Accommodation Services
Access for All

Accommodation Services is committed to:

- equal opportunities,
- making our residences accessible to all,
- welcoming and supporting students who have particular needs or disability

The Service’s Equality Working Group works in close collaboration with Disability Support to review accessible arrangements and implement new initiatives to continuously develop and improve facilities across all residences. We have created and developed a central pool of equipment for shared use across our Service, improved external signage and allocated designated disabled parking bays close to Receptions. Induction loop systems are fitted to all reception areas and we actively promote the Service at all Open Days and Post Application Visit Days. We are also part of WelNet - the Integrated Student Welfare Support Service Network at Newcastle University.

We are committed to increasing disability awareness across our Service to meet the needs and expectations of customers and staff with special requirements delivering a wide and varied range of training and workshops for all staff.

What Accessible Accommodation is available?
We have a range of accommodation we can offer either within traditional catered halls or self-catered residences, the majority of which are on campus or close to campus. The following details provide site specific adaptations at each residence. For general information eg accommodation type, facilities available, accommodation charges etc, please visit the Accommodation website or alternatively download an up-to-date copy of the student Accommodation Brochure.

If you have a disability that requires carer support, then suitable accommodation can be provided for you and your carer, further information regarding carers accommodation is provided later in this document. The University is also able to help in circumstances where accommodation is needed for a relative to assist for a temporary period. For further help and information please contact the Student Wellbeing Disability Support Service.

CATERED ACCOMMODATION

- **Castle Leazes – Undergraduate**
  One fully accessible ground floor, *en suite* bedroom, fitted with mechanical lifting and ceiling track hoist, automatic low level door opening and push pad light switches. The wet room is fitted with a height adjustable washbasin, clos-o-mat toilet, grab rails and washroom alarm, with an adjoining self-catered carers room.

  Seven ground floor bedrooms with fire alarm strobe warning light system, amber doorbell, strobe beacon, pull cord alarm and induction loop system.
Two bedrooms with washbasin at third floor level located in Havelock Hall fitted with amber
doorbell, strobe beacon, pull cord alarm, fire alarm strobe warning light system and induction loop
system.

The central amenity area is equipped with two fully accessible toilets, with lift access to Havelock
Hall bar and dining room area.

Evac chairs are available for students with mobility issues to use when necessary.

All pull cord alarms are connected directly to Reception and are monitored by Estate Security
Service when Reception is closed.

SELF-CATERED ACCOMMODATION

• **Albion House – Postgraduate**
  One DDA compliant, hearing impaired, *en suite* bedroom with deaf alerter equipment included.

• **Barker House – Postgraduate**
  One accessible *en suite* bedroom with height adjustable furniture suitable for wheelchair users.
The *en suite* is equipped with pull cord alarm with grab rails.

The communal kitchen is equipped with lowered worktops, sink and hob with front facing controls, low level cupboard unit and fire alarm strobe warning light system.

The pull cord is linked to the Reception and is monitored by the 24-hour monitoring service.

• **Castle Leazes – Undergraduate**
  Seven flats, each with one fully DDA compliant *en suite* bedroom. The bedroom is fitted with
  height adjustable desk, wardrobe with pull down hanging rail, fire alarm strobe warning light
  system and pull cord alarm. The *en suite* is equipped with a height adjustable shower, folding
  shower seat and back support, pull cord alarm, height adjustable washbasin, hinged support and
  grab rails.

  The communal kitchens are equipped with lowered worktops, sink and hob that has front facing
  controls, low level cupboard unit and fire alarm strobe warning light system and pull cord alarm.

  The flats are located in the Castle Court area with the ground floor area having a disabled toilet
  with fire alarm strobe warning light system and pull cord alarm. Disabled refuge points are
  available on each staircase landing area with intercom and there is an emergency lift.

  All pull cord alarms are connected directly to Reception and are monitored by Estate Security
  Service when Reception is closed.
• **Grand Hotel – Postgraduate**
Two accessible *en suite* bedrooms fitted with wardrobe with pull down hanging rail, fire alarm strobe warning light system and pull cord alarm. The bedroom furniture is mobile and height adjustable. The *en suites* are equipped with pull cord alarm, one washbasin, one hand rinse basin, plus hinged support and grab rails.

Two of the communal kitchens are equipped with lowered worktops, sink and hob with front facing controls, low level cupboard unit and fire alarm strobe warning light system.

All pull cord alarms are connected directly to Windsor Terrace Reception and are monitored by Estate Security Service when Reception is closed.

• **Kensington Terrace – Undergraduate**
One fully accessible *en suite* bedroom with ceiling hoist from bedroom to bathroom. Height adjustable desk and chair, a wardrobe with pull down rail, low level light switches and push pad automatic slow opening door connected to the fire alarm system. The *en suite* is equipped with clos-o-mat toilet, adjustable shower, grab rails throughout and a hinged back shower seat, pull cord alarms situated next to the washbasin.

