Residents’ Handbook
2021-22
Introduction

This booklet contains useful information about your accommodation and should be read in conjunction with your contract. It advises you what you can expect and what will be expected from you whilst living in University accommodation.

Before signing a contract with us, you might find it useful to read a copy of our Tenancy Terms and Conditions, which outlines our joint responsibilities.

Before you can accept your offer of accommodation, you need to complete our online e-welcome, which details important and helpful information. Make sure you do this before your offer of accommodation expires.

We hope that you have a great and memorable time living with us!

Newcastle University is signed up to The Student Accommodation Code, an approved code of practice for accommodation managed and/or controlled by Higher Education establishments, where student representation is encouraged. For more information please see www.thesac.org.uk

The Code complies with the requirements of the Housing Act 2004 and relates to the management of the building, building standards and services which you receive. Our accommodation and services are regularly audited to ensure compliance. We provide information, training and supervision for all our employees to fulfil delivery of standards required by the Code.

If your experience is that we are doing something particularly well, please let us know. Similarly, if any aspect of our service does not meet with your expectations please contact reception.

For up to date information relating to the Covid 19 situation, please refer to the University webpages.
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Health & safety

We have a range of policies in place to protect the health and safety of our students and staff, and we ask you to follow these to keep those around you safe.

In addition to the University-wide Statement on Policy, Organisation and General Safety Arrangements, in Accommodation Services we have a local Health and Safety Policy.

Please maintain a safe environment at all times for other students, University staff and contractors who may have to enter your accommodation. You can do this by keeping your accommodation tidy (eg picking up any items that someone might trip on) and reporting any safety issues to your reception. If you see or have an accident or a near-miss (i.e. you did not hurt yourself, but could have), please let your reception know as soon as possible so that we can ensure it does not happen again. Advice on first aid and medical treatment is displayed on your bedroom door, and you might find it useful to read this when you arrive.

If you or someone else is in immediate danger, you should call 999 to contact the Police, Fire or Ambulance Services, and then contact your reception. If reception is closed, contact Estate Security Service on 0191 208 6817 or use the Help Point located on site which will connect you to them.

The University has documented procedures, including an incident plan for dealing with events such as fire, gas leak, bomb alert, outbreak of disease or major breakdown of services and equipment, and details of these are available at every reception.

Welfare support, financial advice & guidance

Accommodation Services support the physical as well as mental health and safety of our residents. Working together with the University Student Health and Wellbeing, our ResLife Team is here to support you at times of need; you can get in touch with them at ResLife@newcastle.ac.uk. You can also contact the student-ran Nightline helpline for confidential advice.

Wellbeing can be contacted on 0191 208 3333 Mon-Fri 9-5 should you ever need any support/advice. In case of emergency and for out of hours support, please ring Security on 0191 208 6817.

For immediate help and support, please read emergency and out of hours page.

Under-18s

We have a policy in place to protect the welfare of students who are under 18 whilst living in University-owned or managed partnership accommodation; further details can be found on our Policies webpage.

Our ResLife team will contact all under 18s within their first week and arrange termly meetings whilst they remain under 18.

Fire safety systems

What systems are in place?

Our fire safety systems are regularly tested and maintained in line with relevant regulations. The systems in place include:

- Fire detection equipment
- Firefighting equipment
- Emergency lighting
- Fire doors (which, when closed, slow the spread of fire and allow emergency escape)

Fire alarms are tested and recorded on a weekly basis at prearranged times. You can find the dates and times of the tests on the 'Fire Safety' notice on the back of your bedroom door, and in your kitchen.

Kitchens in our accommodation are fitted with heat detectors and smoke- or multi-sensors are located within bedrooms, corridors and staircases. Escape routes must be kept free from obstruction at all times.

The design and use of our fire safety systems has been informed by a fire safety risk assessment, and implemented in consultation with the Tyne and Wear Fire and Rescue Authority.
What you can do to stay safe

Whilst we have robust fire safety systems in place, they can only protect you and your flatmates if you follow our safety policies.

When you first arrive, it is important that you read the ‘fire action’ notice displayed within your accommodation and familiarise yourself with the locations of firefighting equipment (such as the fire blanket in your kitchen), signed escape routes, fire exits and your designated assembly point.

Please watch our fire safety video: https://www.ncl.ac.uk/accommodation/useful-information/#accommodationresidences

Fire evacuation practices are conducted by staff in the Autumn term. You will be notified in advance of when these will take place and be required to participate.

