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. It will also help you make the best possible start when you arrive in Newcastle. Where we refer to Reception, we mean the Reception for your allocated accommodation. Refer to Reception opening times and contact details on pages 4-5.

A copy of our Standard Terms of Contract, which outlines all our joint contractual terms and copies of our standard policies, is available at: www.ncl.ac.uk/accommodation/useful-information/#terms&conditions

Before you can legally accept the accommodation we have offered, you are required to complete our online E-Welcome. This forms part of the online contract process and you will be guided to the relevant section. You will need to do this before your offer of accommodation expires otherwise your offer will be withdrawn.

We hope your stay with us will be a happy and successful one and that you enjoy living in our accommodation.

*Please note there is a separate Terms and Conditions booklet for Albion House and Barker House
Accommodation Receptions
If your accommodation reception is closed and you would like to speak to a member of the Customer Services Team, please contact your hub reception in the first instance.
If you are unable to contact your hub reception, you are welcome to contact any other accommodation reception and a member of the Customer Services Team will assist with your query.

Accommodation Service
Level 2 Student Services, King’s Gate, Newcastle upon Tyne NE1 7RU

Accommodation Service drop in times
(No appointment necessary):
Monday & Friday: 9am to 5pm
Tuesday & Thursday: 9am to 1pm
Wednesday: 1pm to 5pm
T. +44 (0) 191 208 3333
E. student.services@ncl.ac.uk

King’s Gate Student Services
Opening times:
Monday to Friday 9am to 5pm
(Opening at 10am on Wednesday)

Out of hours Estate Security Service
T. +44 (0) 191 208 6817

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.

We welcome your feedback on the service we provide. 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. A copy of our ‘Complaints Policy’ is available at www.ncl.ac.uk/accommodation/useful-information/#policies

Our Accommodation Services team are dedicated to providing you with quality accommodation and excellent customer service. For further information see:
www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/customer-care-promise.pdf
**Castle Leazes (Hub Reception)**  
Spital Tongues, Newcastle upon Tyne NE2 4NY  
**Opening times:**  
Monday to Friday  
8am–6pm  
T. +44 (0) 191 208 8300  
E. castle.leazes@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/castle-leazes/#facilities

**Leazes Terrace**  
10 Leazes Terrace, Newcastle upon Tyne NE1 4LY  
**Opening times:**  
Monday to Friday  
8.30am–12.30pm and 3pm–6pm  
T. +44 (0) 191 208 8150  
E. leazes.terrace@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/leazes-terrace/#facilities

**Leazes Parade**  
Holland Drive, Off Barrack Road,  
Newcastle upon Tyne NE2 4LB  
**Opening times:**  
Monday to Friday  
9am–11am and 4pm–6pm  
T. +44 (0) 191 232 2305  
E. leazes.parade@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/leazes-parade/#facilities

**Albion House**  
St James Street, Newcastle upon Tyne NE1 4NF  
Shared reception – contact Leazes Terrace Hub  
**Opening times:**  
Monday to Friday  
8am–6pm  
T. +44 (0) 191 208 8150  
E. albion.house@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/albion/#facilities

**Kensington Terrace**  
Kensington Terrace, Newcastle upon Tyne NE1 7RU  
**Opening times:**  
Monday to Friday  
9am–11am and 4pm–6pm  
T. +44 (0) 191 208 2090  
E. kensington.terrace@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/kensington-terrace/#facilities

**Park Terrace**  
Shared reception – contact Kensington Terrace reception  
W. www.ncl.ac.uk/accommodation/university/park-terrace/#facilities

**St Mary’s College**  
Fenham Hall Drive, Fenham,  
Newcastle upon Tyne NE4 9YH  
**Opening times:**  
Monday to Friday  
8am–12pm  
T. +44 (0) 191 274 5877  
E. stmarys.college@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/stmary/#facilities

**Grand Hotel and Jesmond Road**  
Shared reception – contact Windsor Terrace Hub  
W. www.ncl.ac.uk/accommodation/university/grand-hotel/#facilities  
W. www.ncl.ac.uk/accommodation/university/jesmond-road/#facilities

**Windsor Terrace (Hub Reception)**  
16 Windsor Terrace, Newcastle upon Tyne NE2 4HE  
**Opening times:**  
Monday to Friday  
8am–6pm  
T. +44 (0) 191 208 8859  
E. windsor.terrace@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/windsor-terrace/#facilities

**Leazes Terrace**  
10 Leazes Terrace, Newcastle upon Tyne NE1 4LY  
**Opening times:**  
Monday to Friday  
8am–12pm and 3pm–6pm  
T. +44 (0) 191 208 8150  
E. leazes.terrace@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/leazes-terrace/#facilities

