks** - sessions to support your induction and transition into university life and independent living

**1-2-1** – you can also book time with your RLC around your studies and schedule
Throughout the year ResLife will be organising a range of events; with a blended approach offering present-in-person activities to meet your RSAs and make new friends, as well as remotely for more central events.

We’ll have something for everyone from bingo to arts and crafts, cook-a-long to ResLife Gogglebox, Rant/vent/study to ResLife Dance, quiz nights to culture club, movie nights to gaming tournaments, as well as our Glee club, drama workshops for the National Theatre Connections, and a curriculum of sessions on topics including independent living and getting to know your neighbours and the wider community. We even run ‘Find a Flatmate’ to help you find people to share accommodation with in your second year!

And if you ever fancy a chat or have a question, pop along to see your ResLife Coordinator!

Visit [www.ncl.ac.uk/accommodation/currentstudents/reslife/clsv](http://www.ncl.ac.uk/accommodation/currentstudents/reslife/clsv) to find out more about activities happening in your village, and keep an eye out for our regular event schedule emails and newsletters in the ResLife Canvas Module.
## A Typical ResLife Week

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
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<tbody>
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<td>10:00-11:00</td>
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<td>ResLife Connect</td>
<td>ResLife Connect</td>
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<td>11:00-12:00</td>
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<td>with your RLC</td>
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<td>12:00-13:00</td>
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<td>Email reminder</td>
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<td>of your weekend</td>
<td>of your weekend</td>
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<td>13:00-14:00</td>
<td>Canvas</td>
<td>Weekly</td>
<td>Weekly sessions</td>
<td>ResLife Hacks’</td>
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<td></td>
<td>Announcement and weekly</td>
<td>sessions that include: ResLife Hacks, Re-Think,</td>
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<td>updates</td>
<td>Find a Flatmate</td>
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<td>14:00-15:00</td>
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<td>ResLife Hacks’</td>
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<td>15:00-16:00</td>
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<td>16:00-17:00</td>
<td>ResLife Hacks</td>
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<td>Your RSA's offer: RSA Connect and ResLife events</td>
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<tr>
<td>17:00-18:00</td>
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<td>Your RSA's offer: RSA Connect and ResLife events</td>
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<td>18:00-19:00</td>
<td>Your RSA's offer: Rant/Vent/Study</td>
<td>Your RSA’s offer: RSA Connect and ResLife event</td>
<td>Your RSA’s offer: RSA Connect and ResLife event</td>
<td>Your RSA's offer: RSA Connect and ResLife events</td>
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<td>19:00-20:00</td>
<td>Your RSA's offer: RSA Connect and ResLife event</td>
<td>Your RSA’s offer: RSA Connect and ResLife event</td>
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<td>20:00-21:00</td>
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<td>Your RSA’s offer: ResLife event and ResLife Hacks</td>
<td>Your RSA’s offer: ResLife event and ResLife Hacks</td>
<td>Your RSA’s offer: RSA Connect and ResLife events</td>
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Please note: Visit your ResLife Canvas Module to find out what’s on during your welcome weeks, and for your weekly schedule. Check your emails on a Friday for your weekend reminders. Weekend timings may be subject to change.
I NEED A CHAT! – KEY CONTACTS

RECEPTION
There are three main ways to contact your reception team. You can pop into reception during opening hours, you can contact us via email on castle.leazes@ncl.ac.uk or call us on 0191 208 8300. If you are calling in to see us in person, please follow the safety guidelines in place.

EMERGENCY
When the life or health of you or someone you know is in danger, always call 999. It might be useful to save this as a contact under “emergency” in case you forget the number!

SECURITY
If you see something suspicious or feel in any way unsafe whilst on campus, call the Security Team on 0191 208 6817, or use the SafeZone app to quickly request help.

FINANCIAL ISSUES
Speak to our friendly Accommodation Finance team about any financial questions or worries via email at Accommodation.Finance@ncl.ac.uk.

ROOM TRANSFERS/CONTRACT QUERIES
The Allocations Team is here to help with the above – simply email us at Allocations-Enquiries@ncl.ac.uk and we’ll get back to you as soon as we can.

STUDENT HEALTH AND WELLBEING TEAM
If you want to chat with someone about your (or a friend’s) wellbeing and health, you can contact our Mental Health Team at WellbeingConsultancy@ncl.ac.uk, and the Disability Team at DisabilityAdvisor@ncl.ac.uk.