Accommodation Handbook

Bernicia and Joseph Cowen
Halls of Residence

INTO Newcastle University LLP
The INTO Building
Newcastle University
Newcastle upon Tyne
NE1 7RU
Tel: 0191 208 7535
Hello from your INTO Accommodation team!

We hope you find the information in this welcome pack useful and that you enjoy your time in our accommodation. You can find us at INTO Reception if you have any questions.

In the meantime, please read this pack carefully, and welcome to INTO Newcastle!

**MEET THE TEAM**

Gareth McKay

Head of Facilities and Accommodation
Gareth.mckay@ncl.ac.uk

Jan Soulsby
Accommodation Officer
0191 2085751

Laura Elliott
Accommodation Officer
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Email us: into.accommodation@ncl.ac.uk

Opening Hours: **8.30am—5.00pm**
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Please read page 10 for details of how to report faults and seek the help of our maintenance team!
Emergency Information

INTO is dedicated to ensuring that our students feel totally safe and supported. All INTO Newcastle University students can contact either INTO Reception, or the INTO helpline telephone number to ask for assistance from INTO staff.

INTO Reception: 0191 208 7535
(Use Monday to Friday between 8.30am : 5:00pm)

INTO Helpline: 07532 120169 - this is the out of hours number. Call when INTO reception is closed.

University Security (0191 208 6817) can be used if the above two numbers cannot be reached. The Red Telephones in the accommodation link directly to University Security.

Reporting Accidents, Incidents, Near Misses

All accidents, incidents and near misses must be reported to INTO Reception as soon as possible so that an accident/incident report can be completed and the cause investigated to prevent recurrence.

First Aid

The University requires that there are trained people close to hand who are qualified to help you if you need First Aid.

If you need First Aid help, please contact INTO Reception. If reception is closed please ring the INTO Helpline on 07532 120169.

If someone is badly injured, ring for an ambulance immediately on 999.
Internet

Each room has Wi-Fi (minimum 20 mbps) and use of this is included in your rent. Wi-Fi is also available throughout the campus.

- You can only get online with your own details once you are fully registered on your course and are given your university smart card. Please note it can take around 48 hours for your internet connection to be set up after you have been given your smart card
- Details on how to log on will be given to you when you collect your smart card during your induction week

You are welcome to use the guest Wi-Fi as soon as you arrive. Please see the information board in INTO Reception for details.

You can also use Wi-Fi via your laptop or other device from many cafes and public amenities in Newcastle city centre, such as:

<table>
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<th>NE1 7AG</th>
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<td>NE1 7DF</td>
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<tr>
<td>The Crow’s Nest Pub, Percy Street</td>
<td>NE1 7RY</td>
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Internet Problems

If you have any problems with your internet, please complete an on-line maintenance form. Please see page 10 for details.
Room Security

In the interest of security, it is important that when you leave your room, you do the following:

- Close your blinds
- Lock your door with your key fob
- Turn off all lights and electrical equipment
- Close your window

Please note that any doors found unlocked will be locked by staff.

Room Lock Outs

If you get locked out and can’t find a housekeeper to let you in, please do the following:

- During the hours of 8.30 am and 5 pm Monday to Friday please go to INTO Reception.
- Outside these hours please call the INTO Helpline 0753 212 0169

If you lose your keys, please inform INTO reception. We will then provide a replacement set of keys. The cost is £16 for each key lost (key fob, mailbox key and drawer key). Replacement keys will need to be paid for at INTO Reception.

To avoid becoming locked out of your room, please ensure that when you leave your bedroom, the catch is down and green is showing.

If you leave your bedroom when the catch is up and red is showing, the door will automatically lock behind you and you will not be able to get back into your room, unless you have your fob.
Mail — Parcels

Any parcels and larger post will be brought to INTO reception. Parcels can be collected from INTO Reception Monday to Friday from 12:00pm to 2:00pm. Please bring your student ID card when you pick up a parcel.

A list of parcels is put on the notice board near INTO Reception each weekday. Please note that you cannot collect a friend’s parcel. Please collect post as soon as you can.

When giving your address to your friends, family, bank etc. please ensure that you ask them to include your **full name and address** in any correspondence sent to you. You must put the name you have registered with. Please do not use nicknames, abbreviations or your English name.