It is extremely dangerous and a serious criminal offence to interfere with any fire systems or fire-fighting equipment, except in an emergency. Anyone found responsible for doing so, or whose carelessness, negligence or irresponsible behaviour leads to a fire alarm activation or the Fire Brigade attending, may be subject to the University’s ‘Student Disciplinary Procedure’, which could include a fine or may lead to the accommodation contract being terminated. Fines may also be imposed for failure to evacuate the building when the fire alarm sounds. You can find more information about this in the University’s Student Disciplinary Procedure document.

Fire prevention

Due to the increased risk of causing a fire, candles, flares, fireworks, incense sticks, deep fat fryers, chip pans and halogen lamps are not allowed within your accommodation. For your safety, we also do not allow fabrics (such as tapestries) to be hung on walls, across ceilings, or draped over electrical appliances.

To prevent a fire or a false alarm activation, please:

- Follow our ‘Guide to Appliances’ information
- When cooking, ensure the kitchen extractor fan is turned on and the kitchen door is closed shut
- Never leave any food cooking in the oven, hob, grill, microwave or toaster unattended
- Use appropriate heat-resistant cooking equipment
- Keep cooking appliances clean and free from grease
- Ensure flammable materials and liquids are always stored away from any heat sources and handled with great care
- Do not overload electrical sockets – if in doubt, ask at reception
- Always use a heat-proof mat when using hair straighteners/tongs

Fire action

If you discover a fire, you are required to:

- Raise the alarm
- Use the nearest break-glass call point
- Close all doors behind you as you make your way out
- Leave the building using the nearest available fire exit. Do not use lifts.
- Call the fire brigade on 999
- Report to your fire assembly point
- Stay out of the building until you are advised by a member of staff or the fire brigade that it is safe to return.

If you hear a fire alarm, you are required to:

- Alert those around you
- Close all doors behind you as you make your way out
- Leave the building using the nearest available fire exit, even if you think it is a false alarm. Do not use lifts.
- Report to your fire assembly point
- Stay out of the building until you are advised by a member of staff or the fire brigade that it is safe to return
- Report anyone who requires assistance to the fire marshal or Security

If you have a disability (including a temporary disability) during your period of residence, which could affect your safety in the event of fire or other emergency, you should notify your reception as soon as possible. An assessment can be undertaken and any specific arrangements put in place, such as a personal emergency evacuation plan, if necessary.

Smoking

Smoking (including the use of e-cigarettes) is not allowed in any University accommodation, with the exception of designated external smoking areas; for more details about these locations, please ask your local reception.

Residents who smoke in University accommodation will receive a fine of £100. Repeat offences may result in eviction from the accommodation due to the fire risk for other occupants of your accommodation.

Firearms and weapons

Firearms, including air rifles, pistols and replicas, and any other sporting weapons (and any type of ammunition) are prohibited in your accommodation and will be confiscated.
Personal safety and security

By taking the following precautions, you can keep yourself and your flatmates safe from crime:

- Not all bedroom or flat doors will automatically lock behind you; where your door is not self-locking, always remember to lock it when you go out
- Keep valuables out of sight
- Secure windows and doors when leaving your accommodation
- Keep your keys and address separate
- Only let people you know into your accommodation – never allow someone unknown to follow you into the building
- Register your laptop, mobile phone and other personal possessions for free with Immobilise, the UK national property register
- Mark your possessions so they’re easily recognisable
- Download the free SafeZone app which connects you directly to our Estate Security Service when you need urgent help while on campus. When you raise an alarm or call for help, all on-campus security team members will be alerted to your situation and location so that they can help you quickly and effectively.

CCTV

If your accommodation is monitored by CCTV, signage will be in place at reception or on the external entrance to the building. Our CCTV is installed and operated by the Estates Security Service, in accordance with the relevant regulations.

Insurance

The University is covered by public and products liability insurance, which covers death, injury, disease, or loss of/damage to students’ property whilst within University premises campus. Full details, including exclusions to the policy, are available online.

Accommodation contracts for full-time students include free Personal Possessions Insurance. Although there is no paperwork for you to complete, we recommend you register your details and view the level of cover provided. You can also find out how to extend your cover, if required. Extended cover is recommended if you plan on bringing your bicycle with you.

If you need to make an insurance claim, please inform your reception, and report the incident to the insurance provider, as validation will be required from the University before a claim can be processed.

Building and room security

Your accommodation is subject to local security risk assessments. All entrances and individual bedroom doors are lockable and accessible only by the resident(s) with the relevant key(s). All basement, ground and first floor windows are fitted with a securing device to deter theft and intrusion. Windows are also fitted with restrictors to prevent over-opening. These should not be removed under any circumstances.

Out-of-hours assistance

If you need assistance outside normal office hours (8am-6pm) and your reception (and village reception) are closed, you should contact the Estate Security Service on 0191 208 6817 or through the Help Point located on site which will connect you to them.
**Keys and Lock-outs**

Our [Key Policy](#) explains how we replace lost or damaged keys (which must be reported to reception within 24/48 hours). It also outlines which of our staff may be given authorised access to keys to your accommodation.

For information on returning your keys at the end of your contract, please see page 24.

If you have been locked out of your accommodation and need assistance to gain entry, contact your local reception or the Estate Security Service on 0191 208 6817. You will need to prove identification and will have to wait for a key holder to arrive to allow you to re-enter; during reception closure times this could mean a considerable wait if security are dealing with higher priority incidents.

**Staff and access to your accommodation**

You can easily identify all University staff and contractors working on our behalf by University ID smartcards, service name badges, uniforms with logos or security passes. If we need to gain access to your accommodation, eg to undertake planned maintenance or an inspection, you will also be given seven days’ advance notice.

There are times when we may not be able to give advance notice. This could include:

- An emergency
- Welfare check
- Routine cleaning on designated days
- A repair you requested
- An inspection following a belief that a breach of contract has occurred
- Where we have reason to believe a criminal offence has or is about to be committed.

We will give you 24 hours’ notice for any viewings of vacant rooms within your flat. We will also always try to make contact with you if emergency access is required and leave a calling card if emergency access was required to your bedroom when you were not there.

Please inform your reception, if you plan to be away from your accommodation for longer than seven days.
Utilities

Except in the case of emergencies or essential maintenance, electricity, gas and water supplies will be maintained and tested in accordance with statutory standards and without interruption.

Electricity
New equipment is installed and existing equipment maintained to Institute of Electrical Engineers’ (IEE) regulations. Lighting is provided in accordance with the Chartered Institute of Building Services Engineers’ (CIBSE) recommendations. In bedrooms lighting levels may be enhanced by the use of a desk lamp.

University-provided portable appliances are tested and maintained in accordance with our 'Portable Appliance Testing (PAT) Policy'.

The electrical wall sockets consist of 13 amp square pin sockets. Please do not use equipment designed to operate on 110 volts as the university mains are 230 volts. If you’re unsure whether your equipment is suitable for use in your accommodation (eg if it was purchased abroad), please speak to your reception who will be able to advise.

If you are using a travel adaptor for appliances brought from abroad, please use an adaptor which has been made to British Standard (BS) 1363; the BS identification number should be displayed where the pins are located. For your safety, staff will remove any dangerous adaptors found within your accommodation, as per our confiscation policy.

Your personal electrical equipment should also comply with BSS and IEE regulations. Our PAT Policy outlines how, for your own personal safety, we will remove personal electrical equipment if there is risk of fire or electrocution. Further information about electrical safety can be found here.

As a student at the University, you have significant control over the amount of electricity you use every day. Best practice suggests that simple ‘good housekeeping’ can reduce overall energy use by around 10%; by achieving this, the University saving would equate to the energy used by around 800 homes! See the sustainable campus web pages for hints and tips on saving energy.

Gas
Our gas supplies and distribution pipework comply with Gas Safety Regulations. A registered ‘Gas Safe’ installer will undertake an annual safety check on all gas appliances. A copy of any appropriate test certificate is available for inspection either within your accommodation or at reception.

Water
All hot and cold water services are installed, monitored and maintained to Health & Safety Executive and statutory public health requirements.

Any cold water supply that is not drinkable will be clearly identified, and all waste water is removed via a trapped connection to the sewerage system.
Facilities

Accommodation fixtures and fittings
Our accommodation is maintained to a good standard and all furnishings comply with the relevant regulations. Before bringing any additional furniture into our accommodation, you should seek permission from your Residence Manager, who will consider the necessary regulations and health and safety guidelines before giving a decision. Please chat to us about this at reception.

Information about what is included within your specific residence can be found on our website.

As a minimum, your bedroom will be fitted with curtains or blinds, a desk, a desk lamp/light, a desk chair, a bed and mattress, a bedside cabinet or chest of drawers, a wardrobe, and a waste paper basket.

Kitchens are fitted with a cooker, a refrigerator, a freezer (except in catered accommodation), a dining table/breakfast bar, chairs and a vacuum cleaner (except in catered washbasin accommodation).

Some of our residences also provide televisions, complete with a TV licence. For further information please refer to the accommodation overview on the link above.

Damage
If a repair or replacement is necessary due to damage caused by you or your visitors, you will be notified of the total cost and charged for the repair soon after. Where damage happens in the shared area of your accommodation (such as the kitchen or living room), all residents may be charged unless an individual comes forward to let us know that they were responsible.