**Park View Student Village (Hub Reception)**  
Alwin, Richardson Road, Newcastle upon Tyne NE2 4BS  
**Opening times:**  
Monday to Friday  
8am–6pm  
T. +44(0) 191 208 8445  
W. www.ncl.ac.uk/accommodation/university/park-view/#facilities

**Bowsden Court**  
South Gosforth, Newcastle upon Tyne NE3 1RR  
**Opening times:**  
Monday to Friday  
8am–12pm  
T. +44 (0) 191 213 5664  
E. bowsden.court@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/bowsden-court/#facilities

**Windsor Terrace (Hub Reception)**  
16 Windsor Terrace, Newcastle upon Tyne NE2 4HE  
**Opening times:**  
Monday to Friday  
8am–6pm  
T. +44 (0) 191 208 8859  
E. windsor.terrace@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/windsor-terrace/#facilities

**St Mary’s College**  
Fenham Hall Drive, Fenham,  
Newcastle upon Tyne NE4 9YH  
**Opening times:**  
Monday to Friday  
8am–12pm  
T. +44 (0) 191 274 5877  
E. stmarys.college@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/stmary/#facilities

**Barker House**  
Shield Street, Shieldfield,  
Newcastle upon Tyne, NE2 1XR  
Shared reception – contact Windsor Terrace Hub  
W. www.ncl.ac.uk/accommodation/university/barkerhouse/#facilities

**Windsor Terrace (Hub Reception)**  
16 Windsor Terrace, Newcastle upon Tyne NE2 4HE  
**Opening times:**  
Monday to Friday  
8am–6pm  
T. +44 (0) 191 208 8859  
E. windsor.terrace@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/windsor-terrace/#facilities

**Windsor Terrace (Hub Reception)**  
16 Windsor Terrace, Newcastle upon Tyne NE2 4HE  
**Opening times:**  
Monday to Friday  
8am–6pm  
T. +44 (0) 191 208 8859  
E. windsor.terrace@ncl.ac.uk  
W. www.ncl.ac.uk/accommodation/university/windsor-terrace/#facilities
Health and safety

Accommodation Services has a local ‘Health and Safety Policy’ which is supplementary to the University Statement on Policy Organisation and General Safety Arrangements.

Please maintain a safe environment at all times for University staff and contractors who may have to enter your accommodation, eg cables to personal electrical equipment should be safe and not pose a trip hazard. You are encouraged to report any health and safety issues to reception for investigation.

All accidents, incidents and near misses should be reported to reception as soon as possible so a report can be completed and the cause investigated.

Emergency procedures

Immediate danger
If you or someone else is in immediate danger, you should phone 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 outside reception, which provides a direct link to Estate Security Service.

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. Details are available at reception.

GP registration
On your first week of arrival it is strongly recommended that you register with a local GP. Further details are available from the Action in the Event of an Emergency notice displayed on the back of your study-bedroom door or reception.

If you are an international student, more information about health care, costs and services provided is available at www.ncl.ac.uk/students/wellbeing/medical/health-information-for-international-students.htm

To find details of all local GP practices, their location and the services they provide, refer to the GP Student Handbook available at www.ncl.ac.uk/students/wellbeing/medical/doctor_dental.htm

Welfare support, financial advice and counselling

Your Residence Manager is responsible for the general welfare and pastoral care of students and is contactable via reception.

Further resources are available at:
Welcome to Student Services
https://my.ncl.ac.uk/students
Accommodation Service
www.ncl.ac.uk/accommodation
Student Wellbeing
www.ncl.ac.uk/students/wellbeing
Student Union
www.nusu.co.uk
Estate Security Service
www.ncl.ac.uk/estates/services/security
Nightline (Students Helpline)
www.nusu.co.uk/nightline
Student Advice Centre
www.nusu.co.uk/sac

Under 18s policy
Accommodation & Hospitality Services has a policy in place to promote and safeguard the welfare of students who are under 18 whilst living in University owned or managed accommodation.

For further information see
www.ncl.ac.uk/accommodation/useful-information/#policies
Health and safety continued

Fire safety

Our fire safety systems are maintained, regularly tested and inspected in accordance with regulations relating to each particular piece of equipment, building type and appropriate British Standards. Systems include: fire detection, fire-fighting equipment, emergency lighting, fire door integrity including closures and emergency escape ironmongery such as push bars. The design and detail of our fire systems is determined in accordance with a fire safety risk assessment and in consultation with Tyne and Wear Fire Authority.

On your arrival it is important that you read the ‘Fire Action’ notice displayed within your accommodation and familiarise yourself with the locations of fire-fighting equipment, signed escape routes, fire exits and your designated assembly point. A fire blanket is located in the kitchen. Kitchens in our accommodation are fitted with heat detectors and smoke or multi-sensors are fitted within bedrooms, corridors and stair areas. Escape routes must be kept free from obstruction at all times.

