ACCOMMODATION

- The Endcliffe Village
- The Ranmoor Village
- City & Central Campus
This useful guide is here to tell you everything you need to know about living in University accommodation.

Keep it safe as you’ll need to refer to it throughout the year.

All information contained in the A-Z correct at time of print.
Customer Services
Customer Services are available 24/7 to help with keys, post, lost property, cycle storage, ticket sales and all general enquiries.

0114 222 4488 (option 4)
acs-customerservices@sheffield.ac.uk
The Edge and The Ridge reception

GeniUS
Get in touch with the GeniUS team to find out about the University’s food and drink venues and the GeniUS Card (Monday-Friday, 9am-5pm).

0114 222 8909
genius@sheffield.ac.uk

Income Office
Contact the Income Office if you have any money worries or queries about paying your rent. (Monday-Friday, 9am-5pm)

0114 222 4868
residencefees@sheffield.ac.uk
Students’ Union Building, Sheffield, S10 2TG

Accommodation Office
Contact them about room allocations, your contract and accommodation for future years (Monday-Friday, 9am-5pm).

0114 222 4488 (option 2)
accommodationoffice@sheffield.ac.uk
propertywithUS, Students’ Union Building

CiCS
If you experience problems with your internet connection, contact the CiCS Helpdesk (Monday-Friday, 8am-6pm).

0114 222 1111
helpdesk@sheffield.ac.uk
www.sheffield.ac.uk/cics/support

Residence Life
Get in touch to find out about activities, events, sport and volunteering for the residences (Monday-Friday, 9am-9pm).

0114 222 8689 / 8860
residencelife@sheffield.ac.uk
www.residencelife.co.uk
Activities and Sport Zone, Students’ Union

Continued...
Maintenance Helpdesk
Report a maintenance problem or damage in your accommodation, 24/7.

0114 222 4488 (option 1)
acs-helpdesk@sheffield.ac.uk
The Edge and The Ridge reception

Parking Services
For information about parking and parking permits.

0114 222 9000
www.sheffield.ac.uk/parkingservices/studentresidences

Police
There is a police station based at Crewe – they regularly patrol the residences and are available for a chat if you have any concerns.

0114 296 4803
robert.kenney@southyorks.pnn.police.uk

propertywithUS
If you want advice and information about house hunting for next year, speak to the team at propertywithUS (Monday-Friday, 10am-5pm).

0114 222 6058
propertywithUS@sheffield.ac.uk
www.propertywithus.sheffield.ac.uk
Students’ Union Building

Resident Mentors
Contact a Duty Mentor if you’d like advice, guidance or support about any issues you may be having.

supportEndcliffe@sheffield.ac.uk
supportRanmoor@sheffield.ac.uk
supportCity@sheffield.ac.uk
0114 222 8800, 7pm – 12 midnight
0114 222 4444, after midnight
www.sheffield.ac.uk/accommodation/residence-life

Security
Security are available 24/7

In an emergency (fire, police, ambulance):
0114 222 4444

For general advice and information:
0114 222 4085
security@sheffield.ac.uk
Doctors
All students need to register with the University Health Service for full GP services.

☎ 0114 222 2100
✉ health.service@sheffield.ac.uk
🏠 www.sheffield.ac.uk/health
📍 53 Gell Street, Sheffield, S3 7QP

NHS Walk-in Centre
See a doctor or a nurse without an appointment between 8am and 10pm every day.

☎ 0114 241 2700
🏠 Rockingham House, Broad Lane, Sheffield, S3 3PB

Minor Injuries
For treatment of sprains, cuts, grazes etc. between 8am and 8pm every day.

☎ 0114 271 2071
🏠 B Floor, Royal Hallamshire Hospital, Glossop Road, Sheffield, S10 2JF

Sexual Health
Free confidential advice for men and women about contraception, unplanned pregnancies and STIs.

☎ 0114 305 4000
✉ www.sheffield.nhs.uk/scash
📍 1 Mulberry Street, Sheffield, S1 2PJ

National Meningitis Helpline
Contact them if you’re concerned that you or a friend may have the symptoms of meningitis or would like more information about the disease.

☎ 080 8800 3344
✉ helpline@meningitis.org

NHS 111 Service
You can call 111 when you need medical help fast but it’s not an emergency.

☎ 111

Nightline
Nightline is a confidential, anonymous listening and information service provided by volunteers at the Students’ Union. It’s available 8pm-8am during term time.

(listening): 0114 222 8787
(information): 0114 222 8788
✉ nightline@sheffield.ac.uk

Student Advice Centre
If you are feeling that things aren’t going right and want to talk to someone, pop into the Student Advice Centre.

☎ 0114 222 8660
✉ Advice@sheffield.ac.uk
🏠 Students’ Union Building
THE EDGE BAR

The Edge Bar is the perfect place to meet with your friends for food and drinks.

The food menu is great and includes The Weekend Big Breakfast, steak night and chicken night as well as all your other pub food favourites.

The Edge is the place to watch your team, with all the live sporting events being shown over two huge screens and three plasmas.

There are also three pool tables, darts and quiz machines and lots of great weekly events including live bands, karaoke, open mic nights, the Big Quiz and other themed events.

You can even organise and run your own events in any of our bars by getting involved in Residence Life (see page 27).

The Edge Bar Opening Hours (term time)

Monday-Thursday: 5pm-12am
Food served 5pm-10pm

Friday: 5pm ‘til late
Food served 5pm-10pm

Saturday: 12pm ