Welcome to your new home! Please take some time to read through the guidance which includes important information on quarantining on arrival, contact information and ResLife activities that will keep you engaged.

Quarantining in your Residence
If your vaccination status requires you to quarantine on your arrival at your accommodation in Newcastle, please complete this Covid-19 Reporting Form when you arrive (it should not be completed in advance). You can find this form by visiting https://enquire.ncl.ac.uk/, then search for “How do I notify the University if I need to quarantine/self-isolate on arrival to Newcastle?” This page will provide you with a link to the Covid-19 Reporting Form. Further information and guidance on quarantine, self-isolating and full support available can be accessed via https://enquire.ncl.ac.uk/

If you are struggling to connect to the internet, please find information on how to connect to the internet in this guide.

University-owned accommodation for overseas students will have all the basics that you need for your arrival, including bedding, towels, toiletry pack, crockery, cutlery and kitchen equipment; these are available to all overseas students not just those in quarantine. We won’t be asking you to return these items so you can use them throughout your contract period for accommodation. If you do have to quarantine on arrival you will also receive a welfare call from our ResLife Team on the day/day after your arrival just to check you have settled in ok. If you are joining us later than the start of term, you could be moving into a shared flat with other students who have been living in the UK for a number of weeks. We are sure they will be looking forward to meeting with you as you are them, but you can support each other by using the shared facilities safely.

Welcome pack
Customer Services and our Security staff can provide a welcome pack on arrival which includes items to make a hot drink and a small snack, just to get you settled in your accommodation. If you do need to quarantine, once you complete the Covid-19 Reporting Form you will receive an UberEats voucher for £25 which can be used to purchase groceries or meals whilst you are in quarantine.

Useful Information
Whilst you are in quarantine, here is some useful information and advice to help you during this period. Please also view our website for a comprehensive view of our Service. https://www.ncl.ac.uk/accommodation/new-students/

Ordering food and accepting deliveries
Food items and other goods can be ordered by yourself from online supermarkets and should be delivered to your flat. You will need to advise the delivery driver to leave goods at the block door for you to collect. Please ensure you are contacted upon delivery so that you can acknowledge the driver from a safe distance and collect the items, as we are unable to accept any responsibility for items not collected personally.

Groceries can be ordered for a same day delivery using Deliveroo or UberEats.
Online Meal Deliveries

The main meal delivery companies in the city are:
Uber Eats - various foods - [https://www.ubereats.com/gb](https://www.ubereats.com/gb)
Deliveroo - various foods - [https://deliveroo.co.uk/](https://deliveroo.co.uk/)
Just Eat - various foods - [https://www.just-eat.co.uk/](https://www.just-eat.co.uk/)
Papa John's Pizza - [https://www.papajohns.co.uk/](https://www.papajohns.co.uk/)
Dominos Pizza - [https://www.dominos.co.uk/](https://www.dominos.co.uk/)

Online Grocery Shopping Deliveries

You can also book online slots with the following supermarkets in Newcastle upon Tyne:
Tesco - [https://www.tesco.com/groceries/](https://www.tesco.com/groceries/)
Coop - 0191 2610559
Londis – 0191 232 6371
Asda - [https://groceries.asda.com/](https://groceries.asda.com/)
Sainsbury's - [https://www.sainsburys.co.uk/shop/gb/groceries](https://www.sainsburys.co.uk/shop/gb/groceries)
Ocado - [https://www.ocado.com/webshop/startWebshop.do](https://www.ocado.com/webshop/startWebshop.do)

Post and parcels

We will provide a delivery and collection service twice a day while you are in quarantine:
- 10:00-11:00 we will deliver parcels/post and Covid testing kits to your flat
- 14:00-15:00 we will collect your completed Covid test kits and deliver to a priority post box on your behalf.

Your flatmates can also collect items on your behalf, providing they are not in quarantine or self-isolating. To give them permission to do this, you must email your accommodation reception from your university email address and inform us of their name and confirmation that you are happy for them to collect on your behalf.