We cannot guarantee delivery of post without a **room number** on the letter or package – so ALWAYS put your room number on your orders.

---

For Bernicia:  
‘Your Name’  
*Room Number (for example B3.07)*  
*Bernicia Halls of Residence*  
*Haymarket Lane*  
*Newcastle Upon Tyne*  
*NE1 7RB*

For Joseph Cowen:  
‘Your Name’  
*Room Number (for example C1.14)*  
*Joseph Cowen Halls of Residence*  
*St. Thomas Street*  
*NEWCASTLE UPON TYNE,*  
*NE1 4LB*
Mail — Letters

Any small letters for you will be put in your mail box after 6pm on Mondays to Fridays. Please make sure to keep your mailbox key safe as a replacement costs £16.

If you find any letters in your post box addressed to another student, please bring them to INTO Reception.

Mail Boxes

Bernicia mail boxes can be found in the Cycle Store (next to the laundry).

The mail boxes for students living in J1 to J4 are by the entrance to Joseph Cowen Halls on level 1.

You will find your mail box on your floor if you are living in C1 – C7.

Lost Property

Property found in the communal areas of the Halls and grounds will be kept in the INTO Building. Please enquire about lost property at INTO Reception.
Communal Living

Noise and Disturbance

It is important that you recognise that you are now part of a larger community and respect the rights of other individuals by not causing noise, nuisance, or committing any discrimination or acts of harassment.

Noise must be kept to reasonable levels, especially after 11.00pm. Those who wish to listen to loud music should do so with headphones. Games/parties and other noisy activities are not permitted in the quadrangles or grounds.

Please report any excessive noise using the INTO Helpline: 07532 120 169. The cut off time for noise in any part of the accommodation is 11 pm. Residents and non-residents causing disturbance to other student residents will be subject to disciplinary procedures as per the terms and conditions of your tenancy agreement and also as part of your INTO study agreement.

If residents are repeatedly being troubled by noise disturbance after 11 pm they should report the matter to a member of the Accommodation team. (Please see page 2 for contact details).
Maintenance & Repairs

Maintenance and Repairs

- Please report any defects, repairs or damage by completing the online form at http://intohelp.tk/ or via the Newcastle University App. A member of our maintenance team will then soon be along to help. They cover issues such as microwaves not working, lights not working and heating or water problems.

Please make sure you report any issues as soon as possible to avoid further damage. Any dangerous issues should be reported immediately to the INTO Helpline (07532 120 169).

Laundry

It is important that you do not dry clothes in your room, or hang clothes from the blind. This causes damage to your room and you would be liable to pay for the repair. **Also, you must not wash clothes in the sinks or showers in your room.**

The laundry is on the ground floor of Bernicia Halls of Residence. Instructions for operating machines using the Circuit App can be found in the laundry and on pages 38 and 39. Laundry cards are available at INTO reception if you do not have a suitable phone.

You can check which machines are available by using the following website: www.circuit.co.uk. Choose INTO Newcastle as the Site and the building in ‘Laundry View’.

Posters and pictures

You can only use ‘Blu-Tak’ to stick posters or pictures to the walls. Do not use sticky tape as this will cause damage to the paintwork. Pins may only be used on pin-boards.
Bicycles and Cars

Secure cycle storage is available in the Cycle Store on the ground floor of Bernicia Halls, through the door between the Laundry Room and the entrance to Bernicia. There are also cycle racks in the Joseph Cowen Courtyard. Under no circumstances should cycles be brought into Halls.

There is no car parking available for students at Bernicia and Joseph Cowen Halls.

Subletting

There must be no sharing or sub-letting in INTO accommodation. The Accommodation must not be used for any purpose other than a study bedroom for the tenant and students must not transfer occupancy to any other person.

Televisions

INTO cover the cost of TV licences for TVs currently in the social areas and the large communal kitchens. So we encourage residents to use these.

If you bring or buy your own television you must buy a TV Licence. A licence is also required to watch or record programmes on any channel as they are being shown on TV or live on an online TV service. This applies to all devices including TVs, tablets, mobile phones and laptops. You also need a TV Licence to download or watch BBC programmes using iplayer. The fine for not having a licence could be as high as £1,000 and could lead to prosecution.

