

Residents' Handbook

2023-24

Introduction

This handbook supplements the standard Terms & Conditions of Contract for Students in Residence, and forms part of your Contract. You should read them both before accepting an offer of accommodation.

This Handbook contains useful information on where you can get help when you need it about: personal possessions insurance; TV licensing; how to be a good neighbour; welfare support and lots more, to ensure that you have a great and memorable time living with us.

On our website you will find **policies** on various aspects of your life in our accommodation, including:

- Alcohol and Drugs
- Allocation of Accommodation
- Assistance Dogs
- Body-worn Video
- Car Parking
- Confiscation
- Damage
- Keys
- Lost and Left Property
- Students under the age of 18

Make sure you complete your **Induction** before your arrival, in order to obtain your key collection pass.

Newcastle University is signed up to **The Student Accommodation Code**, a government approved code of practice for accommodation managed and/or controlled by Higher Education establishments.

The Code relates to the management of our buildings and the services you receive. Our staff are given information, training and supervision to ensure delivery of our accommodation to the rigorous standards of the Code, and we are regularly audited to ensure compliance.

The Code encourages student representation, so please do let us know if we are doing something particularly well, or if you could help us do better.

For up to date information relating to the Covid 19 situation, please refer to the University **web page**.





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+ Health & safety

Our policies and procedures are designed to keep you and those around you safe. Please read the [Accommodation Services Health and Safety Policy](#) and follow it at all times. Students must also comply with the [University's Regulations](#).

Failure to follow health and safety policies may lead to disciplinary action being taken against you, with outcomes ranging from safety training to eviction from residences.

Please maintain a safe environment at all times for other students, University staff and contractors who may have to enter your accommodation. You can do this by keeping your accommodation tidy (e.g. picking up any items that someone might trip on) and reporting any safety issues to your reception. If you see or have an accident or a near-miss (i.e. you did not hurt yourself, but could have), please let your reception know as soon as possible so that we can ensure it does not happen again.



Immediate danger

If you or someone else is in immediate danger, you should call 999 to contact the Police, Fire or Ambulance Services, and then contact your reception. If reception is closed, contact the Estate Security Service on 0191 208 6817 or use the Help Point located on site which will connect you to them.

The University has documented procedures, including an incident plan for dealing with events such as fire, gas leak, bomb alert, outbreak of disease or major breakdown of services and equipment.

For non-emergency situations you can contact:

- the Police 101 helpline
- NHS 111 medical helpline

Welfare support, financial advice & guidance

Accommodation Services support the physical as well as mental health and safety of our residents. Working together with the [University Student Health and Wellbeing Team](#), our ResLife Team is here to support you at times of need; you can get in touch with them at ResLife@newcastle.ac.uk. You can also contact the student run [Nightline helpline](#) for confidential advice and the student wellbeing team offer additional financial support which can be located on their [webpage](#).

Wellbeing can be contacted on 0191 208 3333 Monday to Friday, 9am-5pm should you ever need any support/advice. In case of emergency and for out of hours support, please ring the Estate Security Service on 0191 208 6817. You can also access our Student Wellbeing 24/7 support apps [here](#).

For immediate help and support, please read the [emergency and out of hours page](#).

You can find our Alcohol and Drugs policy [here](#).

If you have a physical, mental or sensory impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities, we will make reasonable adjustments to ensure you are not at a substantial disadvantage when compared with others who don't have that impairment. Several of our rooms are already adapted for a range of different needs. We encourage you to let us know at an early stage if you are likely to need this kind of support and/or a personal emergency evacuation plan.

Registered service dogs are allowed in residences, but you must first obtain our written permission and agree to comply with our [Assistance Dogs Policy](#).

Under-18s

We have an [Under 18's policy](#) in place to protect the welfare of students who are under 18 whilst living in University-owned or managed partnership accommodation. Our [ResLife team](#) will contact all under 18s within their first week and arrange termly meetings whilst they remain under 18.



Fire action

If you discover a fire, you are required to:

- Raise the alarm
- Use the nearest break-glass call point
- Close all doors behind you as you make your way out
- Leave the building using the nearest available fire exit. Do not use lifts.
- Call the fire brigade on 999
- Report to your fire assembly point
- Stay out of the building until you are advised by a member of staff or the fire brigade that it is safe to return.

If you hear a fire alarm, you are required to:

- Alert those around you
- Close all doors behind you as you make your way out
- Leave the building using the nearest available fire exit, even if you think it is a false alarm. Do not use lifts.
- Report to your fire assembly point
- Stay out of the building until you are advised by a member of staff or the fire brigade that it is safe to return
- Report anyone who requires assistance to the fire marshal or the Estate Security Service

If you have a disability (including a temporary disability) during your period of residence, which could affect your safety in the event of fire or other emergency, you should notify your reception as soon as possible. An assessment can be undertaken and any specific arrangements put in place, such as a personal emergency evacuation plan, if necessary.

Fire safety

What systems are in place?

Our fire safety systems are regularly tested and maintained in line with relevant regulations. The systems in place include:

- Fire detection equipment
- Firefighting equipment
- Emergency lighting
- Fire doors (which should be kept shut when not in use, as they slow the spread of fire and allow emergency escape)

Residents should report any fault or damage to the above equipment immediately, either via your reception during office hours, or Security. Fire alarms are tested and recorded on a weekly basis at prearranged times. You can find the dates and times of the tests on the 'Fire Safety' notice on the back of your bedroom door, and in your kitchen.

Kitchens in our accommodation are fitted with heat detectors and smoke or multi-sensors are located within bedrooms, corridors and staircases. Escape routes must be kept free from obstruction at all times.

The design and use of our fire safety systems has been informed by a fire risk assessment, and implemented in consultation with the Tyne and Wear Fire and Rescue Authority.

What you can do to stay safe

Whilst we have robust fire safety systems in place, they can only protect you and your flatmates if you follow our safety policies.

When you first arrive, it is important that you read the 'Fire Action' notice displayed within your accommodation and familiarise yourself with the locations of firefighting equipment (such as the fire blanket in your kitchen), signed escape routes, fire exits and your designated assembly point.

Fire Doors - Residents play an important role in fire safety. Please remember that fire doors in your flat are an effective barrier and should be closed to stop the spread of fire and smoke. Residents or their guests should never tamper with self closing devices and should report any faults with fire doors immediately to your reception during office hours, or Security.

Please watch our fire safety [video](#).

Fire evacuation practices are conducted by staff in the Autumn term. You will be notified in advance of when these will take place and be required to participate.

It is extremely dangerous and a serious criminal offence to interfere with any fire systems or fire-fighting equipment, except in an emergency. Any attempt to cover a smoke detector is extremely dangerous and will alert Security to a fault on the fire alarm system which will be investigated. Anyone found responsible for doing so, or whose carelessness, negligence or irresponsible behaviour leads to a fire alarm activation or the Fire Brigade attending, may be subject to the University's **Student Disciplinary Procedure**, which could include a fine or may lead to the accommodation contract being terminated. Fines may also be imposed for failure to evacuate the building when the fire alarm sounds.

Fire prevention

Due to the increased risk of causing a fire, candles, fireworks, incense sticks, deep fat fryers and halogen lamps are not allowed within your accommodation. For your safety, we also do not allow fabrics (such as tapestries) to be hung on walls, across ceilings, or draped over electrical appliances.

To prevent a fire or a false alarm activation, please:

- When cooking, ensure the kitchen extractor fan is turned on and the kitchen door is closed shut
- Never leave any food cooking in the oven, hob, grill, microwave or toaster unattended
- Use appropriate heat-resistant cooking equipment
- Keep cooking appliances clean and free from grease - to view or get a copy of our 'Guide to Appliances' booklet please speak to your reception
- Ensure flammable materials and liquids are always stored away from any heat sources and handled with great care
- Do not overload electrical sockets - if in doubt, ask at reception
- Always use a heat-proof mat when using hair straighteners/tongs

Smoking & Vaping

Smoking (including the use of vaping and e-cigarettes) **is not allowed in any University accommodation**. There are designated external smoking areas; for more details about these locations, please ask your reception.

Residents who smoke in University accommodation will receive a **fine** of £100. Repeat offences may result in eviction due to the fire risk for other occupants of your accommodation.

Firearms and weapons

Firearms, including air rifles, pistols and replicas, and any other sporting weapons (and any type of ammunition) are prohibited in your accommodation and will be confiscated as per our [Confiscation Policy](#).



Security

Personal safety and security

By taking the following precautions, you can keep yourself and your flatmates safe from crime:

- Not all bedroom or flat doors will automatically lock behind you; where your door is not self-locking, always remember to lock it when you go out
- Keep valuables out of sight
- Secure windows and doors when leaving your accommodation
- Keep your keys and address separate
- Only let people you know into your accommodation – never allow someone unknown to follow you into the building
- Register your laptop, mobile phone and other personal possessions for free with **Immobilise**, the UK national property register
- Mark your possessions so they're easily recognisable
- **Download the free SafeZone app which connects you directly to our Estate Security Service when you need urgent help while on campus.** 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 help you quickly and effectively.