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.

Fire alarms are tested and recorded on a weekly basis at prearranged times. The date and time of the test will be displayed on the ‘Fire Safety’ notice on the back of your bedroom door or on the noticeboard in your kitchen.

It is extremely dangerous and is regarded as a serious criminal offence to interfere with any fire systems or fire-fighting equipment in place 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. A copy of the University’s ‘Student Disciplinary Procedure’ is available at www.ncl.ac.uk/students/progress/Regulations/Procedures/disciplinary/

Fire prevention

Due to the increased risk of fire – candles, flares, fireworks, incense sticks, deep fat fryers, chip pans and halogen lamps are prohibited within your accommodation. Fabrics are not permitted to be hung on walls, across ceilings or draped over electrical appliances.

To prevent a fire or a fire alarm activation:

- Follow the ‘Guide to Appliances’ information www.ncl.ac.uk/accommodation/useful-information/#brochures
- When cooking, ensure the kitchen extractor unit is turned on and the kitchen door is closed shut
- Never leave any food cooking in the oven, hob/grill, microwave or toaster unattended
- 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
- Please use a heat proof mat when using hair straighteners/tongs

Fire action

If you discover a fire you are required to:

- Raise the alarm
- Operate the nearest break-glass call point
- Evacuate the building using the nearest available fire exit and DO NOT USE LIFTS
- Close all doors behind you
- Call the Fire Brigade by dialling 999
- Report to your Fire Assembly Point
- Stay out of the building until you are advised by someone in authority that it is safe to return

On hearing the alarm you are required to:

- Alert those around you
- Evacuate the building using the nearest available fire exit, even if you think it is a false alarm. DO NOT USE LIFTS
- Close all doors behind you
- Report to your Fire Assembly Point
- Stay out of the building until you are advised by someone in authority that it is safe to return
- Report anyone who requires assistance to the Fire Marshal/Security

Misuse of substances

We are committed to the active promotion of healthy lifestyles for students. Our policy aims to inform, educate and support you should the misuse of substances (illegal substances and alcohol) affect you whilst living in our accommodation. A copy of our ‘Alcohol & Drugs Misuse Policy’ is available from reception and at www.ncl.ac.uk/accommodation/useful-information/#policies

You should not commit any activity which will, or might, lead to a criminal offence. Not to engage in misuse of substances, not to expose other ‘Tenants’ to such use in shared accommodation and not to exceed the University to reputational and legal risks concerning such substance use.

If illegal substance use is established this could result in the termination of the Accommodation Tenancy Agreement of any Tenant in University Managed Accommodation. This includes having illegal substances on their person or in their Accommodation, using illegal substances or being found to be supplying illegal substances and using the Accommodation for this purpose.

The University policy extends to the use of ‘legal’ highs such as nitrous oxide, which are not permitted and if found on site, will be confiscated immediately.

It should be noted that this also applies if the person(s) responsible are guests of or invited to the Accommodation, by the Tenant.
Health and safety continued

Alcohol awareness and safe drinking
Newcastle University is very keen to promote an environment where students enjoy themselves socially whilst at the same time, being aware of drinking “safely” to minimise any personal risk and the chance of causing anti-social behaviour to others. Please read the following link:
www.ncl.ac.uk/students/progress/Regulations/Procedures/disciplinary/alcoholawareness.htm
This provides Drinkaware tools, safe drinking/personal safety advice and important information about Newcastle University’s Disciplinary action against any anti-social behaviour.
If you are living in an ‘Alcohol Free’ area, it is your responsibility to ensure that alcohol is not consumed in the accommodation.

Smoking
Smoking (including the use of e-cigarettes) is prohibited in all University accommodation and is only permitted in EXTERNAL designated smoking areas. Details of locations are available from reception.
Residents who smoke in University accommodation will receive a fine of £100.
A copy of the University’s ‘No Smoking Policy’ is available at www.ncl.ac.uk/students/progress/Regulations/SPS/nosmoking.htm

Firearms
Firearms, including air rifles, pistols and replicas, and any other sporting weapon (and any type of ammunition) are prohibited in your accommodation.

Remember
Smoke detectors save lives and must never be covered.
Please refer to the link below for examples of fines and charges associated with non compliance with University Policies on Fire safety, Smoking and Anti-Social Behaviour.
www.ncl.ac.uk/students/progress/Regulations/SPS/fines.htm

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 restric tors to prevent over-opening. Under no circumstances should these be removed.

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 in accordance with the relevant regulations.