NB: There are no TV aerial points so an internal aerial will be necessary. Please note satellite dishes are not permitted. Please see the following website for full information about TV Licences:

http://www.tvlicensing.co.uk/.
Social Areas

All residents in Bernicia and Joseph Cowen Halls are welcome to use the Social Areas which are located on each floor in the Joseph Cowen Halls of Residence. Your Key Fob has been activated to allow access to these areas.

Please note that students are expected to keep up to date with all Hall and Site notices which you will find on notice boards around halls. Staff will also send important information by email, so please make sure you regularly check your university emails!

CCTV

CCTV is provided for your safety. Cameras cover communal areas, including social areas and communal kitchens, corridors, courtyard, exits and entrances.
(They are not in bedrooms.)

Vending Machines

You can buy snacks and cold drinks from these machines which are located as follows:

- in Bernicia by the main entrance door (drinks and snacks)
- in Joseph Cowen Teaching Area (drinks and snacks)
- in Joseph Cowen in drop out areas near lower lift:
  Floor 1: Drinks
  Floor 2: Snacks
  Floor 4: Snacks
ANUK and Complaints Procedure

NTO Newcastle University is registered under the ANUK Code of Practice. This code outlines best practice and provides benchmarks for the management and quality of larger residential developments. It should help you to understand the standards and procedures that apply to your accommodation and your obligations as a resident.

A full version of the ANUK Code of Practice is available to download at:


Complaints

Any concerns about INTO accommodation should be raised with our accommodation team and should be in writing. An email is acceptable. We will then respond in writing to you acknowledging receipt of your complaint. If you are dissatisfied with the outcome, your concern should be raised to the Head of Facilities and Accommodation. (Please see page 2 for contact details) In the event you are dissatisfied with the outcome, you will be referred to the; Students Complaints and Resolution Procedure: http://www.ncl.ac.uk/students/progress/Regulations/SPS/complaints.htm

If your complaint is in regard to the ANUK Code of Practice we will follow the complaints procedure as outlined in the ANUK Code of Practice (Appendix 2 of the National Standards Document – Complaints Procedure)

We will ensure we respond to ANUK query within four weeks of receiving the written complaint as outlined in the ANUK Code of Practice.
**Notice Period**

In the terms and conditions of the accommodation agreement you signed, there is **no notice period**, which means you will not be released from your contract. Should you decide to leave INTO owned accommodation, you will be charged the rent on your room for the remainder of the contract and will only be released from this arrangement if another INTO student can be found who is not already living in INTO residential or homestay accommodation.

**Withdrawal**

In the event that a student withdraws or is withdrawn from INTO Newcastle University during the tenancy, they will remain liable for the total value of the agreement. Please note it is your responsibility to inform a member of the Accommodation team of your intention to withdraw.

**Pets**

Students must not bring into the Halls any animal unless it is an aid for a person with a disability.
Health and Safety

A copy of the INTO Health and Safety Policy is available at INTO Reception on request.

If you have any concerns about Health and Safety issues in the accommodation please contact INTO Helpline on 07532 120169. If your concerns are not about the accommodation please contact INTO Reception who will pass the matter to the relevant person.

Safeguarding and Prevent

INTO Newcastle University is committed to Safeguarding and promoting the welfare of children and vulnerable adults who are receiving education at the Centre and staying within accommodation.

Safeguarding: protecting children and vulnerable adults from maltreatment, exploitation, harm, or abuse. This can include protection from physical, sexual, or psychological harm. A list of examples of the types of abuse or harm children or adults may encounter can be found in Appendix 1 of the Centre Safeguarding policy which is available upon request from the INTO Reception.

Safeguarding is also the protection of children and vulnerable adults from involvement with crime and/or terrorism.

Prevent: part of the government’s anti-terrorism strategy. Higher Education has been identified as a sector where young people may be radicalised. This strand of the anti-terrorism strategy aims to prevent young people getting involved in terrorism.

Prevent is designed to ensure vulnerable people are not drawn into radicalization. If you think someone is vulnerable, there are support measures to ensure the safety and wellbeing of that person.

You can speak in confidence to any of the designated welfare and safeguarding staff members should you have any concerns or require further information.
SafeZone App

SafeZone is a free app for all students and staff that connects you directly to the university security team when you need help while you are on campus.