The communal kitchen is equipped with height adjustable sink and hob with front facing controls, low level oven with automatic extractor fan, low level cupboard and height adjustable worktops and fire alarm strobe warning light system. Low level push pad slow release door opening.

In addition we have a number of accessible bedrooms all with *en suite* bathroom which can be adapted to suit a wide range of needs.

We recommend that you liaise with the Student Wellbeing **Disability Support Service** who will work with us to ensure the accommodation is suitable for your needs.

All pull cord alarms are connected directly to Reception and are monitored by Estate Security Service when Reception is closed.

• **Leazes Terrace – Postgraduate**
One *en suite* bedroom fitted with vibrating pillow and fire alarm strobe warning light system.

An Evac chair is available for anyone with mobility issues to use when necessary and a talking/braille microwave can be provided.

• **Liberty Plaza – Undergraduate**
Three *en suite* accessible bedrooms with vibrating pillow and fire alarm strobe warning light system. The *en suite* has a larger floor space for ease of access to accommodate wheelchair users and equipped with a fixed shower chair with grab rails located by the shower, toilet and washbasin.

The kitchens are equipped with height adjustable worktops, sink and a low level oven with front facing controls.
• **Newgate Court - Postgraduate**

Two accessible studios fully equipped with a wardrobe with pull down hanging rail, desk height is DDA compliant, mobile drawer unit and moveable bedside cabinet together with a fire alarm strobe warning light system and pull cord alarm. The bedrooms are fitted with a fixed height bedframe. The *en suite* is equipped with pull cord alarm next to washbasin and shower with a fully accessible level access shower, thermostatic shower with an adjustable head, hinged shower seat, accessible toilet and grab rails located throughout.

Accessible studios have their own integrated kitchens, with worktop in line with DDA compliance, complete with shallow draft sink and drainer, four ring hob, all with easy reach controls. There is lower level combination microwave oven, with its own pull out transfer tray below and a standalone mobile trolley storage unit.

In addition there are 12 standard Studios with DDA compliant wet rooms.

• **Park Terrace – Undergraduate**

Three *en suite* accessible bedrooms fully equipped with a wardrobe with pull down hanging rail, height adjustable desk together with a fire alarm strobe warning light system and pull cord alarm. The *en suite* is equipped with pull cord alarm next to washbasin and shower, height adjustable shower with hinged shower seat and accessible toilet with grab rails throughout.

The communal kitchens are equipped with lowered worktops, sink and hob with front facing controls, an adjustable height worktop, low level cupboard unit and fire alarm strobe warning light system.

In addition we have a number of *en suite* accessible bedrooms which can be adapted to suit a wide range of personal requirements. We recommend that you liaise with the Student Wellbeing **Disability Support Service** who will work with us to ensure the accommodation is suitable for your needs.

All pull cord alarms are connected directly to Reception and are monitored by Estate Security Service when Reception is closed.

• **Park View Student Village – Undergraduate**

Nine *en suite* accessible bedrooms fully equipped with a wardrobe with pull down hanging rail, height adjustable desk, mobile drawer unit and moveable bedside cabinet together with a fire alarm strobe warning light system and pull cord alarm. The bedrooms are fitted with a fixed height bedframe. The *en suite* is equipped with pull cord alarm next to washbasin and shower with a fully accessible level access shower, thermostatic shower with an adjustable head, hinged shower seat, accessible toilet and grab rails located throughout.

The communal kitchen is equipped with manually adjustable worktop with a shallow draft sink and four ring hob, all with easy reach controls. There is lower level combination microwave oven, with its own pull out transfer tray below and a standalone mobile trolley storage unit.

Four accessible *studios* fully equipped with a wardrobe with pull down hanging rail, height adjustable desk, mobile drawer unit and moveable bedside cabinet together with a fire alarm strobe warning light system and pull cord alarm. The bedrooms are fitted with a fixed height bedframe. The *en suite* is equipped with pull cord alarm next to washbasin and shower with a fully
accessible level access shower, thermostatic shower with an adjustable head, hinged shower seat, accessible toilet and grab rails located throughout.

Accessible studios have their own integrated kitchens, with an 'L' shaped manually adjustable worktop, complete with shallow draft sink and drainer, four ring hob, all with easy reach controls. There is lower level combination microwave oven, with its own pull out transfer tray below and a standalone mobile trolley storage unit.

Windows to accessible rooms and studios have the benefit of mechanically operated window openers for ease of use.

Disabled refuge points are available on each staircase landing area with intercom and there is an emergency evacuation lift to all of the blocks.

All pull cord alarms and emergency call points are connected directly to Reception and are monitored by Estate Security Service when Reception is closed.

• **The View – Undergraduate**
  Two flats, each with one fully DDA compliant *en suite* bedroom. The bedroom is fitted with mechanical lifting and ceiling track hoist, automatic low level door opening and light switch 'push pads', wardrobe with pull down hanging rail, pull cord alarm and grab rails.

  The *en suite* is equipped with a clos-o-mat toilet, pull cord alarm, hinged support and grab rails.

  The communal kitchen is equipped with adjustable height worktops, sink and two ring hob with front facing controls, mobile cupboard unit and fire alarm strobe warning light system.

  In addition we have a number of *en suite* accessible bedrooms which can be adapted to suit a wide range of personal requirements. We recommend that you liaise with the Accommodation Service initially, who will work with The View to ensure the accommodation can meet your needs.

  All pull cord alarms are connected directly to the 24-hour reception.

• **Turner Court – Undergraduate**
  Three fully equipped *en suite* accessible bedrooms including a wardrobe with pull down hanging rail, height adjustable bed and desk together with a fire alarm strobe warning light system and pull cord alarm. The *en suite* is equipped with pull cord alarm plus hinged support and grab rails.

  There are vibrating pillows available on request and Evac chairs for anyone with mobility issues to use when necessary.

  All pull cord alarms are connected directly to the 24-hour reception.

• **Windsor Terrace – Undergraduate**
  One four bedroom flat comprising two large bedrooms with adjustable bed, washbasin, desk and wardrobe with pull down hanging rail. One fully accessible ground floor, *en suite* bedroom, fitted with mechanical lifting and ceiling track hoist, automatic push pad low level light switches and door opening.

  The wet room is equipped with pull cord alarms next to washbasin and shower. Height adjustable shower and washbasin with grab rails and hinged shower seat, clos-o-mat toilet.
The communal kitchen area is equipped with height adjustable worktops, sink and hob with front facing controls, low level oven with automatic extraction fan, low level cupboard, light switch with push pad slow release door opening and washing machine. Fire alarm strobe warning light system and pull cord alarm.

All pull cord alarms are connected directly to Reception and are monitored by Estate Security Service when Reception is closed.

**What other equipment is available?**
We aim to make everyone’s stay as pleasant and comfortable as possible and we will assist to the best of our ability wherever possible, with the provision of equipment drawn from our own central pool. Equipment currently available is vibrating pillows, mini-cool refrigerators for medication, height adjustable beds and desks, talking microwaves, braille microwaves, Evac chairs, mobile shower chairs, hospital beds and orthopaedic beds. We are continually adding to this central pool as and when required.

**Hardware Loans Scheme**
The University has a Hardware Loan Scheme that stocks a wide range of equipment which can be borrowed by staff, students and visitors for varied time lengths dependant on specific requirements and availability.

**Accommodation for Carers**
If you require a resident personal carer, we may be able to provide a room on campus. You will need to ensure that the cost of the carers room can be met. Home fee paying students may be able to reclaim the cost of the carers accommodation from their Local Social Services Department.

All students wishing to request financial support from their Social Services Department must ensure that they complete a Community Assessment and that the ‘Care Plan’ recommends the provision of a personal assistant/carer.

**Car Parking**
Designated parking spaces are available at most residences for disabled persons free of charge. If you require a disabled parking bay please contact the Accommodation Service in advance so we can arrange this prior to your arrival.

**What do I need to do to secure accommodation?**
In the first instance we advise you to contact either the Accommodation Service or our colleagues in Student Wellbeing Disability Support Service as soon as possible for advice on which type of accommodation best suits your specific requirements.

The Accommodation Service and our colleagues in Student Wellbeing Disability Support Service will encourage you, wherever possible, to visit us to discuss your specific requirements.

This visit will help you decide which accommodation is suitable to you and your needs. It can also help to identify any other specific/individual adjustments that may be helpful to you. If necessary we can arrange visits to allow you to familiarise yourself with and ensure you are happy with our accommodation and facilities we offer.

In some cases we may need to call on colleagues within the University’s Student Wellbeing Department for their professional advice when processing your applications. In all cases,
information that you have provided will be dealt with in the strictest confidence, however if you would prefer that we do not share this information you must inform us.

Contact Us:

Accommodation & Hospitality Services
Level 2, Kings Gate
Newcastle upon Tyne, NE1 7RU
Telephone +44 (0) 191 208 3333

For an informal discussion about facilities across our residences, please contact:-

Jane Ormrod, Accommodation Officer
Lisa Barron, Accommodation Officer
Rebecca Summers, Accommodation Officer
Tel +44 (0) 191 208 3333

Disability Support & Student Wellbeing Service
Student Services
Level 2, Kings Gate
Telephone +44 (0) 191 208 3333
Text phone 18001 0191 208 3333

For advice and information on counselling, wellbeing and financial support please refer to the Disability Support & Wellbeing Service as per the above links.