The University has our very own Northumbria Police Neighbourhood Beat Manager who works on campus, and can be contacted via the Estate Security Service on 0191 208 6817. You can contact them if you have any concerns or need advice on personal safety, reporting crime and more.

Out-of-hours assistance

If you need assistance outside normal office hours (8am-6pm) and your reception (and village reception) are closed, you should contact the Estate Security Service on 0191 208 6817 or through the Help Point located on site which will connect you to them. We would also encourage you to download the free **Safezone app** which connects directly to the Estate Security Service.

Building and room security

Your accommodation is subject to local security risk assessments. All entrances and individual bedroom doors are lockable and accessible only by the resident(s) with the relevant key(s). All basement, ground and first floor windows are fitted with a securing device to deter theft and intrusion. Windows are also fitted with restrictors to prevent over-opening. These should not be removed under any circumstances.

CCTV

If your accommodation is monitored by CCTV, signage will be in place at reception or on the external entrance to the building. Our CCTV is installed and operated by the Estate Security Service, in accordance with the relevant regulations.

Insurance

The University is covered by public and products liability insurance, which covers death, injury, disease, or loss of/damage to students' property whilst within University premises campus. Full details, including exclusions are **available online**.

Accommodation contracts for full-time students include free **Personal Possessions Insurance**. Although there is no paperwork for you to complete, we recommend you **register your details** and view the level of cover provided. You can also find out how to buy additional 'top-up' cover, if required. Extended cover is recommended if you plan on bringing your bicycle with you.

If you need to make an insurance claim, please contact the insurance provider.

Keys and Lock-outs

Our **Key Policy** explains how we replace lost or stolen keys (which must be reported to reception within 24 hours) and damaged keys. It also outlines under which circumstances access will be granted to your accommodation.

For information on returning your keys at the end of your contract, please see page 24.

If you have been locked out of your accommodation and need assistance to gain entry, contact your reception or the Estate Security Service on 0191 208 6817 (when reception is closed). You will need to have identification and will have to wait for a key holder to arrive to allow you to re-enter; when reception is closed there could be a considerable wait if Security are dealing with higher priority incidents.

Staff and access to your accommodation

You can easily identify all University staff and contractors working on our behalf by University ID smartcards, service name badges, uniforms with logos or security passes. If we need to gain access to your accommodation, e.g. to undertake planned maintenance or an inspection, you will also be given seven days' advance notice.

There are times when we may not be able to give advance notice. This could include:

- An emergency
- Welfare check
- Routine cleaning on designated days and cleaning of vacant bedrooms within your flat
- A repair you requested
- A repair that has been noted on a planned inspection
- An inspection following a belief that a breach of contract has occurred
- Where we have reason to believe a criminal offence has or is about to be committed.

We will give you 24 hours' notice for any viewings of vacant rooms within your flat, as access will be required to your flat communal area. We will also always try to make contact with you if emergency access is required and leave a calling card if emergency access was required to your bedroom when you were not there.

Please **inform** your reception if you plan to be away from your accommodation for longer than seven days, as we will need to ensure statutory water flushing is carried out. We do this to prevent the build-up of stationary water in the system, when outlets are not in regular use.





Utilities

Except in the case of emergencies or essential maintenance, electricity, gas and water supplies will be maintained and tested in accordance with statutory standards and without interruption.

Electricity

New equipment is installed and existing equipment maintained to Institute of Electrical Engineers' (IEE) regulations. Lighting is provided in accordance with the Chartered Institute of Building Services Engineers' (CIBSE) recommendations. In bedrooms, lighting levels may be enhanced by the use of a desk lamp.

University-provided portable appliances are tested and maintained in accordance with our **Portable Appliance Testing (PAT) Policy**.

The electrical wall sockets consist of 13 amp square pin sockets. Please do not use equipment designed to operate on 110 volts as the University mains are 230 volts. If you're unsure whether your equipment is suitable for use in your accommodation (e.g. if it was purchased abroad), please speak to your reception who will be able to advise.

If you are using a travel adaptor for appliances brought from abroad, please use an adaptor which has been made to British Standard (BS) 1363; the BS identification number should be displayed where the pins are located. For your safety, staff will remove any dangerous adaptors found within your accommodation, as per our **Confiscation Policy**.

Your personal electrical equipment should also comply with BSS and IEE regulations. Our PAT Policy outlines how, for your own personal safety, we will remove personal electrical equipment if there is risk of fire or electrocution. Further information about electrical safety can be found [here](#).

As a student at the University, you have significant control over the amount of electricity you use every day. Best practice suggests that simple 'good housekeeping' can reduce overall energy use by around 10%; by achieving this, the University saving would equate to the energy used by around 800 homes! See the **Sustainable Campus** web page and our **ResAction** web page for hints and tips on saving energy.