You can get urgent help if you or someone near you feels threatened or is the victim of an assault or robbery, and call for First Aid or Help in less urgent situations. When you raise an alarm or call for help, all on-campus security team members will be alerted to your situation and location so that they can co-ordinate to help you quickly and effectively.

For more information about this app please see:

http://www.ncl.ac.uk/hr/support/safezone.php

Welfare Issues

Please ask to speak to our Welfare Officer Christine Upright at INTO Reception regarding any problems or personal issues which are causing you concern, for example:

- depression, financial worries, feeling home sick, emotional problems.

For out of hours help please ring the INTO Helpline 07532 120169.
Smoking
There must be **NO SMOKING** in INTO accommodation

Students are only permitted to smoke outside in designated smoking areas. These areas include the Joseph Cowen courtyard, and the smoking shelter outside the Herschel Building. You must not smoke outside Bernicia Halls or the INTO building.

Smoking in INTO accommodation is a breach of your tenancy agreement, and is very unpleasant for other residents. Anyone found smoking in the accommodation will face disciplinary action.

Please also note that if you are caught throwing cigarette ends on the pavement you will be asked to pick them up and you may be fined £75 by the council. Please help us keep our outside area clean and tidy!

The use of Electronic Cigarettes or Shisha Pipes anywhere in the accommodation or INTO building is also banned.

| Residents are responsible for adhering to the University's policy. |
| You can find more information on Newcastle University’s Smoke free Campus, as well as a map of designated smoking areas using the link below. |
| http://www.ncl.ac.uk/estates/ourcampus/healthylifestyle/ |
| Information about Smoking Cessation Services can be found at this link: |
| http://www.ncl.ac.uk/ohss/health/overview/smoking.htm |
Drugs
The use of Drugs is not permitted in INTO Accommodation

If we suspect you are involved in illegal drug activity, which includes the possession, use, supply or involvement in drugs, this may be grounds for us to end your tenancy. If your tenancy was ended, you would still be liable for the total value of the agreement. You may also be referred to the University Disciplinary Committee. We will involve the police in all matters involving drugs. We follow University’s drugs policy which you can find at http://www.ncl.ac.uk/students/progress/student-resources/community/drugsawareness.htm. The University’s Misuse of Substances Policy for accommodation can be found at: http://www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/misuse-of-substances-policy-2016.pdf

If you have any concerns relating to drug use, or other confidential problems, please contact our Welfare Officer, Christine Upright on 0191 208 8780, or at: christine.upright@newcastle.ac.uk.

Alternatively, please talk to our INTO Student Experience team (ask for them at INTO Reception)

You can find useful information on the links below:

http://www.nusu.co.uk/welfare/sac/
http://www.talktofrank.com/
Fire Safety

Fire Extinguishers
DO NOT remove or tamper with these unless there is a FIRE!
DO NOT use them to keep the door open

Fire Testing
Fire alarms are tested in Halls every Tuesday morning at around 11 am. At that time, you will hear a short blast of the alarm. You DO NOT need to evacuate at this time.

Fire Alarms
If you hear a fire alarm, which is a loud, high-pitched, continuous noise, you should do the following:

- **LEAVE** the building immediately. Do not stop to pick up any personal belongings
- **ASSEMBLE** at the appropriate Fire Assembly position and stay calm:
  - Bernicia: Point ‘O’ opposite the Herschel Building
  - Joseph Cowen: Point ‘S’ in the Courtyard, by the gate.

Please note you if we find that you do not evacuate when the fire alarm sounds you will be disciplined. This is part of our commitment to your safety and the safety of others.

Fire Doors
All doors in your accommodation are fire doors and must be kept closed. Please **do not** wedge the doors open. They are there to prevent a fire spreading.

Smoke Alarms
Smoke alarms are there to save lives. **Do not** remove, cover or tamper with them otherwise you will be disciplined and could be charged.
Banned Items
Please note the use of candles, night lights, spirit burners, flares, fireworks, gas and paraffin stoves/lamps/heaters is strictly forbidden. You must not use electric hot plates, deep fat fryers, pressure cookers or chip pans. Electrical blankets and other heating devices are not permitted.

Room Access
If INTO staff or University staff need to gain access to your bedroom/flat for planned maintenance/inspections you will usually be given 24 hours advance notice.

