WELCOME HOME  THIS IS YOUR GRAND HOTEL GUIDE

ncl.ac.uk/accommodation
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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 your local hub 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.

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:

Kath Sultman  
Residence Team Leader

Kate Stobbs  
Customer Services Team Leader – Kensington.Terrace@ncl.ac.uk

Stephen Olver  
ResLife Coordinator – ResLifeKPSV@ncl.ac.uk

**RECEPTION**

Your reception service is provided at Kensington Terrace. It is located opposite the main entrance to Park Terrace and 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 on the ground floor by the lift and parcels will be delivered to your flat. If a courier is unable to deliver a parcel for you, these are occasionally delivered to reception at Kensington Terrace (within opening hours, as long as it’s light/small enough for one person to handle). If we do receive a parcel for you, we will send you an email to let you know when it is 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 of the Grand Hotel. 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 the Grand Hotel like the back of your own hand!

**LAUNDRY**
The laundry room is located on the first floor. 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.

**TV LOUNGES**
The Grand Hotel has a shared social TV lounge on every floor; these are great for making friends or relaxing after a hard day of studying.

**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 on the first floor by the laundry room.
WHAT’S AROUND?

SUPERMARKETS
1 Co-Op – NUSU building, NE1 8QB
2 Sainsbury’s Local – Northumberland Street, NE1 7AG
3 Marks & Spencer – Northumberland Street, NE1 7AS
4 Tesco Express – Saville Row, NE1 8JE

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 The Grand café – downstairs with entrance off Barras Bridge
6 INTO restaurant and café – INTO building, Barras Bridge

METRO
7 The nearest metro station is Haymarket, approximately 170 yards away.

QUICKEST ROUTE TO CAMPUS (NUSU BUILDING)
4 The residence is located on campus, approximately 1 minute walk from the NUSU building (98 yards).
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/pans 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.
Greetings from Steve, your ResLife Coordinator (RLC) here at the Kensington/Park Student Village (KPSV). How do you know if you’re part of KPSV? That’s easy; if you’re not staying at Castle Leazes, Park View or Marris House, you’re on my team!

So what is ResLife? In short, we’re here to help you settle in, build a community and make your stay the best it can be. ResLife run weekly events across the Student Villages, as well as seasonal activities throughout the year. 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!

ResLife also offers peer support as well as education and advice through ‘Hacks’ with our RLCs and ResLife 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, each student village has its very own colour, and in Kensington/Park our theme is blue - look out for other residents with blue ResLife items around campus!

Here’s to a fantastic year in the Kensington/Park Student Village and the Grand Hotel.
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-longs 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/kpsv](http://www.ncl.ac.uk/accommodation/currentstudents/reslife/kpsv) 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.
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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 kensington.terrace@ncl.ac.uk or call us on 0191 208 2090. 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.