Gas

Our gas supplies and distribution pipework comply with Gas Safety Regulations. A registered 'Gas Safe' installer will undertake an annual safety check on all gas appliances. A copy of any appropriate test certificate is available for inspection either within your accommodation or at reception.

Water

All hot and cold water services are installed, monitored and maintained to Health & Safety Executive and statutory public health requirements.

Any cold water supply that is not drinkable will be clearly identified, and all waste water is removed via a trapped connection to the sewerage system.



Facilities

Accommodation fixtures and fittings

Our accommodation is maintained to a good standard and all furnishings comply with the relevant regulations. Before bringing any additional furniture into our accommodation, you should seek permission from your Assistant Residence Manager, who will consider the necessary regulations and health and safety guidelines before giving a decision. Please chat to us about this at reception.

Information about what is included within your specific residence can be found on our [website](#).

As a minimum, your bedroom will be fitted with curtains or blinds, a desk, a desk lamp/light, a desk chair, a bed and mattress, a bedside cabinet or chest of drawers, a wardrobe, and a waste paper basket.

Kitchens are fitted with a cooker, a refrigerator, a freezer (except in catered accommodation), a dining table/breakfast bar, chairs and a vacuum cleaner (except in catered washbasin accommodation).

Some of our residences also provide televisions, complete with a TV licence.

Damage

If a repair or replacement is necessary due to damage caused by you or your visitors, you will be notified of the total cost and charged for the repair soon after. Where damage happens in the shared area of your accommodation (such as the kitchen or living room), all residents may be charged unless an individual comes forward to let us know that they were responsible.

For further information please refer to our [Damage Policy](#).

Inventories

On arrival, you will be emailed an inventory list with all of the fixtures and fittings of areas that you have contractual responsibility for. You should check the Room and Contents and make a note of any defects on the Inventory. Ensure you return your completed Inventory to Reception within 7 days of collecting your Key.

NOTE: if you do not tell us about any problems, we cannot rectify them and you may not be able to prove at the end of your tenancy that you are not responsible for any damage

Laundry

All residents have access to a laundry room equipped with washing and tumble-drying machines (with the exception of Marris House and Bowsden Court family flats, where the flats have washing machines). Inside the laundry room you will find notices outlining opening hours, the charges for using the equipment, simple operating instructions and how to report a fault or an emergency.

To use the laundry you will need to download the free Circuit app available for iOS and Android smartphones. If you need help using the app, you can view the FAQs or watch the Circuit how-to-use video at www.circuit.co.uk.

Transport and travel

Bicycles and car/motorcycle parking

The accommodation website outlines [bicycle storage details](#).

For safety reasons bicycles must not be kept on staircases, corridors or within your accommodation. Any bicycle found within these areas will be removed by staff and bolt-cutters may be used to remove any bike locks and/or chains.

Apart from vehicles designed and necessary to assist you with a mobility impairment which you have, you must not bring any e-vehicle (including e-scooters and e-unicycles) or any part of an e-vehicle i.e., a battery or charging equipment, into your accommodation.

Limited parking is only available at Bowsden Court and Castle Leazes for Permit holders. Visit our [parking](#) web page for more information.

Public transport

Information on public transport can be obtained from reception and is available at www.nexus.org.uk and www.travelineneast.info.

TV Licence

If you install a personal TV, or use another electronic device to watch or stream live TV on any channel, or on demand/ downloadable programmes on BBC iPlayer, you must have a TV licence. In residences where we provide a shared TV in the communal area of your flat, we will cover the licence cost, however this does not include your personal devices.

Licences can be purchased online at www.tvlicensing.co.uk. The fine for not having a valid licence could be as high as £1,000 and could lead to prosecution. For students with a contract less than 50 weeks, you can opt to pay for your TV licence by monthly direct debit, and when you leave your accommodation you can cancel it without paying for 12 months' use.



Services

Cleaning and inspections

Your accommodation will be cleaned, prepared and inspected for your arrival as per our Cleaning Service Level Standards, to view or get a copy of these, please speak to your reception.

These set out the areas we are responsible for cleaning, the frequency of cleaning and what we expect from you. If you have concerns regarding the standard of cleanliness within your accommodation, please contact reception.

During your stay, a member of staff will, at least once a term, require access to your accommodation to check the overall condition and whether it is kept clean, tidy and safe, and no damage has been caused. You will receive advance notification of when these visits will take place.

In cases where the condition of the accommodation is not satisfactory, or where there is a suspected breach of your responsibilities, more regular visits may be necessary. If extra cleaning is required to bring your accommodation back to the condition in which you found it on your arrival, you will be charged and asked to pay accordingly.

