

## Accommodation Services

# Useful Information for Students with Families

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We are aware that moving your family to a new city or 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 [Residents Handbook and Tenancy Terms & Conditions](#) including family fun activities from our [ResLife Team](#).

## General Information

### Bedding

To make things more comfortable for you, your beds will be made up for your arrival.

### Electricity Supply

It is your responsibility to register an account for the electricity supply to your flat, it is not included in your rent. You will need to register with your electricity supplier, the Allocations Team based in King's Gate can help you with this. At the end of your tenancy you must also contact your electricity supplier with your final meter reading and they will provide you with your final account.

### Top tips on Saving Energy

Please follow links below:

- <https://www.ncl.ac.uk/accommodation/current-students/reslife/#resaction>
- [How to save energy at home – 24 energy-saving tips you need to know | Ideal Home](#)
- [Help with energy costs | The Money Edit](#)
- [How to cut the cost of your energy bills](#)

To review and re-programme your heating to help you save energy contact Customer Services at Bowden Court reception to:

- Obtain a copy of the timer manual and arrange to set your timer appropriate to you  
or
- Request a University colleague to visit your home and check the timings your heating is currently running

### Water supply

The Customer Services Team at your reception will contact Northumbrian Water at the start of your tenancy, however, it is your responsibility to ensure this is in place. At the end of your tenancy you must contact [Northumbrian Water](#) to provide them with your final meter reading.

### Council Tax

Council Tax is collected by local authorities. Some properties are exempt from Council Tax, and some people do not have to pay it. Most students are entitled to some form of exemption

or discount, but this depends on individual circumstances. For more information please follow this [link](#)

Further details can be found on the Newcastle City Council website [here](#).

### Satellite TV

Televisions are not provided within the accommodation. The facility to access satellite television is installed in all flats. It may need to be connected, if so, please inform reception as an Estates & Facilities electrician will have to carry out the connection. You will require your own receiver to enable you to receive your chosen channels. To receive the basic English channels without Satellite TV, there is an aerial/antenna which should be plugged into the aerial socket. If you require any maintenance to your satellite dish or aerial/antenna 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. If you would like to pay for and receive Sky TV please contact [www.sky.com](http://www.sky.com) to set up an account and to decide which package you would prefer. Please note that you will require a [TV licence](#) to watch live TV from any channel or BBC catch-up services.

### Laundry Facilities

A washing machine is supplied in your flat for your personal use. Please refer to the instructions provided.

### Schools

You may also need to organise childcare or schools for your children. Newcastle City Council will have details of local childcare facilities and schools under the [Education & Learning](#) section on their website. Local schools will operate either a two or three tier system, please find below details of the tiers:

#### **Two Tier**

Nursery 3-4 years old Primary 4-11 years old Secondary 11-16 years old

#### **Three Tier**

Nursery 3-4 years old First 4-9yrs old Middle 9-13 years old High 13-16 years old

### Infants and children

Whilst on University premises, as a parent or guardian you are responsible for the safety and supervision of your children at all times.

For helpful advice, tips and support, visit the NSPCC website:

[www.nspcc.org.uk/keeping-children-safe/](http://www.nspcc.org.uk/keeping-children-safe/)

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 in and outside buildings.

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.

## Newcastle University Students Union

There are some great NUSU [societies](#) to join; there also many events which take place in and around Newcastle which you and your family can get involved in. Why not take a look at these links:

[www.nusu.co.uk/getinvolved/societies/list/all/](http://www.nusu.co.uk/getinvolved/societies/list/all/) and [www.getintonewcastle.co.uk](http://www.getintonewcastle.co.uk)  
[www.northeastfamilyfun.co.uk](http://www.northeastfamilyfun.co.uk). The [Student Advice Centre](#) at NUSU also have specialist advisers available for resources and advice.

## Travel Options

### Car Parking

Information on parking options and booking parking permits visit

<https://www.ncl.ac.uk/accommodation/current-students/parkingandtravel/car-parking>

### Bus Travel

For information on local bus routes visit [www.nexus.org.uk/bus](http://www.nexus.org.uk/bus). Our ResLife Team will also run orientation sessions and be on hand to answer any questions. They can be contacted at [ResLifeKPSV@newcastle.ac.uk](mailto:ResLifeKPSV@newcastle.ac.uk)

### Metro Travel

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](http://www.nexus.org.uk/concessions/under-16s)  
Metro Saver – One zone will cover travel to Newcastle [www.nexus.org.uk/metro](http://www.nexus.org.uk/metro)

### Cycle

There is a safe direct recommended route between South Gosforth and Newcastle City Centre [Getting around | Newcastle City Council](#)

### 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. This would be dealt with under the Universities disciplinary procedure and if found to have been tampered with, this could lead to a fine of £50.

### 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 this would

come under the Universities disciplinary procedure and could lead to a fine of £50. Please refer to your [Residents Handbook and Tenancy Terms & Conditions](#) for further information.

## Who to Contact

We hope you enjoy your stay at Bowsden Court. If you require any information or have any requests, in the first instance please contact the Customer Services Team at Reception on 0191 213 5664 during office hours, alternatively for out of hours contact our Estate Security Staff on 0191 208 6817 Your ResLife Team, who provide guidance and support as you settle into your new home can also be contacted at [ResLifeKPSV@newcastle.ac.uk](mailto:ResLifeKPSV@newcastle.ac.uk)

If you have any housekeeping queries or damage or fine queries please contact the Assistant Facilities Manager: Michelle Ridley 0191 208 5474 email [michelle.ridley@ncl.ac.uk](mailto:michelle.ridley@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 at [www.ncl.ac.uk/accommodation/contact/#services](http://www.ncl.ac.uk/accommodation/contact/#services)

Further information is available in your [Residents Handbook and Tenancy Terms & Conditions](#)

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