WELCOME HOME
THIS IS YOUR MARRIS HOUSE GUIDE

ncl.ac.uk/accommodation
CONTENTS

Welcome to Marris House 3
Getting set up 4
Facilities 5
What’s around? 6
Appliances 101 7
ResLife 8
Key contacts 11
WELCOME TO MARRIS HOUSE!

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 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.

These teams at your residence are led by:

Adele Patterson  
Residence Team Leader

Robbie Carruthers  
Customer Services Team Leader - Park.View@ncl.ac.uk

Pam Bonner  
ResLife Coordinator - ResLifePVSV@ncl.ac.uk

RECEPTION
The reception, located in Alwin building in Park View, will be your main point of contact throughout your stay. The opening hours are Monday-Friday, 8am-6pm.

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 (these would have been emailed to you).

Visit www.tinyurl.com/yd9aszje if you come across any issues at all.

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 ‘Newcastle University Accomm.’ app, through a digital repair form at www.ncl.ac.uk/accommodation/current-students/repairs or via reception (email, phone or in person). For urgent issues outside of reception hours, contact the Security Team.

PARCELS AND POST
Your post and parcels will be delivered to the post boxes in your building entrance. If a courier is unable to deliver a parcel for you, these are often delivered to reception (within opening hours, as long as it’s light/small enough for one person to handle). If we do receive a parcel for you, we will send you an email to let you know when it is ready to collect.

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 Security Team outside of these hours.

SECURITY
The Security Team are available 24/7; if you come across an emergency or need help urgently, give them a call at 0191 208 6817 or use the Help Point located by the Sports Centre. You might also find it useful to download the SafeZone app (Google Play/App store) which lets you quickly request assistance.

CLEANING
We keep the shared spaces (e.g. corridors and exterior areas) outside of your flat tidy, but it’s up to you to take care of cleaning within your flat and bedroom, including regularly taking out rubbish.

You might find it useful to agree on a cleaning rota with your flatmates in the first few days you’re here!
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 Marris House like the back of your own hand!

**LAUNDRY**
Your flat comes equipped with its very own washing machine, which you will find in the kitchen.

**SHOWERS AND TOILETS**
Your flat has two showers and two toilets, which you will find along the corridor leading to bedrooms.

**SOCIAL AREA**
Marris House has a number of social zones for studying and a comfy snug area for general fun and socialising. Feel free to pop down with a games console or board game!

**DINING IN CASTLE LEAZES**
If cooking isn’t your thing, take advantage of the nearby Castle Leazes dining hall which serves breakfasts and dinners Monday-Friday. Pay as you go as well as termly/yearly packages are available to help you save money! Visit [www.ncl.ac.uk/catering/residential-catering](http://www.ncl.ac.uk/catering/residential-catering) for more info, including sample menus.

**PARKING**
We have limited parking available at the nearby Castle Leazes site; to book a permit, visit our webstore at [go.ncl.ac.uk/accommodation/parking](http://go.ncl.ac.uk/accommodation/parking).

**BINS AND RECYCLING**
Taking your rubbish out daily helps prevent over spilling and funny smells!

To live a little more sustainably, please recycle your rubbish (e.g. paper/cardboard/cans/plastics) using the bins provided in your flat. To remove waste from your flat, place it in the communal bins located outside in the car park.
WHAT’S AROUND?

SUPERMARKETS
1 Londis - Morpeth Street, NE2 4AS
2 Hunters Moor Convenience Store - Belle Grove West, NE2 4LU
3 Iceland Foods - Stanhope Street, NE4 5JT
4 Co-Op – NUSU building, NE1 8QB

GP
Make sure to register with a GP in Newcastle to have access to medical advice when you need it! Visit our Student Health and Wellbeing pages at www.ncl.ac.uk/wellbeing to find out more.

CAMPUS CAFÉS
1 Castle Leazes Dining Hall - Castle Leazes, first floor, central area
2 Bites café - Medical School, Lover’s Lane, NE2 4HH

METRO
7 The nearest metro station is Haymarket, approx 0.8 mile away.

QUICKEST ROUTE TO CAMPUS (NUSU BUILDING)
8 Approximately 15 minutes’ walk (0.8 miles).
**APPLIANCES 101**

**LAUNDRY**
Your kitchen includes a standard washing machine with a drying function. Have a look at the programme descriptions at the front to work out the best one for your laundry, and remember to separate your whites and colours!

**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.

**HEATING**
Heating is automatic, and will come on between 7am and 12am (midnight) if the temperature outside is low enough. If you’re feeling toasty, you can switch heating off in your individual room.

**TV**
The shared TV is yours to use; feel free to connect your own games console for a weekly round of Mario Kart!

We provide a licence for live TV watched on the shared TV set, but you will need a personal one if you want to watch live channels on your personal devices.

**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!

**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 keeps the funky smells away!
Hi! My name is Pam and I am the ResLife Coordinator for Park View and Marris House residents in the Park View Student Village.

Park View Student Village (PVSV) is really easy to navigate, and you’ll find me and the rest of the PVSV ResLife team on site at reception on the ground floor of the Alwin building.

ResLife is here to support you and ensure you get everything you need throughout your stay in our accommodation. We will be there to signpost you when you need help, be a listening ear, and organise events and activities to make sure your time with us is as enjoyable as possible. We will make sure you are kept up to date with our upcoming events and activities so you can factor in some fun in between your studies. You can feel safe knowing that we have put measures such as physical distancing in place, and activities in your first term will be offered remotely.

ResLife also offers peer support, education and advice through seminars with our ResLife Coordinators and ResLife Student Assistants (RSAs). RSAs will hold Zoom Room chat sessions most evenings and weekends; additionally, you can find me at our 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 own colour identifier, and at team PVSV we are all things green, so it will be easy to spot your neighbours and PVSV site-mates when you are out and about on campus.

Please do not hesitate to contact us with any accommodation or university-related questions you may have!
Throughout the year ResLife will be organising a range of events; for your peace of mind, we will deliver these remotely in term one, and have safety measures in place.

We'll have something for everyone from quiz nights to culture club, movie mights to gaming tournaments, as well as Glee clubs, drama workshops for National Theatre Connections, 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 [www.ncl.ac.uk/accommodation/current-students/reslife/pvsv](http://www.ncl.ac.uk/accommodation/current-students/reslife/pvsv) to find out more about activities happening in your village, and keep an eye out for our regular event schedule emails and newsletters.
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<td>Zen Den: Yoga and mindfulness</td>
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<td>Webinar – Getting on with your household</td>
<td>Webinar – Alcohol and drug awareness</td>
<td>Webinar – Who’s who in the accommodation</td>
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<td>RSA Zoom Room and suggested walks and seeing the city</td>
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<td>Newcastle quiz with RSAs</td>
<td>RSA Zoom Room and info session</td>
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I NEED A CHAT! – KEY CONTACTS

RECEPTION
With social distancing in place, we’re making it easy and safe for you to contact us via email on Park.View@ncl.ac.uk or by calling 0191 208 8445. If you’re unable to contact us this way, please follow our safety guidelines whilst seeing us in person.

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 Security Team on 0191 208 6817, 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.

SOCIAL MEDIA
For tips on things to do in Newcastle, residence updates, events and competitions, or if you have a quick question, connect with us on our social channels:

Facebook /Accommodation.NCL
Twitter @NCL.accomms