Please note that there are certain planned and routine maintenance tasks in residential areas that the University must carry out, e.g. water temperature testing for legionella, smoke detector testing and portable electrical appliance testing. We will give advance notice via email or on your noticeboard. Any building or maintenance work will commence from 9am, please co-operate by giving staff or contractors safe access to carry out this work.

Letters and parcels

For accommodation where there are letterboxes within the front door, the postal worker will deliver all letters and small parcels direct to your flat.

Where letterboxes are located in a central location, the postal worker will deliver all letters and small parcels direct to your letterbox.

For items that can't fit in your letterbox or require a signature, couriers will deliver these to reception (during opening hours only) or will attempt delivery directly to your flat.

All parcels accepted at reception are logged via an electronic parcel management system and an automated email is sent to the recipient with collection details. Parcels can be collected during reception opening hours, and you will need to bring your University smartcard with you. For more information on **Post and Parcels** please visit our webpage.

Please note that receptions will not accept the following:

- Perishable items (food deliveries)
- Items that are too large/heavy to be easily handled by one person
- Items that are prohibited under our **Confiscation policy**.

Once you have vacated your accommodation, either during or at the end of contract, we will not accept mail or parcels on your behalf. Any mail or parcels not collected before your departure will be held for a period of 28 days. If these items are not collected within this period, we will return to sender where possible, or dispose of them in accordance with our **Lost and Left Property Policy**.

Repairs and maintenance

Fault/defect notification and rectification

Please report faults and defects as soon as possible through the [accommodation website](#) or to your reception. If reception is closed and you have an emergency fault (i.e. no electricity or no hot water) please contact the Estate Security Service on 0191 208 6817.

By reporting a fault or defect, you are providing permission for University staff or an approved contractor to enter your accommodation to rectify the fault.

Not reporting a repair, however minor, could lead to extensive damage being caused and a loss of service for which you could be responsible.

All repairs are prioritised with a timescale for response; depending on severity. All faults should be rectified within 20 working days, although this may not always be possible. We will keep you informed of, and the reason for, any delay if we are unable to meet the defined response times.

Repair response times	
Category	Target response
Emergency (serious risk to life or property e.g. fire, flood, person stuck in lift)	Immediate response
Urgent (considerable disruption e.g. widespread electrical failure or flooding in large area)	Respond within one working day
Normal engineering defects	Respond within three working days
Normal building defects	Respond within five working days
Low priority	Respond within 15 working days
Lifts (e.g. out of order)	Respond next working day

Further information is available from reception and on the [Estate Support Service](#) web page.

Pest control

Please report any infestations that need to be treated, e.g. wasps or ants, as soon as possible in the same way that you would report a repair.

Our response time for a specialist company to treat the infestation is within two working days.

Winter Maintenance Policy

To view or get a copy of the University Estates 'Winter Maintenance Policy', indicating who is responsible for snow clearance and gritting during winter months, please speak to your reception.

Waste management

Arrangements for the collection of domestic refuse are set out in a 'Waste Management Plan' available from your reception. Whilst our grounds are cleared of rubbish and litter on a regular basis and kept tidy, please ensure you dispose of litter in the appropriate containers.

Recycling

Please be environmentally responsible and supportive of the University's Environment Policy by making use of all resources and recycling facilities available at your accommodation.

The location of recycling stations can be found from your reception, and you can also view our [recycling guide](#).

The University is committed to promoting and demonstrating continuous improvement in [environmental performance](#), ensuring best practice, statutory compliance and value for money.

Lost and left property

Any lost or left items will be handled in accordance with our [Lost and Left Property Policy](#).



Anti-social behaviour, discipline, alcohol & drug awareness

It is important that you recognise that you are now part of the larger community and respect the rights of other individuals. You are also responsible for the behaviour of any visitors you have in your accommodation.

You are required to act in an appropriate manner at all times. We expect you to treat our property, members of the local community, staff, visitors and each other with respect and consideration.

The University supports an ethos of full participation in University life in Newcastle, whilst taking personal responsibility and being health aware. For many students, your time at Newcastle and your social life may involve alcohol. As an adult you are responsible for the amount of alcohol you consume and being intoxicated is not mitigating circumstances for inappropriate or anti-social behaviour.

The ResLife team in your student village will be able to support you in regards to alcohol and drugs awareness, through a series of Identification and Brief Advice (IBA) meetings and educational sessions, to improve your awareness and equip you with knowledge on healthier living behaviours. We will also provide guidance on noise and anti-social behaviour within the student villages, allowing you to reflect on the impact on the local community, as well as preparing you for living with the wider community next year. See more information on our [ResLife Skills](#) web page.