Insurance
The University has in place ‘Public and Products Liability Insurance’ which covers death, injury, disease or loss of or damage to, students’ property whilst within University premises/campus. Full details, including exclusions to the policy, are available at www.ncl.ac.uk/internal/finance/insurance/cover/publiability.htm
As a full-time student, Personal Possessions Insurance is provided free as part of your accommodation contract, under a Block Halls Policy. 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 reception as well as reporting the incident to the Insurance Provider, as validation will be required from the University before a claim can be processed. Further information is available at www.ncl.ac.uk/accommodation/useful-information/#policies

Keys
Our ‘Key Policy’ sets out procedures for issuing keys during your tenancy including the replacement of lost keys, which must be reported to reception within 24/48 hours of you realising they are missing. Charges for replacement keys will be £10. Full details of this policy are available from reception and at www.ncl.ac.uk/accommodation/useful-information/#policies
For key return information at the end of your contract please see page 26.

Lock outs
If you have been locked out of your accommodation and need assistance to gain entry, contact reception or the Estate Security Service on (0191) 208 6817. You will need to prove identification and a lock out charge of £10 will be added to your accommodation account for every lock-out which occurs during the hours of 6pm and 8am Monday to Friday or at anytime on Saturday, Sunday or University closure days. You will have to wait for a key holder to attend to allow re-entry which during reception closure times could mean a wait of up to four hours. There will be no charge for the first out of hours lock out.
Out-of-hours assistance
Should you require assistance outside normal office hours (8am-6pm) and your reception and reception hub are closed, you should contact the Estate Security Service on (0191) 208 6817 or use the Help Point located outside reception, which provides a direct link to the Estate Security Service.

Personal safety and security
By taking the following sensible precautions, you can do much to prevent 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
- If you live at basement or ground floor level, close your curtains/blinds
- Keep your keys and address separate
- Only let people you know into your accommodation – never allow someone unknown to follow you into the building
- Immobilise your laptop, mobile phone and other personal possessions – register free at www.immobilise.com
- Properly mark your possessions

Staff and access to your accommodation
All University staff and contractors working on our behalf are easily identified by either 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 be given seven days’ advance notice. No notice will be given in an emergency or for routine cleaning on the designated days or where the need for repair has been reported, or when it is believed that a breach of one or more of the conditions of contract has occurred, or we have reason to believe a criminal offence has been, or is about to be, committed. We will always try to make contact with you if access is required.
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.

Electrical

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

The electrical supply consists of 13 amp square pin sockets. Please do not use equipment designed to operate on 110 volts as the university mains are 230 volts.

University-provided portable appliances are tested and maintained in accordance with our ‘Portable Appliance Testing (PAT) Policy’. A copy of our policy is available at www.ncl.ac.uk/accommodation/useful-information/#policies

Your personal electrical equipment should conform to 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.

Gas

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 HSE 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.

For your own personal safety you should only use a travel adaptor which has been made to British Standard (BS) 1363. The BS identification number should be displayed where the pins are located. Staff will remove any dangerous adaptors found within our accommodation. Further information is available at www.ncl.ac.uk/accommodation/current-students/safety-security/electricandgassafety

As a student at the University, you have significant control over the amount of electricity you use on campus every day. Best practice suggests that simple ‘good housekeeping’ can reduce overall energy use by around 10%. If we managed to achieve this the University saving would equate to the energy used by around 800 homes!

See www.ncl.ac.uk/sustainable-campus/energy/what/index for handy hints and tips on saving energy.

Facilities

Accommodation fixtures and fittings

Our accommodation is maintained to a good standard and all furnishings conform to 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.

Information about what is included within your specific residence can be found at www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/customer-care-promise.pdf

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

Kitchens will be fitted with: cooker, refrigerator, freezer*, dining table/breakfast bar, chairs and a vacuum cleaner** is provided.

Some of our accommodation provide additional electrical equipment, ie televisions, complete with a TV licence. For further information please refer to the accommodation overview on the weblink above.

* excluding catered accommodation
** excluding catered washtub accommodation

Damage

Where 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 as soon as possible. Where damage occurs in the communal area of your accommodation, all residents will be jointly charged unless an individual claims responsibility.

Added to the damage cost will be an administration charge. A copy of our ‘Damages Policy’ is available at www.ncl.ac.uk/accommodation/useful-information/#policies

Inventories

On arrival, you will be sent by email an inventory listing fixtures and fittings of any area 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 which is equipped with washing and tumble-drying machines – ironing boards are also available for your use. Inside the laundry you will find notices displaying 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 iphone 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 If you don’t have a Smartphone, or experience any problems contact reception.
Facilities continued

Transport and travel

Bicycles and Car/Motorcycle Parking

Bicycle storage details can be found at www.ncl.ac.uk/accommodation/current-students/parkingandtravel/

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 locked bicycles.

