

WELCOME HOME

THIS IS YOUR
MARRIS HOUSE GUIDE

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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

Karley Peacock
ResLife Coordinator -
ResLifePVSV@ncl.ac.uk

RECEPTION

The reception, located in Alwin block in Park View, 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 if you come across any issues at all. For device specific information please visit the **Campus Wireless Service** (legacy) section.



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 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 small parcels will be delivered to the post boxes in your building entrance. Parcels that do not fit in the letterbox or need signing for will be delivered to reception (within opening hours). Please note, reception will not accept items that are too large/heavy 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. www.ncl.ac.uk/accommodation/living-with-us/current-residents/post-and-parcels



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.



STUDENT MEAL PACKAGES

For further information on student meal packages offered by Catering please visit their [website](#).



BINS AND RECYCLING

Taking your rubbish out daily helps prevent over spilling and funny smells!



SHOWERS AND TOILETS

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



PARKING

Newcastle is a small city where public transport, walking and cycling routes are readily available so we recommend that you leave your car at home. Limited chargeable car parking can be pre-booked at Castle Leazes, on a first come first served basis.



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!

To find out more, visit www.ncl.ac.uk/accommodation/living-with-us/current-residents/parking-bicycle-storage

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 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 the University's [Student Health and Wellbeing web pages](#) to find out more.



CAMPUS CAFÉS

- 5 Castle Leazes Dining Hall - Castle Leazes, first floor, central area
- 6 Bites café - Medical School, Lover's Lane, NE2 4HH



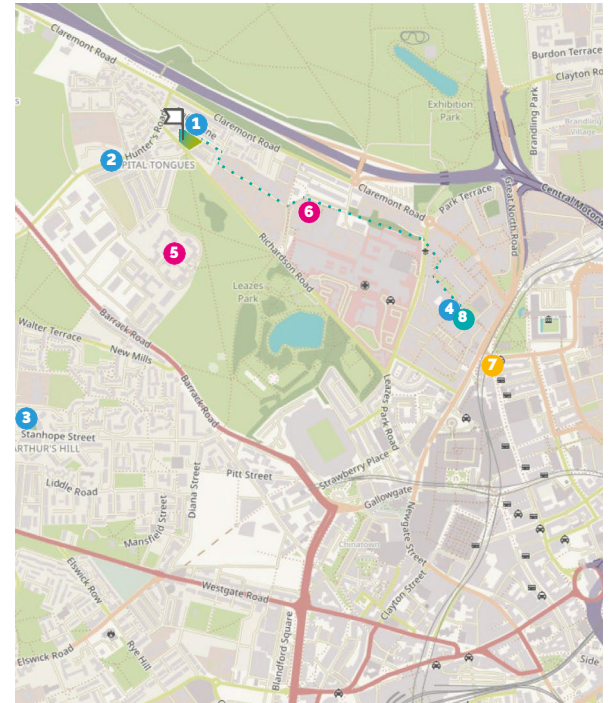
METRO

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



QUICKEST ROUTE TO CAMPUS (NUSU BUILDING)

- 8 Approximately 12 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.



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



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 shared TVs. However, you will need your own **licence** if you want to watch live channels on your personal devices.



SOCKETS AND ELECTRICITY

Electricity in your room will only work when your key card is placed in the Energy Saving Device Holder just inside your door. One marked socket in your room will work at all times without a key card should you need to leave a device plugged in when you are out.

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



Hi! My name is Karley and I am the ResLife Coordinator (RLC) for Park View and Marris House residents in the Park View Student Village (PVSV).

PVSV is really easy to navigate, and you'll find me and the rest of the ResLife team 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. We will be leading a fantastic team of ResLife Student Assistants (RSAs) and together we will deliver a programme of support and lively events to enhance your first year at Newcastle University.

ResLife also offers **peer 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.

By the way, you can tell the student villages apart by their theme colour, and here at Park View we are green!

See you all very soon, and please do not hesitate to contact us with any accommodation or university-related questions you may have!

WHAT DOES IT ALL MEAN?

RLC – ResLife Coordinator

RSA – ResLife Student Assistant

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

ReConnect – 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 **Park View 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 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 park.view@ncl.ac.uk or call us on **0191 208 8445**.



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.

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