WELCOME HOME
THIS IS YOUR INTO BERNICIA GUIDE

ncl.ac.uk/accommodation
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WELCOME TO INTO BERNICIA!

Your new adventure starts here, and this booklet will give you all the information you need to feel at home as soon as possible.

YOUR TEAM
You will be looked after by a friendly team who are here to make your stay memorable, exciting and safe (but by no means boring!).

The Residences Team make sure that everything is working smoothly and carry out necessary repairs. The friendly faces you see at your local hub reception are part of the Customer Services Team who handle your queries on a daily basis.

The Allocations Team, based in King’s Gate level 2, can answer any queries about your tenancy or finances that you may have.

Finally, the ResLife (Residences Life) Team is here to keep the fun going, with events, competitions, and educational sessions designed to help you make friends and learn how to live on your own.

RECEPTION
Your reception (located in the INTO building), will be your main point of contact throughout your stay. Our doors are open Monday to Friday, 08.30 – 17.00.

GETTING IN TOUCH
See page 11 to find out where to go for various queries, including reception and emergency contacts.
GETTING SET UP

CONNECTING TO WIFI
We know you can’t wait to tell your mates about your new room; to get online, find the “Newcastle University” network and log in with your student ID and password (you will have already set up your password when you set up your University IT account).

Visit www.tinyurl.com/yd9aszje if you come across any issues at all. For device specific information please visit the Campus Wireless Service (legacy) section.

PARCELS AND POST
Letters will be delivered (Monday - Friday) to the post boxes, located on the ground floor and parcels will be delivered to reception (Monday - Friday). Please be aware we cannot accept deliveries of food or perishable items.

REPAIRS
We work hard to make sure everything is in top shape, but if something doesn’t quite seem to work, let us know via the digital repair form at www.intohelp.tk

SECURITY
Our INTO helpline 07532 120 169 is available 24/7. You might also find it useful to download the SafeZone app (Google Play/App store) which lets you quickly request assistance.

KEYS AND LOCKOUTS
You are now in possession of your very own room key/card; keep it safe! If you accidentally lock yourself out of your room/flat, contact reception during opening hours or the INTO helpline outside of office hours 07532 120 169.

CLEANING
We will clean your bedroom once per week and the communal areas everyday from Monday - Friday.
FACILITIES

Once you’ve said your goodbyes, it’ll be time to explore and figure out what’s where. Don’t worry, you’ll soon know the INTO Bernicia like the back of your own hand!

LAUNDRY
The laundry room is located on the lower floor of Bernicia Hall. The first time you use it, you will need to register with Circuit Laundry; visit www.circuit.co.uk to find out more.

BINS AND RECYCLING
Taking your rubbish out daily helps prevent over spilling and funny smells! Communal bins are located at the entrance of the building. To live a little more sustainably, please recycle your rubbish e.g. paper/cardboard/cans/plastics.
WHAT’S AROUND?

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

GP
Make sure to register with a GP in Newcastle to have access to medical advice when you need it! Visit the University’s Student Health and Wellbeing web pages to find out more.

CAMPUS CAFÉS
5. The Grand café – downstairs with entrance off Barras Bridge

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

QUICKEST ROUTE TO CAMPUS (NUSU BUILDING)
7. The residence is located on campus, approximately 2 minutes walk from the NUSU building.
APPLIANCES 101

HOB/MICROWAVE/OVEN/KETTLE
All our hobs are electric, and you don’t need to use special pots/pans for them. Make sure to keep an eye on your cooking – leaving the room for a few minutes can result in a fire!

If in doubt about the functions of your appliances, ask a staff member for help. Appliance instructions can also often be found online when searching for the model you use.

CLEANING
To make life easier for everyone, try to give cooking appliances a wipe when you’re done using them. It makes maintaining them easier, and helps to prevent unwanted smoke alarm activations.

TV
Where provided, shared TVs are yours to use. We provide a licence for shared TVs. However, you will need your own licence if you want to watch live channels on your personal devices.

HEATING
Heaters are provided in each room and can be turned on and off as required.