Parked is available at some residences. Off-campus residences provide spaces free of charge. At on-campus residences there is an additional charge which can be added to your accommodation account should you be successful in obtaining a permit. Full details of available parking facilities for cars/motorcycles, together with appropriate parking permit application forms, regulations and any tariff charges, can be obtained from reception.

A copy of our ‘Parking Policy’ is available at www.ncl.ac.uk/accommodation/useful-information/#policies

Public transport

Information on public transport can be obtained from reception and is available at www.nexus.org.uk and www.travelinenortheast.info

Services

Cleaning and inspections

Your accommodation will be cleaned, prepared and inspected for your arrival as per our ‘Cleaning Standards’ available at www.ncl.ac.uk/accommodation/useful-information/#policies

The statement also sets out the areas we are responsible for cleaning, the frequency of cleaning and your own responsibility for cleaning. If you have concerns regarding the standard of cleanliness within your accommodation, please contact the Residences Team at reception.

During your stay a member of staff will, once a term, require access to your accommodation to check the overall condition, ie it is being maintained in a clean, tidy and safe manner and no damage has been caused. In cases where the condition of the accommodation is not satisfactory or where there is a suspected breach of your obligation, more regular visits may be necessary. If extra cleaning is required to bring your accommodation back to the condition in which you found it, as on your arrival, this will incur additional charges which will need to be paid by you.

Please note that there are certain planned and routine maintenance tasks in residential areas that the University must carry out, eg water temperature testing for Legionella, smoke detector testing and portable electrical appliance testing. We will normally 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 access to carry out this work.

Letters and parcels (mail)

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

For accommodation with mailboxes located in a central location the post person will deliver all letters and small parcels direct to your mailbox.

The delivery person will attempt to deliver larger parcels to your flat. If there is no reply reception may take the parcel in on your behalf; though some companies will take the parcel back to their depot leaving 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 to advise of collection details. Parcels can be collected during reception opening hours. Please ensure that you bring your Smartcard ID 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. It is therefore important that you arrange redirection to your new address. This can be arranged via Royal Mail online at www.royalmail.com or through any Post Office.

Need a TV licence?

If you install a TV, or use your laptop, tablet or PC to watch or record TV programmes as they are being broadcast, a TV licence is required by law. Licences can be purchased online at www.tvlicensing.co.uk

The fine for not having a valid licence could be as high as £1,000 and could lead to prosecution.

Paying for your TV licence

For students with a contract less than 50 weeks, 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.
Repair and maintenance management

Fault/Defect notification and rectification

Please report faults and defects as soon as possible to reception or via the online Repair Reporting system or Mobile App which is available for iPhone, Android or Windows 8 devices. Details are available at www.ncl.ac.uk/accommodation/current-students/repairs/

Failure to report a repair, however minor, could lead to extensive damage being caused and loss of service for which you could be liable.

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.

Further information is available from reception and at www.estates.ncl.ac.uk

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<thead>
<tr>
<th>Category</th>
<th>Target response</th>
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<tbody>
<tr>
<td>Emergency</td>
<td>Immediate response</td>
</tr>
<tr>
<td>Urgent</td>
<td>Respond within one working day</td>
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<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>
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<tr>
<td>Low priority</td>
<td>Respond within 15 working days</td>
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<tr>
<td>Lifts</td>
<td>Respond next working day</td>
</tr>
</tbody>
</table>

Pest control

Please report any infestations that need to be treated, eg wasps or ants, as soon as possible to reception or via the online Repair Reporting system or Mobile App available at www.ncl.ac.uk/accommodation/current-students/repairs/

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

Planned maintenance

Maintenance work will be undertaken so as to minimise inconvenience to residents. This will not always be possible with unplanned/reactive maintenance.

Snow and ice clearance policy

The Policy, indicating who is responsible for snow and ice clearance, is available from/or displayed at reception. www.ncl.ac.uk/accommodation/useful-information/

Waste and refuse management

Arrangements for the collection of domestic refuse are set out in a ‘Waste Management Plan’ available from/or displayed at 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 on your accommodation map available from reception. For additional information on what can be recycled please see www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/a-z-recycling.pdf

The University is committed to promoting and demonstrating continuous improvement in environmental performance, ensuring best practice, statutory compliance and value for money. Further information is available at www.ncl.ac.uk/sustainable-campus

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’ available at www.ncl.ac.uk/accommodation/useful-information/

Food for thought

Eat@Newcastle have 16 catering outlets in various locations, meaning you’re never far from somewhere to eat on campus.