A copy of our ‘Damages Policy’ is available online.
**Inventories**
On arrival, you will be emailed an inventory list with all of the fixtures and fittings of areas that you have contractual responsibility for. You should check your inventory carefully, noting any damaged or missing items before returning it to reception within seven days. If you do not reply, this will be taken to mean you agree with the details on the inventory.

**Laundry**
All residents have access to a laundry room equipped with washing and tumble-drying machines (with the exception of Marris House and Bowsden Court family flats, where the flats have washing machines). Inside the laundry room you will find notices outlining opening hours, the cost of using the equipment, simple operating instructions and how to report a fault or an emergency.

To use the laundry you will need to download the free Circuit app available for iOS and Android smartphones. If you need help using the app, you can view the FAQs or watch the Circuit how-to-use video at [www.circuit.co.uk](http://www.circuit.co.uk). If you’re unable to use the app, or experience any problems, contact your reception.

**Transport and travel**

**Bicycles and car/motorcycle parking**
The accommodation website outlines bicycle storage details.

For safety reasons bicycles must not be kept on staircases, corridors or within your accommodation. Any bicycle found within these areas will be removed by staff and bolt-cutters may be used to remove any bike locks and/or chains.

Parking is available at some residences. Bowsden Court, which is located off-campus, provides spaces free of charge. On-campus residences provide parking permits for an additional charge; these can be purchased on our [webstore](http://www.ncl.ac.uk/accommodation) and are available on a first-come, first-served basis. You can ask for full details of available parking facilities at your reception or visit our [parking web pages](http://www.ncl.ac.uk/accommodation).

**Public transport**
Information on public transport can be obtained from reception and is available at [www.nexus.org.uk](http://www.nexus.org.uk) and [www.travelinenortheast.info](http://www.travelinenortheast.info).

**TV Licence**
If you install a personal TV, or use another electronic device to watch live TV on any channel, or on demand/downloadable programmes on BBC iPlayer, you must have a TV licence. In residences where we provide a shared TV in the communal area of your flat, we will cover the licence cost, however this does not include your personal devices.

Licences can be purchased online at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk). The fine for not having a valid licence could be as high as £1,000 and could lead to prosecution. For students with a contract less than 50 weeks, you can opt to pay for your TV licence by monthly direct debit, and when you leave your accommodation you can cancel it without paying for 12 months’ use.
Cleaning and inspections

Your accommodation will be cleaned, prepared and inspected for your arrival as per our ‘Cleaning Standards’ policy available online.

The policy sets out the areas we are responsible for cleaning, the frequency of cleaning and what we expect from you. If you have concerns regarding the standard of cleanliness within your accommodation, please contact the reception.

During your stay, a member of staff will, at least once a term, require access to your accommodation to check the overall condition and whether it is kept clean, tidy and safe, and no damage has been caused. You will receive advance notification of when these visits will take place.

In cases where the condition of the accommodation is not satisfactory, or where there is a suspected breach of your responsibilities, more regular visits may be necessary. If extra cleaning is required to bring your accommodation back to the condition in which you found it on your arrival, you will be charged and asked to pay accordingly.

Please note that there are certain planned and routine maintenance tasks in residential areas that the University must carry out, e.g. water temperature testing for legionella, smoke detector testing and portable electrical appliance testing. We will give advance notice via email or on your noticeboard. Any building or maintenance work will commence from 9am, please co-operate by giving staff or contractors safe access to carry out this work.

Letters and parcels

For accommodation where there are letterboxes within the front door, the postal worker will deliver all letters and small parcels direct to your flat.

Where letterboxes are located in a central location, the postal worker will deliver all letters and small parcels direct to your letterbox.

The delivery person will attempt to deliver larger parcels to your flat. If no one is around, reception may take the parcel in on your behalf, though some companies will take the parcel back to their depot and leave a card explaining how you can retrieve it. In hall-style accommodation, parcels will be delivered to your reception.

All parcels accepted at reception are logged via an electronic parcel management system and an automated email is sent to the recipient with collection details. Parcels can be collected during reception opening hours (Monday to Friday), and you will need to bring your University smartcard with you.

Please note that receptions will not accept food deliveries on your behalf.

Once you have vacated your accommodation, either during or at the end of the contract, we will not accept mail or parcels on your behalf; as such, it is important that you arrange post redirection to your new address. You can do this via the Royal Mail website or through any Post Office.
Repairs and maintenance

Fault/Defect notification and rectification
Please report faults and defects as soon as possible through the accommodation website, our mobile app (search for “Newcastle University Accomm.” on Google Play and the App store), or to your reception.

Not reporting a repair, however minor, could lead to extensive damage being caused and a loss of service for which you could be responsible.