SOCKETS
If you’re joining us from abroad, make sure to use a good quality adapter for your electronics. Remember, sockets in the UK operate on a 230 volt system!

Try not to overload the sockets, and if you smell burning or see sparks, turn off and unplug the item right away!
Greetings from Steve, your ResLife Coordinator (RLC) here at the Kensington/Park Student Village (KPSV). How do you know if you’re part of KPSV? That’s easy; if you’re not staying at Castle Leazes, Park View or Marris House, you’re on my team!

So what is ResLife? In short, we’re here to help you settle in, **build a community** and make your stay the best it can be. ResLife run **weekly events** across the Student Villages, as well as **seasonal activities** throughout the year. These will include events during the Welcome Weeks, National and International days, Festive Celebrations, and an end of year get together. We offer a range of present in person and online events – so something for everyone!

ResLife also offers **peer support as well as education and advice** through ‘Hacks’ with our RLCs and ResLife Student Assistants (RSAs). RSAs will run sessions every evening and during the weekends, additionally you can find me at our ResLife Connect chat and support sessions on a weekly basis. If you’re in need of support, please feel free to **contact me** so I can arrange an appointment for you.

By the way, each student village has its very own colour, and in Kensington/Park **our theme is blue**.

Here’s to a fantastic year in the Kensington/Park Student Village and INTO Bernicia.
Throughout the year ResLife will be organising a range of events: and we will have something for everyone from quiz nights to culture club, movie nights to gaming tournaments, as well as our Glee club, bingo nights, JackBox games night, arts and crafts, and a curriculum of sessions on topics including independent living and getting to know your neighbours and the wider community.

And if you ever fancy a chat or have a question, pop along to see your ResLife Coordinator!

Visit Kensington/Park Student Village - Accommodation - Newcastle University (ncl.ac.uk) to find out more about activities happening in your village, and keep an eye out for our regular event schedule emails and newsletters.

We also have a ResLife module on Canvas with weekly announcements on events, competitions, and giveaways. As well as a range of useful top tips and information videos on independent living - check it out!
### A Typical ResLife Week

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<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
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<th>Saturday</th>
<th>Sunday</th>
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<tbody>
<tr>
<td>10:00-11:00</td>
<td>ResLife Connect with your RLC</td>
<td>1-2-1 Support Meetings</td>
<td>ResLife Connect with your RLC</td>
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<td>14:00-15:00</td>
<td>1-2-1 Support Meetings</td>
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<td>Re-Think sessions</td>
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<td>15:00-16:00</td>
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<td>16:00-17:00</td>
<td>ResLife ‘Hacks’</td>
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<td>Find-a-Flatmate</td>
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<td>18:00-19:00</td>
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<td>RSA Drop-in Activities (some online)</td>
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Please note: Visit your ResLife Canvas Module to find out what’s on during your welcome weeks, and for your weekly schedule. Check your emails on a Friday for your weekend reminders. Weekend timings may be subject to change.
I NEED A CHAT! – KEY CONTACTS

**RECEPTION**
There are three main ways to contact your reception team. You can pop into reception during opening hours, you can contact us via email on: into.accommodation@newcastle.ac.uk or call us on 0191 208 7535.

**EMERGENCY**
When the life or health of you or someone you know is in danger, always call 999. It might be useful to save this as a contact under “emergency” in case you forget the number!

**SECURITY**
If you see something suspicious or feel in any way unsafe whilst on campus, call the INTO helpline: 07532 120 169 or use the SafeZone app to quickly request help.

**FINANCIAL ISSUES**
Speak to our friendly Accommodation Finance team about any financial questions or worries via email at Accommodation.Finance@ncl.ac.uk.

**ROOM TRANSFERS/CONTRACT QUERIES**
The Allocations Team is here to help with the above – simply email us at Allocations-Enquiries@ncl.ac.uk and we’ll get back to you as soon as we can.

**STUDENT HEALTH AND WELLBEING TEAM**
If you want to chat with someone about your (or a friend’s) wellbeing and health, you can contact our Mental Health Team at WellbeingConsultancy@ncl.ac.uk, and the Disability Team at DisabilityAdvisor@ncl.ac.uk.