For all you need to know about food and drink on campus including meal deals, loyalty schemes, competitions and more can be found at www.ncl.ac.uk/catering/

#GetConnected

To connect your pc, smartphone or tablet to the University Internet connection upon moving into your accommodation, follow the easy steps on the IT Service website at www.ncl.ac.uk/itservice/connect

University rooms have a standard docking point and wireless connection is available in most bedrooms and around the campus.

Should you have any problems with connecting to the University network, please see www.ncl.ac.uk/accommodation/current-students/repairs/#internetconnection
Anti-social behaviour, discipline and alcohol awareness

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, neighbours and visitors with respect, regard and consideration. 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.

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. All too often anti-social behaviour is blamed on excessive 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.

Remember:

- Drinking alcohol can relax and make us more sociable; however it can also inhibit judgement leading to poor decision making, ultimately putting ourselves and others in danger.
- Before you drink, make sure you know the facts. For further help and information please see www.ncl.ac.uk/students/progress/Regulations/Procedures/disciplinary/alcoholawareness.htm
- Many students choose not to drink alcohol, and cultural and social sensitivities should be respected.
- If you are concerned about your own drinking or that of someone else, you can gain support from www.ncl.ac.uk/students/wellbeing/contact/

Estate Security Staff patrol our accommodation and respond to and investigate incidents on our behalf and they are equipped with Body Worn Video (BWV) equipment. This enables security staff to obtain and secure evidence at incidents if required. In addition to providing supportive evidence for disciplinary proceedings and/or court, it has been found that BWV can provide other benefits such as:

- raise standards of service
- reduce incident escalation
- reduce unfounded complaints

Where there has been an alleged breach of contract or these terms and conditions, this will be investigated in accordance with the University’s ‘Student Disciplinary Procedure’ available at www.ncl.ac.uk/students/progress/Regulations/Procedures/disciplinary

Residents are required to attend any investigatory meeting called by an ‘authorised person’.

Fines

Fines are charged per person and details of the charges are available at www.ncl.ac.uk/students/progress/Regulations/Procedures/disciplinary/fines.htm

Exemplar fines

<table>
<thead>
<tr>
<th>Exemplar fines</th>
<th>Charges per resident</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illegal/banned substances and/or legal highs</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</td>
<td>£100</td>
</tr>
<tr>
<td>Dangerous behaviour</td>
<td>£100</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 including noise disturbance</td>
<td>£30–£300</td>
</tr>
</tbody>
</table>

Going out drinking?

Remember to look out for your mates… Don’t let good times go bad!
Payment of rent and other charges

With the exception of family flats, all University rents are fully inclusive of energy and water charges. Personal contents insurance and internet access via the University network are free!

You may have other additional charges throughout the duration of your contract for items such as bedding pack, car parking, damage costs, fines, sports centre gold membership, replacement keys/lock out, room transfer fees or late payment charges.

Your accommodation contract will detail the total rental charges but will not include any additional charges as listed above.

We offer a number of ways in which to pay your rent, including payment in full with the possibility of an early payment discount as well as payment by direct debit in either termly or equal monthly instalments. Further information is available at www.ncl.ac.uk/accommodation/rent-payments/

You can sign up to direct debit at the same time as formally accepting your accommodation contract, but we understand that this may not be possible as you may not have your own bank account at that time. For students from overseas, you must have a UK bank account that allows direct debits. You can therefore set up the direct debit at a later stage; further information is available at https://directdebits.ncl.ac.uk/ DirectDebits/Home

If paying by direct debit, it is your responsibility to ensure that there are sufficient funds in your bank account to honour the payment. If not, you will be charged a direct debit rejection fee of £25 in addition to costs that your bank may charge you.

If you wish to cancel your direct debit, you must inform them of your needs. These are limited and are available on a first-come, first-served basis.

Payment by overseas bank transfer

Further information is available at www.ncl.ac.uk/accommodation/rent-payments/

Non-payment

If you cannot show reasonable cause or give satisfactory assurance as to when payment will be made, you may be charged a £25 late payment fee to reflect administration costs incurred by the University.

For continued non-payment, your circumstances will be assessed and considered for further action which will include either 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 will 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.

Payment details. You can enjoy a catered breakfast and/or evening meal on a permanent or ad-hoc basis with yearly and termly packages available. Friendly staff serve healthy, homemade, British and international dishes.


Avoid a £25 late payment fee

If you experience difficulties in making payment by the required date, you should ensure you speak with a member of the Accommodation Service situated in King’s Gate Student Services Building, level 2. We are here to help and can give you advice and guidance on what financial assistance could be available. (see contact details on page 29)

Accommodation extras

Bedding pack

Undergraduate students

Bedding is not provided, so you may wish to order a bedding pack prior to your arrival by ticking the relevant box on your Accommodation Acceptance. Once a bedding pack has been removed from its packaging and placed on your bed it cannot be returned.