All repairs are prioritised with a timescale for response; depending on severity. All faults should be rectified within 20 working days, although this may not always be possible. We will keep you informed of, and the reason for, any delay if we are unable to meet the defined response times.

<table>
<thead>
<tr>
<th>Category</th>
<th>Target response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency (serious risk to life or property e.g. fire, flood, person stuck in lift)</td>
<td>Immediate response</td>
</tr>
<tr>
<td>Urgent (considerable disruption e.g. widespread electrical failure or flooding in large area)</td>
<td>Respond within one working day</td>
</tr>
<tr>
<td>Normal engineering defects</td>
<td>Respond within three working days</td>
</tr>
<tr>
<td>Normal building defects</td>
<td>Respond within five working days</td>
</tr>
<tr>
<td>Low priority</td>
<td>Respond within 15 working days</td>
</tr>
<tr>
<td>Lifts (e.g. out of order)</td>
<td>Respond next working day</td>
</tr>
</tbody>
</table>

Further information is available from reception and on the Estate Support Service webpages.
Pest control
Please report any infestations that need to be treated, eg wasps or ants, as soon as possible in the same way that you would report a repair.

Our response time for a specialist company to treat the infestation is within two working days.

Snow and ice clearance policy
The Policy, indicating who is responsible for snow and ice clearance, is available on our website and at your reception.

Waste management
Arrangements for the collection of domestic refuse are set out in a ‘Waste Management Plan’ available from your reception. Whilst our grounds are cleared of rubbish and litter on a regular basis and kept tidy, please ensure you dispose of litter in the appropriate containers.

Recycling
Please be environmentally responsible and supportive of the University’s Environment Policy by making use of all resources and recycling facilities available at your accommodation.

The location of recycling stations can be found from your reception, and you can also view our recycling guide.

The University is committed to promoting and demonstrating continuous improvement in environmental performance, ensuring best practice, statutory compliance and value for money.

Lost and left property
Any personal item of value lost or left will be logged at reception and kept for 28 days. After this time any items not collected will be disposed of in accordance with our ‘Lost and Left Property Policy’.
Anti-social behaviour, discipline, alcohol & drug awareness

It is important that you recognise that you are now part of the larger community and respect the rights of other individuals. You are also responsible for the behaviour of any visitors you have in your accommodation.

You are required to act in an appropriate manner at all times. We expect you to treat our property, members of the local community, staff, visitors and each other with respect and consideration.

The University supports an ethos of full participation in University life in Newcastle, whilst taking personal responsibility and being health aware. For many students, your time at Newcastle and your social life may involve alcohol. As an adult you are responsible for the amount of alcohol you consume and being intoxicated is not mitigating circumstances for inappropriate or anti-social behaviour.

The ResLife team in your student village will be able to support you in regards to alcohol and drugs awareness, through a series of Identification and Brief Advice (IBA) meetings and educational sessions, to improve your awareness and equip you with knowledge on healthier living behaviours. We will also provide guidance on noise and anti-social behaviour within the student villages, allowing you to reflect on the impact on the local community, as well as preparing you for living with the wider community next year.

Remember:
Drinking alcohol can make us more sociable; however it can also obstruct judgement, leading to poor decision making, and ultimately putting ourselves and others in danger.

Before you drink, make sure you know the potential consequences. For further help and information please see our alcohol awareness page.

Many students choose not to drink alcohol, and cultural and social sensitivities should be respected.

If you are living in an ‘alcohol-free’ area, it is your responsibility to ensure that alcohol is not consumed in the accommodation.

If you are concerned about your own drinking or that of someone else, you can gain support from our Student Health and Wellbeing Team.

Estate Security Staff, who patrol our accommodation and respond to incidents on our behalf, are equipped with Body Worn Video (BWV) equipment. This enables them to obtain and secure evidence of incidents.

A copy of the ‘Operating Procedures for Body Worn Video equipment’ policy is available from reception and on our website.

Any alleged breach of contract of these terms and conditions will be investigated in accordance with the University’s ‘Student Disciplinary Procedure’. If this applies to you, you will be required to attend a meeting to help us investigate the incident.
Drug Awareness
We encourage our students to live a safe and healthy lifestyle. Our ‘Alcohol and Drugs Policy’ has been created to educate and support you should you be affected by excessive alcohol or illegal or psychoactive drugs use whilst living with us.

We have a legal obligation to prevent the use of illegal substances on our premises under The 1971 Misuse of Drugs Act. We also want to protect you from anti-social behaviour caused by illegal drugs, psychoactive drugs and alcohol misuse. Therefore you must not bring, sell or share illegal (including psychoactive) drugs into University Owned Accommodation.