Remember:

Drinking alcohol can make us more sociable; however it can also obstruct judgement, leading to poor decision making, and ultimately putting ourselves and others in danger

Before you drink, make sure you know the potential consequences. For further help and information please see our [alcohol awareness page](#)

Many students choose not to drink alcohol, and cultural and social sensitivities should be respected.

If you are living in an 'alcohol-free' area, it is your responsibility to ensure that alcohol is not consumed in the accommodation.

If you are concerned about your own drinking or that of someone else, you can gain support from our [Student Health and Wellbeing Team](#).

Estate Security Staff, who patrol our accommodation and respond to incidents on our behalf, are equipped with Body Worn Video (BWV) and photographic equipment. This enables them to obtain and secure evidence of incidents. Further information can be found in the Use of [Body Worn Video Policy](#).

Any alleged breach of Contract will be investigated in accordance with the University's [Student Disciplinary Procedure](#). If this applies to you, you will be required to attend a meeting to help us investigate the incident.

If you fail to engage with the disciplinary process, then a higher sanction may be imposed.

Drug Awareness

We encourage our students to live a safe and healthy lifestyle. Our [Alcohol and Drugs Policy](#) has been created to educate and support you should you be affected by excessive alcohol or illegal or psychoactive drugs use whilst living with us.

We have a legal obligation to prevent the use of illegal substances on our premises under The 1971 Misuse of Drugs Act. We also want to protect you from anti-social behaviour caused by illegal drugs, psychoactive drugs and alcohol misuse. Therefore **you must not bring, sell or share illegal (including psychoactive) drugs into University owned accommodation.**

If we are notified that you are using, sharing, selling or manufacturing illegal (including psychoactive) substances in our accommodation, we will take this very seriously and you will be subject to the University's [Student Disciplinary Procedure](#) and may risk eviction. You can find further information, including responsibilities, sanctions and definitions in our [Alcohol and Drugs Policy](#).

Fines

Disciplinary fines are charged per person and vary depending on the offence. Details can be found on the [Student Progress](#) web page. Failure to make payment of a fine can lead to further action being taken under the Student Disciplinary Procedure. All other offences shall be dealt with on a discretionary basis. Fines may also be imposed for offences other than those listed above.

Example fines	Charges per resident
Drugs and psychoactive substances	£100
Misuse of fire systems and equipment provided for the purpose of detection, prevention, safety or firefighting	£50-150
Action leading to fire brigade attendance or building evacuation	£100-200
Smoking in residences	£100
Failure to follow fire alarm and drill procedure	£50
Responsibility for significant disturbance to members of the public or damage to public property	£30-300
Vandalism/abuse of facilities	£50 plus cost
Anti-social behaviour, noise disturbance or dangerous behaviour	£30-300

£ Payment of accommodation fees and other related charges

With the exception of family flats all University accommodation fees are fully inclusive of energy and water charges. Personal contents insurance and internet access via the University network are free for all residents.

Your accommodation contract will detail the total fees due, but will not include any additional charges such as car parking, fines or costs associated with damage.

You can pay your accommodation fees in one of two ways:

- one single instalment in advance of your contract start date to qualify for a 2% discount.
- by termly or monthly Direct Debit installments which can be set up once you have accepted your accommodation contract. To set up a direct debit, you need to have an account with a UK bank or building society. If you are an overseas student, you can set up a UK bank or building society account when you arrive in the UK.

If paying by Direct Debit, it is your responsibility to ensure that there are sufficient funds in your bank account to make the payment. If you do not have enough funds, your bank may charge you additional fees. If you wish to cancel your direct debit, you must advise the Accommodation Finance Team on 0191 222 5796 or email accommodation.finance@ncl.ac.uk at least **five** working days in advance of the **payment due date**.

Non-payment

If you are experiencing financial difficulties and are unable to pay by the required date, please speak to a member of the Accommodation Finance Team on 0191 222 5796 or email accommodation.finance@ncl.ac.uk. The team are here to help and we will work with you to discuss your situation and look into your options.

If you cannot show reasonable cause for being unable to pay, or give satisfactory assurance as to when payment will be made, we may take further action. This could include beginning court proceedings to recover the outstanding balance and/or to begin eviction proceedings to remove you from the accommodation and recover all charges due, or referral to an external Debt Collection Agency. These can incur additional charges and could affect your credit rating. Please note, although your parents/guardian/sponsor may be paying your accommodation fees, this is on your behalf and therefore could still affect your own credit rating.

If your accommodation fee is paid by someone else, such as a parent, guardian or sponsor, we will discuss details of your account with them.