Emergencies out of reception hours

If you have an emergency (including personal safety, emergency repairs, lost keys or lock outs) outside of reception opening hours, please contact [Estate Security for assistance on 0191 208 6817](0191 208 6817) or by using the Help Point buttons located on the intercom at the entrances to buildings. You might also find it useful to download the SafeZone app (Google Play/App store) which lets you quickly request assistance. [https://www.safezoneapp.com/](https://www.safezoneapp.com/)
You can also find useful information on our emergency and out of hours webpage at [https://www.ncl.ac.uk/wellbeing/urgenthelp/#emergencyandoutofhourscontacts](https://www.ncl.ac.uk/wellbeing/urgenthelp/#emergencyandoutofhourscontacts)

Using the kitchen

Whilst in quarantine please follow the guidance below to keep your flatmates safe:
- Wear a face covering if you have to leave your room
- Always wash your hands before leaving your room
- Stay in your own room with the door closed, only come out when necessary
- Avoid using the kitchen facilities while other residents are present
- Take your meals back to your room to eat them
- Don’t use other people’s towels
- Open a window to ventilate the room
- Clean any appliances such as the kettle or microwave after use
Repairs
Please report any non-emergency accommodation faults using the ‘Newcastle University Accomm’ app or by completing a digital repair form - https://www.ncl.ac.uk/accommodation/current-students/repairs/#repairs

Laundry
You will NOT be able to utilise the communal laundry whilst you are in quarantine. Please retain your clothes for washing in a bag; once you have completed the quarantine period you will be able to use the communal laundry. If you are living in Marris House, your flat will have a washing machine which you can use.

Refuse
During your quarantine period your refuse will be collected daily Monday – Friday. Please place it in a sealed bag and leave it outside your flat door for collection. Take care not to obstruct the doorway. Flatmates who do not need to quarantine or have completed their quarantine are expected to remove their own refuse to the external refuse store.

Smoking
University accommodation is a no smoking environment and you must not smoke indoors. Your bedroom and flat are fitted with smoke detectors for your safety which will be activated if you smoke indoors. Needing to smoke is not a reason to go outside. If you are a smoker, you are likely to need nicotine replacement products. You should order nicotine substitute products to your accommodation. Smoking or using alcohol to cope in times of stress and disruption can make things worse, including your mental health. Visit Smokefree for information and advice on stopping smoking. One You provides advice and resources to help with cutting back on alcohol.

Fire alarm sounds
If the fire alarm activates, you must leave the building and follow the signs to the assembly point. Please wear a face mask, keep a safe distance from others and sanitise your hands before exiting and re-entering the building. Watch the Fire Drill video that ResLife have placed onto Canvas for you. You can find this in the ‘Announcements’ section, as well as in your student village Canvas Area in the ‘Fire Evacuation and Safety Video’ section.

SIM cards
If you require a sim card to use your mobile phone in the UK, please contact reception via telephone or email, and out of reception hours, our Estate Security on 0191 208 6817.

How to connect to the internet
We are aware that you will all want to let your families know that you have arrived safely, and you may wish to remain in contact with them, contact your tutor or complete induction whilst you are isolating: Please read the following on how to connect to the WIFI: https://services.ncl.ac.uk/itservice/core-services/connect/overview/students/
Basics steps are:
• Connect to the Campus Wireless Service
• Go to the WiFi section of your device/computer
• Select newcastle-university
• Enter your Campus Username and Password
• Click Connect
Registering with a GP
You are still able to register with a UK GP whilst self-isolating and we recommend that you do so: http://www.campusdoctor.co.uk/newcastle/
Most surgeries available welcome online registration.

Covid-19 travel testing
If you are fully vaccinated in the UK, EU or USA, you may not need to quarantine, but you will still need to take a Covid test on day 2. You must book your tests before you travel and leave enough time for them to be delivered to your accommodation address. If you have provided your address, we will deliver the tests to your flat whilst you are isolating. If your flatmates do not need to isolate, or have completed their quarantine, they can collect mail or parcels on your behalf.

Check your vaccination status and what you need to do if you do not qualify under the fully vaccinated rules for travel to England, as this will include a period of quarantine. Government rules, guidance and support pages.