In the case of an emergency, we may need to enter your room immediately. In addition, the INTO Accommodation team and INTO Accommodation Support staff may visit communal areas to see how students are and advise on the state of the area, where appropriate.

Departure Information
When you move out of the accommodation, a detailed email will be sent with instructions of what you must do before you leave. This includes:

- Leaving the room clean and tidy and removing ALL rubbish
- Putting all furniture back if you moved it
- Returning your key fob, mailbox and drawer key in a marked envelope to INTO Reception. Leave your drawer key in your room
- Removing all personal possessions from all rooms
- You may take the bedding with you.
- Leave all other INTO items (such as pans or the desk lamp) in your room.

Rooms will be inspected before you leave to check for damages (see page 31). Any rooms left in an unreasonable condition will be subject to a charge.

If you need to leave when Reception is closed please ring the INTO Helpline and a member of staff will then collect your keys from you.
Using Safe Adaptors

Where to Buy

All electrical equipment used in Halls must meet British Safety Standards and you should use UK adaptors and extension leads. They can be purchased at a reasonable cost from the following:

- Student Union shop (No. 5 on the Campus Map)
- John Lewis Department Store (Eldon Square),
- Currys PC World (Northumberland Street)
- www.skross.com

If you need to buy an extension lead, we recommend the purchase of ‘surge protected’ extension leads from one of the places listed above.

In the interest of safety, any unsuitable electrical equipment found in rooms will be removed by staff.

Safe Adaptors

![Image of a fuse with icons indicating safety standards.]

- The plugs must be shuttered
- All plug adaptors must have the correct fuse
- The pins must be sleeved

Plugs must meet British Standard BS1363
Electrical Safety Advice

- Rooms have 13-amp square pin socket outlets and the voltage in the UK is 240V
- If you come from a country using 110V you will need to ensure that any charging units for laptops, tablets etc are suitable for 240V. You will need to use a transformer for any equipment which is only suitable for 110V. If you are unsure about this please see a member of the Accommodation Team.
- Rooms are on shared power circuits and it is important to ensure the load is not exceeded
- Please ensure that cables to personal electrical equipment are safe and do not pose a tripping hazard or fire risk
- Instructions on the safe operation of ovens in communal kitchens can be found in those kitchens. All other electrically operated equipment provided by INTO can be found on pages 25-30 in this booklet
- If you have any questions about electrical safety, please speak to a member of the Accommodation team

All portable appliances supplied by INTO for residents’ use, e.g. lamps etc, are safety tested annually by the INTO Maintenance Staff or appointed contractors.

Further information can be found at www.safety.ncl.ac.uk.
Housekeeping

In accordance to your tenancy agreement, it is your responsibility to keep the kitchen, bathroom and your bedroom clean and tidy and you may face disciplinary action if you do not do so.

You should make sure there are no large boxes or suitcases left in the hallway and/or communal areas which may restrict your exit during an emergency. Areas should be kept as clear as possible to allow for a quick exit in the event of a fire. Residents are not permitted to bring their own furniture into the accommodation. In the toilet/shower room you should do the following:

- Flush the toilet after every use
- Put used toilet paper directly down the toilet and not in a separate bin
- Remove hairs from the bottom of the shower after use
- In the bedroom you should do the following:
  - Keep the exit/entrance to the room clear from your belongings to allow easy evacuation in the event of an emergency
  - Wash and change your bed sheets. Please note that it is not the responsibility of the housekeeping staff to change bedding.

Cleaning Service

Communal kitchens for students in single study bedrooms and social areas are cleaned daily from Monday to Friday. Bedrooms and studio kitchens are cleaned weekly by housekeeping staff. Residents must keep the areas tidy enough to allow access for housekeeping staff. Any undue mess in communal areas is regarded as the collective responsibility of the residents sharing use of the area.

There will be times during the year when your housekeeper will be on holiday. When this occurs there will be a reduced service and we will not be able to clean bathrooms or kitchens. Rubbish will still be collected as normal. We will notify you in advance of when this will happen should you be affected.
Rubbish Disposal

The housekeeping staff will empty the small bins in bedrooms, shower rooms and kitchens on Mondays and Fridays. They will not take away other rubbish, bottles etc. If you have other rubbish, please empty it into the big blue rubbish skips outside the accommodation. Do not leave bags of rubbish lying around on the ground by the bins or main entrances as this will encourage rats onto the site.