If we are notified that you are using, sharing, selling or manufacturing illegal (including psychoactive) substances in our accommodation, we will take this very seriously and you will be subject to our disciplinary policy and may risk eviction. You can find further information, including responsibilities, sanctions and definitions in our Alcohol and Drugs Policy.

Fines
Disciplinary fines are charged per person and vary depending on the offence. Details can be found on the Student Progress webpages.

<table>
<thead>
<tr>
<th>Example fines</th>
<th>Charges per resident</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drugs and psychoactive substances</td>
<td>£100</td>
</tr>
<tr>
<td>Misuse of fire systems and equipment provided for the purpose of detection, prevention, safety or firefighting</td>
<td>£50-100</td>
</tr>
<tr>
<td>Action leading to fire brigade attendance or building evacuation</td>
<td>£100-200</td>
</tr>
<tr>
<td>Smoking in residences</td>
<td>£100</td>
</tr>
<tr>
<td>Failure to follow fire alarm and drill procedure</td>
<td>£50</td>
</tr>
<tr>
<td>Responsibility for significant disturbance to members of the public or damage to public property</td>
<td>£30-300</td>
</tr>
<tr>
<td>Vandalism/abuse of facilities</td>
<td>£50 plus cost</td>
</tr>
<tr>
<td>Anti-social behaviour, noise disturbance or dangerous behaviour</td>
<td>£30-300</td>
</tr>
</tbody>
</table>
Payment of rent and other charges

With the exception of family flats and self-contained studios, all University rents are fully inclusive of energy and water charges. Personal contents insurance and internet access via the University network are free for all residents.

Your accommodation contract will detail the total rental charges, but will not include any additional charges such as car parking, fines or costs associated with damages.

You can pay your rent in a number of ways, including payment in full with the possibility of an early payment discount, as well as payment by direct debit in termly instalments.

You can set up a direct debit at the same time as accepting your accommodation contract. Overseas students would require a UK bank account that allows direct debits; as such, you will have an option to set up a direct debit at a later stage, once you have opened a UK bank account.

If paying by direct debit, it is your responsibility to ensure that there are sufficient funds in your bank account to make the payment. If you do not have enough funds, your bank may charge you additional fees. If you wish to cancel your direct debit, you must advise us at least five working days in advance of the payment due date.

Non-payment

If you cannot show reasonable cause for being unable to pay, or give satisfactory assurance as to when payment will be made, we may take further action. This could include either a referral to an external debt collection agency, or an application being made to the County Court to begin eviction proceedings to remove you from the accommodation. This course of action may incur additional costs and could affect your credit rating in the future.

If your rent is paid by someone else, such as a parent or sponsor, we will discuss details of your account with them. Please note, although your parents/guardian/sponsor may be paying your accommodation charges, this is on your behalf and, should a significant default occur, this may affect your own credit rating.

If you experience difficulties in making payment by the required date, please speak with a member of the Accommodation Service (Student Services desk, King’s Gate level 2). We are here to help and can give you advice and guidance on what financial assistance could be available.

If struggling financially please seek help and advice asap from student.fin-supp@ncl.ac.uk or look at our webpage.

Payment by overseas bank transfer

Our international payment platform (WU® GlobalPay for Students) allows students, parents and sponsors to pay student fees in their chosen currency via bank transfer or local online payment options (including Alipay, UnionPay and India NetBanking).
Accommodation extras

Bedding & crockery
We only include bedding & cookware in our family accommodation.

However if you are travelling from overseas, we understand that you may need to isolate on your arrival into the UK and therefore will provide you with bedding, crockery and cutlery in your flat.

If you are travelling from within the UK we don’t include bedding or cookware within your accommodation. If you like the sound of having everything you need in your room ready for your arrival, and as long as the order is received no later than midnight 5th September 2021, we’ve teamed up with UniKitOut so you can purchase all of your essentials before you leave home.

We are unable to accept deliveries from any other companies before you arrive however with being a city centre campus there are plenty of shops on our doorstep that sell a range of items to suit most budgets.

Catered meal package
If you are living in Castle Leazes on the self-catering package, you can opt in to a catered meal package at our Castle Leazes site. You can enjoy a catered breakfast and/or evening meal on a permanent or ad-hoc basis with yearly and termly packages available.

Mini fridge
If you have a medical condition that requires the use of a mini fridge, please inform us prior to your arrival using the ‘contact us’ section within the accommodation portal or by emailing us at allocations-enquiries@ncl.ac.uk.
Room moves

The room you have been allocated is the room you will be expected to occupy for the duration of your accommodation contract. It may be necessary, due to unforeseen circumstances, that we need to move you to an alternative room either before or during your contract. Provided this request is reasonable, you will be required to comply.