If you are facing financial difficulties please seek help and advice asap from student.fin-supp@ncl.ac.uk or on their [web page](#).

Refunds

Please note that any refund due will be paid back to the original payer via the original payment method, less any outstanding fines or damage charges.



Accommodation extras

Bedding & crockery

We only include bedding & cookware in our family accommodation.

However if you are travelling from overseas, we will provide you with bedding, crockery and cutlery just in case travel restrictions change and you need to isolate on arrival into the UK.

If you are travelling from within the UK we don't include bedding or cookware within your accommodation.

At **UniKitOut** you can purchase and have delivered all of your essentials before you leave home. We are unable to accept deliveries from any other companies before you arrive however with being a city centre campus there are plenty of shops on our doorstep that sell a range of items to suit most budgets.

Catered meal package

If you are living in a Castle Leazes catered room, you can enjoy a catered breakfast and evening meal, Monday to Friday during term time. If you aren't living in a catered room, but would like the benefit of residential catering, you can opt-in to a catered package on a termly or full year basis. For further information please visit the **Catering** web page.

Mini fridge

If you have a medical condition that requires the use of a mini fridge, please inform us prior to your arrival using the 'contact us' section within the **accommodation portal** or by emailing us at allocations-enquiries@ncl.ac.uk.



Room moves

The room you have been allocated is the room you will be expected to occupy for the duration of your accommodation contract. It may be necessary, due to unforeseen circumstances, that we need to move you to an alternative room either before or during your contract. Provided this request is reasonable, you will be required to comply.

If you find that your accommodation doesn't suit you, you can apply to swap or transfer rooms. To be eligible to move rooms, your accommodation fees account must be up to date. Students making unauthorised room moves will be required to move back to the original allocated room and charged accordingly if cleaning is required.

Swaps

Room swaps may be available through one of the following routes:

- If you have found another student also living in University accommodation and you wish to swap rooms with each other, you need to **Speak with the Accommodation Service** to confirm if the swap is acceptable. If so, you can agree a moving date and new contracts will be prepared.
- If you need help in finding someone to swap with, you can register your interest on our **Facebook swaps page**.

You can only swap rooms with someone of the same gender. In addition, undergraduates cannot normally swap with postgraduates and vice versa. We're also unable to organise swaps between a current resident and a student who is withdrawing from the University or leaving the accommodation to live elsewhere.

Transfers

If you would like to **move to an alternative room**, it may be possible for you to do so, subject to certain restrictions. Requests for transfers will only be considered after all new students have been offered a room. Applications for transfers are usually available from 1 November, but due to room availability it is unlikely that transfers will take place before the end of the Autumn term.

Contractual liability

There is no notice period in your contract; this means that you cannot terminate your contract before the assigned end date. You will remain liable for all accommodation fees even if you move out early.

Withdrawing or suspending your studies

In the event that you are no longer a registered student at the University following a decision to withdraw or suspend your studies, you will continue to be charged accommodation fees for the current termly billing period after which you will no longer have to pay providing you have notified the Allocations Team, emptied your room and returned your key.

You will only be released from this responsibility if the room is re-let to another student (a 'successor') who is not already contracted to another University room.

It is your responsibility to inform the Accommodation Service of your intention to withdraw or suspend your studies; information about your change of circumstances will usually not be passed on to us by your School or Student Progress.

Continuing your studies but leaving University accommodation

If you decide that you **no longer want to live in University accommodation** and choose to move elsewhere (private accommodation or your home address), you will remain liable for the accommodation under the terms of the contract. You will remain responsible for the rent until the end of the contract, or until the room is re-let to another student (a 'successor'). A successor is defined as a Newcastle University student that is not already contracted to University accommodation. If a new occupant is found, you will remain liable until the date on which the new occupant moves in.

Finding a replacement student (a successor)

You are responsible for finding a replacement student, but the Allocations Team will assist you with this process; please bear in mind that we cannot guarantee that a successor will be found. We will ask you to complete the relevant paperwork to indicate you are seeking a replacement student.

If you have already vacated the accommodation, we will need to gain access to the room to clean and prepare it for potential viewings, so you should ensure you remove all personal belongings when you leave.

If we are successful in finding a successor, your contractual liability will end when their contract begins, and you will be required to pay a £50 administration fee.

Key return

The return of keys during your contract (before it ends) does not automatically mean that any part of the contract has been terminated. When leaving your accommodation, you must ensure you return all keys to reception. If you plan to leave outside of reception opening hours, please ensure you check arrangements for how to return your keys with your reception prior to your departure.