Covid-19 symptom testing
The three main coronavirus (COVID-19) symptoms are:
• A high temperature – this means feeling hot to touch on the chest or back (temperature does not need to be measured)
• A new, continuous cough – this means coughing frequently for more than an hour, or 3 or more coughing episodes in 24 hours (if someone usually has a cough, it may be worse than usual)
• A loss or change to sense of smell or taste – this means not being able to smell or taste anything, or things smell or taste different to normal

Anyone with symptoms of COVID-19 is eligible for a coronavirus test. If you develop one of the three main coronavirus symptoms, you should seek a COVID-19 test as soon as possible, and must self-isolate until you get a result. This means not leaving your accommodation for any reason other than getting a test. It is important to only get a test if you have coronavirus symptoms or have been asked to get tested.

What should I do if I develop Covid-19 symptoms?
Most people with Covid-19 will experience a mild illness. If you have symptoms of Covid-19, (persistent new cough, high temperature, a change or loss of taste or smell), however mild, you must self-isolate for at least 10 days from when your symptoms started.
You should arrange to have a test and can register online at https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/ or phone NHS 119. Do not attend a GP surgery, pharmacy or hospital.

Please visit https://enquire.ncl.ac.uk/, and search for “What should I do if I develop symptoms of Covid-19?” for further information.

People who have tested positive will receive a text, email or phone call requesting that they log into the NHS Test and Trace website to create a confidential account where they can record details about their recent close contacts. You should also update the University by filling in online Covid-19 Reporting Form. You can find this form by visiting https://enquire.ncl.ac.uk/, then search for “What should I do if I test positive for Covid?” - This page will provide you with a link to the Covid-19 Reporting Form.
Defining what a 'household' is in your residential setting
Your household is defined as those people all living in the same flat or corridor and have access to the same shared amenities, such as a kitchen.

What should I do if I develop Covid-19 symptoms? (Cont’d/…)
For the latest government guidance please use the following link:

What should I do if one of the other occupants in my household develops Covid-19 symptoms or tests positive for Covid-19?
If you are fully vaccinated you will not be required to self-isolate if you have been in contact with someone who has tested positive. You and all other members of the household must self-isolate. If you have had symptoms of COVID-19 or a positive test, then you may end your self-isolation after 10 days and return to your normal routine if you do not have symptoms other than cough or loss of sense of smell or taste.

For the latest government guidance please use the following link:

If any person in the household with COVID-19 symptoms has not had any signs of improvement and has not already sought medical advice, they should use the NHS 111 online COVID-19 service https://111.nhs.uk/ or call NHS 111.

For any medical emergency, you should dial 999.

Further University support and information can also be accessed on our Student Enquiries Knowledge Base at https://enquire.ncl.ac.uk/ - we would encourage you to view this information.

There are three simple actions we must all do to keep on protecting each other

- Keep washing your hands regularly
- Wear a face covering when you leave your bedroom
- Stay at least 2 metres apart - or 1 metre with a face covering
ResLife engagement to keep you entertained

ResLife supports students across the student villages with your transition into higher education, and a welcome to the city and your student community. Each student village has its own ResLife Coordinator to offer support and information, as well as running a range of online and in person social events and activities to allow you to meet new friends and neighbours. We offer a range of ‘Hacks’ or webinars, to provide useful information and top tips across a range of topics – Getting on with your Household, Fire Safety, Independent Living, Study Skills, life at the University, to name but a few. A key thing is our peer to peer support with our ResLife Student Assistants (who are fellow students) to share their experiences, and who also run your evening and weekend schedule of activities that includes quiz nights, gaming nights, movie nights, cook-a-long’s, arts and crafts.

Information can be found in the ResLife module that you have been enrolled on within Canvas, as well as by following us on our social media platforms:

- Facebook and Twitter – ResLife Newcastle University
- Instagram – Castle Leazes Student Village – cllreslife_ncl
- Instagram – Park View Student Village – pvreslife_ncl
- Instagram – Kensington/Park Student Village – kpreslife_ncl
- Instagram – Bowsden Court – bowsden_ncl

Best wishes

Accommodation Services

Last revision: October 2021
Next review date: June 2022
Policy holder: Senior Management Team, Accommodation Services