Please do not put liquids in the bin.

Food Hygiene

Raw meat and poultry should be stored in clean, sealed containers (or covered plates/bowls) on the bottom shelf of the fridge.

Leaving food out can spread bacteria and infections.

Please keep dairy products (including milk) and meat in the fridge. Look out for the text ‘Keep refrigerated’ on packaging to help.
Kitchen User Guide

Kitchen Do’s

• Use storage spaces provided but be considerate as other students will also be using this too.
• Clean work surfaces, tables, oven/grill and microwave after use.
• Wash all used dishes and utensils.
• Read instructions for all appliances before use.
• Turn the extractor fan on when cooking in the large shared kitchens.
• Only put hot pans on heat protected surfaces.
• Switch off cooking appliances after use and unplug them.
• Open windows instead of doors if smoke occurs when cooking.

Kitchen Don’ts

• Don’t leave cooking unattended.
• Don’t put hot pans on work surfaces or tables etc. as they will burn. (Use pot stands where provided.)
• Don’t use aluminium foil containers in the microwave.
• Don’t wedge open kitchen doors.
• Don’t fill the kettle above the marked water level.
• Don’t put waste down the sinks as this blocks the drains.
• Don’t leave dishes out on the work surfaces.
• Don’t adjust fridge/freezer temperatures.
Safe use of your Fridge & Freezer

- Always let pre-cooked food cool down before placing in the fridge or freezer
- When storing frozen food always look at the storage guidelines on the packaging. You will be able to store each item of frozen food for the period shown against the star rating
- Never re-freeze frozen food that has defrosted

Safe use of your kettle

- Position the kettle safely on a flat stable surface, not on the floor or a chair.
- Fill the kettle through the lid or spout under a running COLD water tap
- Ensure the kettle is filled between the Min-Max marks. Do not over fill the kettle
- Plug into electrical socket using dry hands
- Press the on/off switch to boil
- Do not open the lid when the water is heating
- Once boiled the kettle will switch off automatically
- Only use the kettle to boil water- no other liquids or foods should be put in the kettle
Safe use of your Microwave

**General advice**

- Leave cooked food to stand for the recommended time
- If defrosting food, set the power to defrost then set the timer. Turn the food at least once
- Never operate the microwave when it is empty
- Do not heat flammable objects or place anything metallic (including metal decoration on crockery) inside the microwave. Take care to remove packaging from ready meals in accordance with instructions
- If smoke or fire occurs in the oven leave the door closed to stifle flames, switch off at electrical socket. Do not open the door until smoke or flames have ceased
- The microwave should be on a flat, stable surface
- Never place objects on top of the oven or cover ventilation slots
- Monitor the oven whilst in use

**There are two types of Microwaves in your accommodation (Type A and Type B)**

**Type A:**

![Microwave Image]

Quick start guide:

These instructions will allow you to heat food on full power for between 30 seconds and 10 minutes. Each press of the ‘Start/Quick Start’ button increases the cooking time by 30 seconds.

- Place the food in a suitable container and close door
- Press the ‘Start/Quick Start’ button 4 times. The oven will heat the food for 2 minutes.
Type B:

Microwave cooking:
• Press the ‘Micro Power’ button to select the required microwave power from 1000w to 100w
• Press ‘Start’ to confirm power
• Rotate the silver knob to select cooking time (0.05—95.00 minutes)
• Press ‘Start’ to commence cooking

Convection cooking: (Traditional oven cooking with preheating):
• Press the ‘Conv temp’ to select the required temperature (150—240 degrees)
• Press ‘Start’ to confirm temperature
• Press ‘Start’ to start preheating. When the oven has reached the temperature, two ‘beeps’ will sound and the display will flash
• Open the door to set the cooking time by rotating the silver knob
• Press ‘Start’ to commence cooking

Grill function:
• Press the ‘Grill’ button once and ‘G-1’ will display
• Rotate the silver knob to select the required cooking time (0.05—95.00 minutes)
• Press ‘Start’ to commence cooking

Safe use of your Hob
• To use your hob, you must turn the timer to a maximum of 30 minutes.
• Your kitchen hobs are fitted with a 30 minute cut out timer. To extend cooking times, please just reset the timer.
• Please keep your hobs as dry as possible. (Combining water and electricity could be dangerous.)
• After the power has cut out, please be aware that the cooking plates will still be hot!
• Please ensure you do not leave pans on the hob.
• When using the hob, residents should remain in the kitchen with the door shut.
Do not get the hot plate area wet. If water gets into the electrical supply, it will cut off the electricity to all of the kitchen. Only clean the hob area with a damp cloth.