Postgraduate students

Bedding will be provided for you upon your arrival. If you move to alternative accommodation during the year, you must take your bedding with you.

Family accommodation

Bedding will be provided for you and your family upon your arrival.

Catered meal package

If you are in any self-catered room and would like to opt in to a catered meal package which is served at our Castle Leazes site, please go to the link below for more information and payment details. You can enjoy a catered breakfast and/or evening meal on a permanent or ad-hoc basis with yearly and termly packages available. Friendly staff serve healthy, homemade, British and international dishes.


Mini-cool fridge

Should you have medical requirements we may be able to offer you the use of a mini-cool fridge. Please contact your reception before arrival to inform them of your needs. These are limited and are available on a first-come, first-served basis.

Sports centre membership

Students who are allocated accommodation by the University can purchase a University Sports Centre Gold membership at a discounted price of £169 (saving £20). This allows access to our Health & Fitness Suite, exercise classes and sports activities for a year. www.ncl.ac.uk/nclsport/membership/

If you opt to take the membership, as part of the contract process, the charge will be added to your account and payment will be required in full by 1 November 2017. Please refer to your accommodation contract for more information.

If you would like to cancel your membership at a later stage, please see the cancellation terms at www.ncl.ac.uk/nclsport/membership/ TermsandConditions.htm#Cancellation
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 must comply.

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 be considered, but only after all new students have been offered a room. Applications for transfers will be available for completion from 1 November but due to room availability it is unlikely that transfers will take place before the end of the Autumn term.

Swaps
Room swaps may be available and these can be identified by one of the following routes:

Already 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.

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 page, www.ncl.ac.uk/accommodation/current-students/room-changes/transfer/#swaps

Please note: You can only swap rooms with someone of the same gender. Undergraduates cannot normally swap with Postgraduates and vice versa. If one student is withdrawing from the University or leaving the accommodation to live elsewhere, this does not count as a swap.

Contractual liability

For most students, there is no notice period in your contract which means you will not be released from the contract before the end date stated. You remain responsible for all rent charges even if you are asked to leave following a breach of contract or you decide to vacate the accommodation before the end of your liability.

Continuing your studies but wanting to leave University accommodation
If you decide that living in University accommodation is no longer what you want and choose to move to non-University accommodation, whether privately rented or your home address, you will remain liable under 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’) who is not already contracted to another University room. 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 (a ‘successor’), but the Accommodation Service at King’s Gate will assist you with this process. You will need to complete a ‘Re-let Request Form’ which indicates your request to end your contract.

Whilst the Accommodation Service may have a small list of students looking for accommodation at the beginning of the year, we cannot guarantee that a ‘successor’ would be interested in your specific room. We will contact these students on your behalf and make arrangements for them to view your room/flat.

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. The Accommodation Service cannot guarantee that a ‘successor’ will be found, however if we are successful, you will be required to pay a £100 administration fee.
Contractual liability continued

Key return

The return of keys during your contract is in no way an acceptance on the University's behalf of the termination on any part of the contract which remains unexpired.

When leaving your accommodation either during or at the end of the contract, you must ensure you return all keys to reception.

If you leave outside of normal opening hours, where special arrangements do not exist, you should collect a key return envelope from reception prior to your departure. You should place the keys in the envelope, complete the relevant details to identify them and post the envelope through the reception letterbox.

Keys must not be left in your room/flat or with a friend to return on your behalf. Responsibility for the safe and timely return of keys lies with you.

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 cease until your keys have been returned. If your keys are not returned within a maximum of eight days of the contract end, then for the security of future residents, the University reserves the right to charge for a lock change (up to £250).

A copy of our ‘Key Policy’ is available at www.ncl.ac.uk/accommodation/useful-information/#policies

Notice to leave your accommodation

A breach of your contractual terms could result in you being asked to leave the University accommodation following the serving of a legal Notice of Seeking Possession. You will be given 28 days to vacate the accommodation with an explanation of why this course of action is being taken. Whilst you may have been asked to leave, you remain liable for all accommodation fees due under the original contract. We may however, reduce your contract liability to the termly billing period during which you are asked to vacate. Termly billing periods are listed on page 27.

It is your responsibility to inform the Accommodation Service at King’s Gate of your intention to withdraw or suspend your studies.

You should keep us informed of your situation and not assume that your School or the Student Progress Service will notify us of your change in circumstances.

Postgraduate research students

In most instances, this refers only to students following a Doctoral or MPhil course of study. You will be able to give 28 days’ formal notice in writing of your 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.