If, following your withdrawal or suspension of studies, you do not empty your room and return the keys by the end of the termly billing period, we will continue to charge rent at the relevant daily rate until the room is emptied and keys are returned.

It is your responsibility to return your keys – you should not give your keys to someone else to return on your behalf. Keys should also not be left in your room, flat or in the letterbox of the flat you are leaving. More information is available in our [Key Policy](#).

Notice to leave your accommodation

A breach of your contract's terms and conditions could result in you being asked to leave the University accommodation. You will be issued with a notice to terminate the tenancy and you will be given 28 days' notice to vacate the room.

If you do not vacate the Accommodation on or before that date, the University will begin legal proceedings to recover possession of the accommodation and evict you. In any proceedings, we will also claim any sums you owe plus interest and costs.

Postgraduate research students

Students following a Doctoral, MPhil or MRes course of study will be able to give 28 days' formal written notice of their intention to leave University accommodation prior to the end of their period of registered study at the University, or if they intend to leave for research purposes. An official letter of support must be provided by their academic school before notice can be accepted. This does not apply to taught postgraduate students leaving for research purposes.



When you leave

When you leave our accommodation, either to move to another University room or to move out, you are responsible for leaving your accommodation in the same condition as you found it in upon your arrival. Our [departure checklist](#) will help you check that you have done everything you need to before you leave us.

If you find yourself with unwanted items in good condition, please consider donating these through your reception, who will pass them on local charities and food banks.

Accommodation for your second year and beyond

University accommodation is generally reserved for first year students. Students living in our accommodation who have particular needs or disabilities may be eligible to return in their second year. We will get in touch with eligible residents during their first year regarding this offer.

Luckily, Newcastle has a wide range of accommodation options for your second year and beyond in the private sector, including:

- larger purpose-built residential blocks, many of which are situated in and around the city centre, offering en suite and studio living
- smaller individual properties that house from two up to eight students with shared bathroom facilities. These are mostly based in the suburbs, in areas such as Jesmond, Heaton, Fenham and Sandyford which are situated a short distance from the University and city centre.

Most private accommodation providers require a deposit at the point of sign-up. If you are unable to provide an accommodation fees guarantor, you will most likely be required to pay the full rent in advance. You should ensure you are aware of all the terms and conditions and any upfront costs before committing to a contract.

If in doubt, take advantage of The Students' Union [Housing Advice Centre](#) who will be happy to provide you with advice and assistance.

Where to go for assistance

Whether you need a repair, a new key or a listening ear, we are here to look after you.

During your time with us, your dedicated Residence Team will make sure that everything in your accommodation works as it should, and will take care of anything that does not.

Soon, you will also start to recognise the friendly faces behind receptions – this is your Customer Services Team who will look after your enquiries, take care of your parcels, and point you in the right direction. If you're unable to speak to your own reception, you can contact the team at another site who will do their best to assist you.

Accommodation query	Where to go
Repairs, maintenance to furniture/fittings within your bedroom or flat	Reception, or report via the online repair reporting system .
Anti-social behaviour within the accommodation	Reception, or if this occurs outside of opening hours, the Estate Security Service (0191 208 6817)
Loss or theft of keys	Accommodation Service on level 2 of King's Gate, or via email
Looking to move out of your room	Accommodation Service on level 2 of King's Gate, or via email
Internet access	If you have followed the NUIT guidelines on connecting to the University network and are still having problems please book a network test

The Allocations and Finance teams in King's Gate, will support you with anything to do with your contract or costs, including setting up convenient payment plans and providing general advice. You can speak to both teams via [email](#), or through the **King's Gate drop-in service** - no booking is needed but please check our [web page](#) for days/times as these can be subject to change.

The help available to you during your time with us extends beyond the more formal things. Your [ResLife Team](#) aims to develop a safe and fully inclusive community within the three student villages; each village has a dedicated ResLife Coordinator, who will facilitate your social, academic and personal integration in accommodation. You **can get in touch** with us at any time for peer-to-peer support, to request an event or activity, or to find out about upcoming events and sessions.

Financial query	Where to go
Difficulty in paying accommodation fees	Accommodation Service on level 2 of King's Gate
Direct debit bank account changes	
Assistance with budgeting, money management or other financial help	Student Finance Adviser on level 2 of King's Gate, or via email
Debt management advice	Student Advice Centre



Policies

You can find full copies of accommodation policies and other general information about living with us on the [accommodation website](#).



Contact us

Accommodation Service Student Services

Newcastle University
King's Gate
Newcastle upon Tyne
NE1 7RU
United Kingdom

0191 208 3333
(+44 191 208 3333)

ncl.ac.uk/accommodation

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This brochure is for information and guidance purposes only.

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