Do not let water into the ventilation slots at the back of the hob. This will also cause the electrical supply to cut off.

Never leave cooking unattended!

Safe use of your toaster

- When in use, never leave the toaster unattended. Burnt toast is one of the most common causes of activating the fire alarm
- Never place the toaster on a hob or under overhanging units
- Select the required setting, place the bread into the slots and push down the lever. The lever will only stay down when the toaster is switched on
- Toast will pop up when toasted and the toaster will automatically switch off. If you wish to cancel toasting press ‘cancel’ or turn toaster off at the mains plug
- If toast gets jammed turn off the toaster at the mains and wait for it to cool before removing. Never push metal objects down the slots of the toaster.

Where to report faults

Please report any defect, repair or damage by completing the online form at http://intonhelp.tk/ as soon as possible. Please see page 10 for more details.

Please do not use rice cookers, toasters or kettles in your bedroom! They should only be used on a flat surface in the kitchen area.
To heat your room to the required temperature:

- Turn dial 1 to the sun symbol as shown above.
- Turn dial 2 as shown above to your required setting number,
  
  (6 -7 is between 21 and 24 degrees Celsius)

The red light under “THERMOSTAT” will light up as the heating is on, and then go out when it reaches the set temperature.

The heater will switch on and off automatically to keep the room at the set temperature.

**DO NOT** leave the heater set at number 10! This will cause it to overheat and switch off.

**DO NOT** cover the top of the heater! This will cause it to overheat and could cause a fire. Please also do not store items around the heater, such as boxes or clothes or dry items on the heater. This is because there needs to be space around the heater for ventilation.
Damages

INTO aims to maintain high standards in the accommodation and we want future residents to enjoy this too. Therefore, we follow the below guidelines on damages:

• Items which need replacing because of fair wear and tear are not re-charged to residents.

• Accidental and wilful damage is not classed as fair wear and tear and will be charged for, as will any additional work that has to be carried out by staff.

• Residents are individually responsible for the cost of re-instatement of any damage to their room.

• Residents are communally liable for the cost of any damage to shared areas including corridors and stairwells. You can find more details about this in your tenancy agreement, or please ask us if you have any questions!

• It is important to be aware that all fixtures, fittings and soft furnishings are manufactured to a higher specification than those found in a domestic environment hence the higher costs of replacement.

• Each student has the right to appeal against a decision to charge after reasonable consultation with the Accommodation team. Students need to follow the appeal process as set out in their charge letter.

Inventory Forms

It is very important to fill this in as soon as possible —you should find one on your desk. You need to check you have all the items on the list and mark down any damage (otherwise you could get charged for the damage when you leave). Please then put the white copy in the box labelled ‘Accommodation’ under the stairs in INTO Reception. Alternatively, use the Newcastle University App to fill in your Inventory Form.
Disciplinary Action

INTO is committed to safeguarding the wellbeing of its students and making sure residents enjoy their stay. To ensure we encourage best practise, we follow a series of steps when students cause a health and safety risk or when disturbance is caused to other residents.

INTO Accommodation Officers, or any person nominated by the Centre Director, can investigate problems. Acting within the University’s Student Disciplinary Procedures, the Accommodation Officer may call witnesses, take statements and determine disciplinary penalties. These may include the imposition of charges, bonds or other penalties including being asked to leave the halls.

INTO Accommodation Officers also have discretionary authority to refer matters concerning serious breaches of discipline to the Head of Facilities and Accommodation who will take appropriate action according to the University’s Student Disciplinary Procedures. These Procedures can be found on the following website:

http://www.ncl.ac.uk/students/progress/Regulations/SPS/disciplinary.htm

If this means the student is asked to leave Halls, they will remain liable for the total value of the agreement.