Withdrawing or suspending your studies

In the event that you cease to be a registered student at the University following a decision to withdraw or suspend your studies, you will continue to be charged rent on the room for the termly billing period.

The termly billing periods are:

- 24 June 2018 to 31 August 2018
- 1 September 2018 to 5 January 2019
- 6 January 2019 to 27 April 2019
- 28 April 2019 to 29 June 2019
- 30 June 2019 to 2 September 2019

You will only be released from this if the room is re-let to another student (a ‘successor’) who is not already contracted to another University room. Further information is available at www.ncl.ac.uk/accommodation/current-students/leaving/
When you leave

When you leave our accommodation, whether it’s to move to another University room or leaving during or at the end of your contract, you are responsible for leaving your accommodation in the same condition as you found it upon your arrival. A copy of our departure checklist is available at www.ncl.ac.uk/accommodation/current-students/leaving/

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’ll 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.

When looking for accommodation for your second year and beyond, as a city, Newcastle is fortunate to have a large supply of accommodation options in the private sector:

- larger purpose-built residential blocks, many of which are situated in and around the city centre, provide en suite and studio living, with all utility bills included. This option appeals to students who are willing to pay a bit extra to be closer to the city-centre attractions, have their own bathroom facilities and want the ease of not having to pay for utility bills separately.
- smaller individual properties that house 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. This type of accommodation is especially popular with students who are continuing their studies, but may also appeal to new students who wish to pursue a more independent lifestyle, seek cheaper rent, or are arriving with their families.

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. Many providers also charge administration fees, so you should ensure you are aware of all the terms and conditions and any upfront costs before committing to a contract.

The Students’ Union is happy to provide advice and assistance. Further information is available at www.nusu.co.uk/support/sac/accommodation/

The big clear out

At the end of your contract we will recycle your unwanted or leftover items and donate them to several local charities – Changing Lives, St Oswald’s Hospice and the British Heart Foundation. We will also donate any unwanted food to local foodbanks to help those in need in the community.

We also encourage students to participate in charitable events during your contract.

Where to go for assistance

Knowing where to go for help ensures you get the relevant assistance as soon as possible. Below is a guide to the most common enquiries.

<table>
<thead>
<tr>
<th>Accommodation query</th>
<th>Where to go</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repairs, maintenance to furniture/fittings within your study-bedroom or flat</td>
<td>Reception or report via the online repair reporting system or Mobile App available at <a href="http://www.ncl.ac.uk/accommodation/current-students/repairs/#repairs">www.ncl.ac.uk/accommodation/current-students/repairs/#repairs</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>Looking to move out of your room</td>
<td>Accommodation Service on Level 2 of King’s Gate Student Services building</td>
</tr>
<tr>
<td>Loss/theft of keys</td>
<td>Reception or if this occurs outside of opening hours the Estate Security Service 0191 208 6817</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, book a network test at <a href="http://www.ncl.ac.uk/accommodation/current-students/repairs/#internetconnection">www.ncl.ac.uk/accommodation/current-students/repairs/#internetconnection</a></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 Student Services building</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 Student Services building</td>
</tr>
<tr>
<td>Changes to bank accounts where paying accommodation fees by direct debit</td>
<td>Accommodation Service on Level 2 of King’s Gate Student Services building or contact the Accommodation Finance Team on 0191 208 1971</td>
</tr>
<tr>
<td>Debt management advice</td>
<td>Student Advice Centre <a href="http://www.nusu.co.uk">www.nusu.co.uk</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>University Smartcard query</th>
<th>Where to go</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss/theft of Smartcard</td>
<td>Report to 0191 208 6060</td>
</tr>
</tbody>
</table>
Policies
See our policies at: www.ncl.ac.uk/accommodation/useful-information/#policies
• Allocation Policy
• Body Worn Video Policy
• Damages policy
• Heating Policy
• Inconvenience Payment Policy
• Key Policy
• Lost and Left Property Policy
• Alcohol and Drugs Misuse Policy
• Parking Policy
• Portable Appliance Testing (PAT) Policy
• Student Under 18 in Residence Policy

You may also find the following information of benefit to you whilst living in our residences. For more information see: www.ncl.ac.uk/accommodation/useful-information/#policies
• Accommodation Code Leaflet
• Biometric Residence Permit information
• Cleaning Standard
• Compliments, Comments and Complaints Procedure
• Consumer Contracts Regulations
• Customer Care Promise
• Damages Price List
• Guide to Independent Living
• Information for Students with Families
• Snow Clearing Procedure

Block Halls Insurance Policy
www.ncl.ac.uk/accommodation/useful-information/#policies
• Insurance Policy
• Insurance Policy Summary
• Insurance Policy Wording
• Insurance Summary of Cover Leaflet