WELCOME HOME
THIS IS YOUR WINDSOR TERRACE GUIDE

ncl.ac.uk/accommodation
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WELCOME TO WINDSOR TERRACE!

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@ncl.ac.uk

Stephen Olver
ResLife Coordinator – ResLifeKPSV@ncl.ac.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 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 and parcels will be delivered to your flat. If you’re not around when a parcel arrives, 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 when it’s 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 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.

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!
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 Windsor Terrace like the back of your own hand!

**FACILITIES**

**LAUNDRY**
The laundry room is located in the basement (accessed from the outside) of 16 Windsor Terrace. 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.

**TOILETS AND SHOWERS**
If your room is not an en suite one, you will find the shared showers and toilets along the corridor of bedrooms in your flat.

**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 outside of the entrance to your building.
WHAT'S AROUND?

SUPERMARKETS
1 Sainsbury’s Local – Northumberland Street, NE1 7AG
2 Marks & Spencer – Northumberland Street, NE1 7AS
3 Tesco Express – Saville Row, NE1 8JE
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 Robinson Library Café – first floor, Robinson Library, NE2 4HQ
6 The Grand Café – Barras Bridge, NE1 7RH

METRO
7 The nearest metro stations are Jesmond (0.3 miles) and Haymarket (0.4 mile away).

QUICKEST ROUTE TO CAMPUS (NUSU BUILDING)
8 Approximately 7 minutes’ walk (0.4 miles):
APPLIANCES 101

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

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 shared TVs.

However, you will need your own licence 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!
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 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, 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 Windsor Terrace.
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) 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.

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 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.

**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.