If you want to appeal against charges imposed, please follow the appeal process as set out in your charge letter or email. Please note this must be done within 21 calendar days of the notification of the charge and your email should set out clearly the reasons for your appeal.

Serious cases will be referred to the Head of Facilities and Accommodation and handled at his discretion.

A copy of our damages and charges scale is available at INTO Reception.

Please see page 33 for examples of when Disciplinary Action could be taken.
Examples of Disciplinary Action

**Smoking** (See Page 17)

- You could be charged £50 for smoking in the accommodation. In addition, you will be charged for any damage caused - for example burning to carpets or furniture and the removal of smell.

**Fire Safety** (See Page 19)

- **Door Wedging:** You may be charged £50 if you continue to wedge open one of the doors in your bedroom/flat after being warned not to do so.

- **Smoke and Fire Alarms:** You could be charged between £50 and £100 if you deliberately remove, cover up or tamper with a smoke alarm. If you set off a fire alarm due to negligence, vandalism, smoking or misuse you could also be charged between £50 and £100. You will also be liable to pay for any Fire Brigade costs.

- **Non-Evacuation:** If you do not evacuate during a fire drill you will be invited in to speak to a member of the Accommodation Team and could be charged £50.
Keeping the accommodation clean (See Page 23)

- If you are found to be keeping your bedroom, kitchen or flat in a dirty state you will be given the opportunity to clean it. If there is no improvement after the discussion and opportunity you will be charged for additional cleaning. This is part of your tenancy agreement.

Noise (See Page 9)

- If you cause noise disturbance to other students, especially after 11 pm, you will be called in to see the Accommodation team and could be charged between £30 and £200. If you continue to cause such problems, you may be invited in to see the Head of Facilities and Accommodation or your Programme Manager/the Academic Director.

Lock-Outs (See Page 6)

- If you ask to be let into your room more than three times you will be charged £15. The charge will increase for each additional lock-out.

Full details of disciplines and charges can be found at INTO Reception.
Social Media

Newcastle University App

Use this to:

• Report any maintenance issues and repairs
• The Student Energy Project
• Accommodation Information
Metro Map
INTO Newcastle University

STUDENT KITS FROM WWW.UNIKITOUT.COM

UniKitOut make your move as simple & straightforward as possible. You can order bedding, bathroom & kitchen items along with accessories to be waiting for you upon arrival to your accommodation.

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**Your Laundry App**
Follow these simple steps to get up and running with Circuit Laundry

1. Download the Circuit Laundry App and sign up
2. Scan a QR code on a machine in your laundry
3. You have now registered

**To Do Your Laundry**

1. Log in and select ‘add funds’ to top up your account if needed
2. Load your clothes into the machine - don’t overload
3. Scan the QR code or enter number from reader on the machine you want to use then press ‘use machine’
4. Confirm use
5. Select cycle and press start

To find FAQs about the app or watch the Circuit how-to-use video at [www.circuit.co.uk](http://www.circuit.co.uk)
Getting Started
Follow these simple steps to get up and running with Circuit laundry...

1. Download the FREE Circuit App (see mobile poster for details)
   Visit www.circuit.co.uk to get started

2. If you don’t have an iOS or Android phone you will need to use a laundry card.
3. Visit www.circuit.co.uk and follow instructions online to top-up.
4. Take your Circuit laundry card and top-up code to the top-up machine.
5. Activate your credit using the top-up machine.
6. You are now ready to do your laundry.

For top tips and help visit:
www.circuit.co.uk
For machine breakdowns
01422 820 026 or 0800 032 4066

Laundry Top-Up Card
Helpline 01422 820026

To find FAQs about the app or watch the Circuit how-to-use video at
www.circuit.co.uk
INTO Newcastle University Key Contacts

Reception  (8.30 am to 5 pm):
0191 208 7535
into@ncl.ac.uk

Accommodation  (8.30 am to 5 pm):
0191 208 5751 or 0191 208 6676)
into.accommodation@ncl.ac.uk

Welfare Officer:
Christine Upright 0191 208 8780
christine.upright@newcastle.ac.uk

24/7 INTO Helpline:
07532120169

University Security:
(To be used if INTO Helpline cannot be reached)
0191 208 6817

Emergency no. for Police, Fire and Ambulance
999

24 hr NHS Urgent Healthcare Helpline
111

Police non-emergency helpline
101