Before you apply
Please note that if you owe any rent to the University, you will not be able to move to a different room. Students making unauthorised room moves will be required to move back to the original allocated room and charged accordingly if cleaning is required.

Swaps
Room swaps may be available through one of the following routes:

- If you have found a student to swap with: If you have found another student also living in University accommodation and you wish to swap rooms with each other, you need to speak with the Accommodation Service at King’s Gate to confirm if the swap is acceptable. If so, you can agree a moving date and new contracts will be prepared.
- If you’re looking for a student to swap with: If you need help in finding someone to swap with, you can register your interest on our Facebook swaps page.

Please note: You can only swap rooms with someone of the same gender. In addition, undergraduates cannot normally swap with postgraduates and vice versa. We’re also unable to organise swaps between a current resident and a student who is withdrawing from the University or leaving the accommodation to live elsewhere.

Transfers
If you would like to move to an alternative room, it may be possible for you to do so, subject to certain restrictions. Requests for transfers will only be considered after all new students have been offered a room. Applications for transfers will be available from 1 November, but due to room availability it is unlikely that transfers will take place before the end of the Autumn term.
Contractual liability

There is no notice period in your contract; this means that you cannot terminate your contract before the assigned end date. You will remain liable for all rent charges even if you move out early.

Finding a replacement student (a successor)

You are responsible for finding a replacement student, but the Accommodation Service will assist you with this process; please bear in mind that we cannot guarantee that a successor will be found. We will ask you to complete the relevant paperwork to indicate you are seeking a replacement student.

If you have already vacated the accommodation, we will need to gain access to the room to clean and prepare it for potential viewings, so you should ensure you remove all personal belongings when you leave.

If we are successful in finding a successor, your contractual liability will end when their contract begins, and you will be required to pay a £50 administration fee.

Key return

The return of keys during your contract (before it ends) does not automatically mean that any part of the contract has been terminated. When leaving your accommodation, you must ensure you return all keys to reception. If you plan to leave outside of reception opening hours, please ensure you check arrangements for how to return your keys with your reception prior to your departure.

If, following your withdrawal or suspension of studies, you do not return the keys by the end of the termly billing period, we will continue to charge rent at the relevant daily rate until they are returned.

At the end of the academic year, responsibility for rent will not stop until your keys have been returned. If your keys are not returned within a maximum of eight days of the contract end, then the University reserves the right to charge for a lock change (up to £250).

It is your responsibility to return your keys – you should not give your keys to someone else to return on your behalf. Keys should also not be left in your room, flat or in the letterbox of the flat you are leaving. More information is available in our ‘Key Policy’.

Withdrawal or suspending your studies

In the event that you are no longer a registered student at the University following a decision to withdraw or suspend your studies, you will continue to be charged rent for the current termly billing period (after which you will no longer have to pay).

You will only be released from this responsibility if the room is re-let to another student (a ‘successor’) who is not already contracted to another University room.

It is your responsibility to inform the Accommodation Service of your intention to withdraw or suspend your studies; information about your change of circumstances will usually not be passed on to us by your School or Student Progress.

Continuing your studies but leaving University accommodation

If you decide that you no longer want to live in University accommodation and choose to move elsewhere (private accommodation or your home address), you will remain liable for the accommodation under the terms of the contract. You will remain responsible for the rent until the end of the contract, or until the room is re-let to another student (a ‘successor’). A successor is defined as a Newcastle University student that is not already contracted to University accommodation. If a new occupant is found, you will remain liable until the date on which the new occupant moves in.

Finding a replacement student (a successor)

You are responsible for finding a replacement student, but the Accommodation Service will assist you with this process; please bear in mind that we cannot guarantee that a successor will be found. We will ask you to complete the relevant paperwork to indicate you are seeking a replacement student.

If you have already vacated the accommodation, we will need to gain access to the room to clean and prepare it for potential viewings, so you should ensure you remove all personal belongings when you leave.

If we are successful in finding a successor, your contractual liability will end when their contract begins, and you will be required to pay a £50 administration fee.

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It is your responsibility to return your keys – you should not give your keys to someone else to return on your behalf. Keys should also not be left in your room, flat or in the letterbox of the flat you are leaving. More information is available in our ‘Key Policy’.
**Notice to leave your accommodation**

A breach of your contract’s terms could result in you being asked to leave the University accommodation following the issue of a Notice of Seeking Possession. You will be given 28 days’ notice to vacate the room; however, you will remain liable for the accommodation fees as per your original contract. We may, however, reduce your contractual liability to the end of the termly billing during which you were asked to leave. Termly billing periods are listed on our [website](https://ncl.ac.uk/accommodation).

