

# WELCOME HOME

THIS IS YOUR  
GRAND HOTEL GUIDE

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# WELCOME TO GRAND HOTEL!

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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.

These teams at your residence are led by:

### Kath Sultman

Residence Team Leader

### Kate Stobbs

Customer Services  
Team Leader –  
Kensington.Terrace@nclac.uk

### Stephen Olver

ResLife Coordinator –  
ResLifeKPSV@nclac.uk

## RECEPTION

Your reception service is provided at Kensington Terrace. It is located opposite the main entrance to Park Terrace and will be your main point of contact throughout your stay. Our doors are open Monday to Friday, 08.30 – 17.45 and we can also be contacted by telephone and email from 08.00 – 18.00.

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



## 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.



## PARCELS AND POST

Your post will be delivered to the post boxes, located on the ground floor by the lift and parcels will be delivered to your flat. If a courier is unable to deliver a parcel for you, these are occasionally delivered to reception at Kensington Terrace (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. 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 through a digital repair form at [www.ncl.ac.uk/accommodation/contact-us/report-a-fault](http://www.ncl.ac.uk/accommodation/contact-us/report-a-fault) or via reception (email, phone or in person). For urgent issues outside of reception hours, contact the Security Team.



## 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 Points located outside the main entrance of the Grand Hotel. 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

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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 Grand Hotel like the back of your own hand!



## LAUNDRY

The laundry room is located on the first floor. The first time you use it, you will need to register with Circuit Laundry; visit [www.circuit.co.uk](http://www.circuit.co.uk) to find out more.



## TV LOUNGES

The Grand Hotel has a shared social TV lounge on every floor; these are great for making friends or relaxing after a hard day of studying.

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

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.



## 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 correct recycling and general waste bins located on the first floor by the laundry room.

# 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



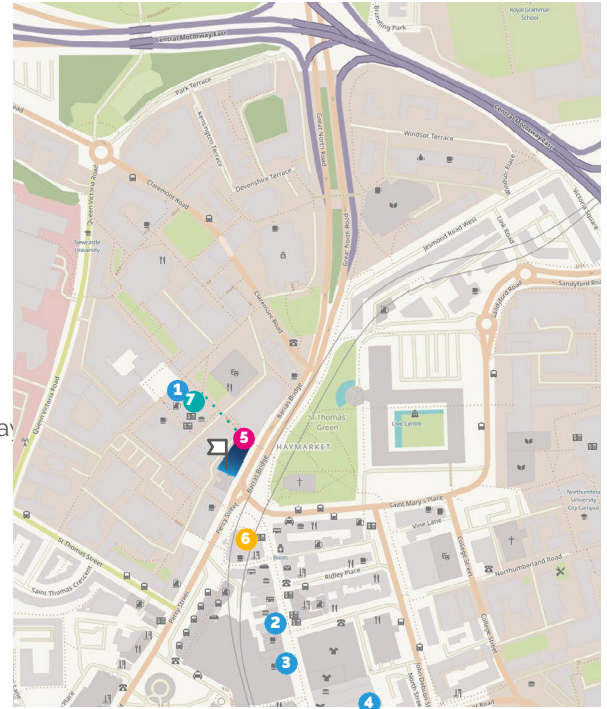
## METRO

- 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

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## 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.



## HEATING

Please take a moment to read our [Heating Policy](#) as we have made changes to how we heat our buildings, so that we can achieve our ambitious sustainability targets



## 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!

# RESLIFE

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 the Grand Hotel.

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 **peers support as well as education and advice** through 'ResHacks' with our RLCs and ResLife Student Assistants (RSAs). RSAs will run sessions every evening and weekends; additionally, you can meet me at our ReConnect 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.

## WHAT DOES IT ALL MEAN?

RLC – ResLife Coordinator

RSA – ResLife Student Assistant

Drop-in – the opportunity to meet your RLC for information and support

ResLife Connect – a chat with your RLC for information and support

ResHacks – ResLife information and guidance





Throughout the year ResLife will be organising a range of events and we have something for everyone from quiz nights to movie nights to gaming tournaments, bingo nights, 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](http://ncl.ac.uk))** to find out more about activities happening in your village, and keep an eye out for our regular newsletters and follow us on Instagram [@reslife\\_ncl](https://www.instagram.com/reslife_ncl).

Interested in making more sustainable life choices, whilst making your student accommodation a greater place to live? Link in with ResAction during your stay with us; become part of a community who advocate leading a sustainable future.

# 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 [kensington.terrace@ncl.ac.uk](mailto:kensington.terrace@ncl.ac.uk) or call us on **0191 208 2090**.



## 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](mailto: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](mailto: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](mailto:WellbeingConsultancy@ncl.ac.uk), and the Disability Team at [DisabilityAdvisor@ncl.ac.uk](mailto:DisabilityAdvisor@ncl.ac.uk).

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