**Postgraduate research students**

Students following a Doctoral or MPhil course of study will be able to give 28 days’ formal written notice of their intention to leave University accommodation prior to the end of your period of registered study at the University, or if you intend to leave for research purposes. You must provide an official letter of support from your academic school before your notice can be accepted. This does not apply to taught postgraduate students leaving for research purposes.
When you leave

When you leave our accommodation, either to move to another University room or to move out, you are responsible for leaving your accommodation in the same condition as you found it in upon your arrival. Our departure checklist will help you check that you have done everything you need to before you leave us.

If you find yourself with unwanted items in good condition, consider donating these through your reception, who will pass them on local charities and food banks.

Accommodation for your second year and beyond

University accommodation is generally reserved for first year students, but we may be able to offer a small selection of rooms to returning students and we will communicate with all residents if this is possible. To support students with particular needs or disabilities, we may be able to consider you for our accommodation for the duration of your studies.

Luckily, Newcastle has a wide range of accommodation options for your second year and beyond in the private sector, including:

- larger purpose-built residential blocks, many of which are situated in and around the city centre, offering en suite and studio living
- smaller individual properties that house from two up to eight students with shared bathroom facilities. These are mostly based in the suburbs, in areas such as Jesmond, Heaton, Fenham and Sandyford which are situated a short distance from the University and city centre.

Most private accommodation providers require a deposit at the point of sign-up. If you are unable to provide a rent guarantor, you will most likely be required to pay the full rent in advance. You should ensure you are aware of all the terms and conditions and any upfront costs before committing to a contract.

If in doubt, take advantage of The Students’ Union’s Housing Advice Centre who will be happy to provide you with advice and assistance.
Whether you need a repair, a new set of keys or a listening ear, we are here to look after you.

During your time with us, your dedicated Residence Team will make sure that everything in your accommodation works as it should, and will take care of anything that does not.

Soon, you will also start to recognise the friendly faces behind receptions – this is your Customer Services Team who will look after your enquiries, take care of your parcels, and point you in the right direction. If you’re unable to speak to your own reception, you can contact the team at another site who will do their best to assist you.

The Allocations and Finance teams in King’s Gate, or via email, will support you with anything to do with your contract or costs, including setting up convenient payment plans and providing general advice. You can speak to both teams via email, or through the King’s Gate drop-in (no booking is needed).

The help available to you during your time with us extends beyond the more formal things. Your ResLife Team aims to develop a safe and fully inclusive community within the three student villages; each village has a dedicated ResLife Coordinator, who will facilitate your social, academic and personal integration in accommodation. You can get in touch with us at any time for peer-to-peer support, to request an event or activity, or to find out about upcoming events and sessions.

### Where to go for assistance

<table>
<thead>
<tr>
<th>Accommodation query</th>
<th>Where to go</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repairs, maintenance to furniture/fittings within your bedroom or flat</td>
<td>Reception, or report via the <a href="http://example.com">online repair reporting system or mobile app</a></td>
</tr>
<tr>
<td>Anti-social behaviour within the accommodation</td>
<td>Reception, or if this occurs outside of opening hours, the Estate Security Service (0191 208 6817)</td>
</tr>
<tr>
<td>Loss or theft of keys</td>
<td>Accommodation Service on level 2 of King’s Gate, or via email</td>
</tr>
<tr>
<td>Looking to move out of your room</td>
<td>Accommodation Service on level 2 of King’s Gate, or via email</td>
</tr>
<tr>
<td>Internet access</td>
<td>If you have followed the NUIT guidelines on connecting to the University network and are still having problems please book a network test</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Financial query</th>
<th>Where to go</th>
</tr>
</thead>
<tbody>
<tr>
<td>Difficulty in paying accommodation fees</td>
<td>Accommodation Service on level 2 of King’s Gate</td>
</tr>
<tr>
<td>Direct debit bank account changes</td>
<td>Student Finance Adviser on level 2 of King’s Gate, or via email</td>
</tr>
<tr>
<td>Assistance with budgeting, money management or other financial help</td>
<td>Student Finance Adviser on level 2 of King’s Gate, or via email</td>
</tr>
<tr>
<td>Debt management advice</td>
<td>Student Advice Centre</td>
</tr>
</tbody>
</table>
Policies

You can find full copies of accommodation policies and other general information about living with us on the accommodation website.
Contact us

Accommodation Service Student Services
Newcastle University
King’s Gate
Newcastle upon Tyne
NE1 7RU
United Kingdom

0191 208 3333
(+44 191 208 3333)

ncl.ac.uk/accommodation

Details are correct at the time of going to press in August 2021.
This brochure is for information and guidance purposes only.

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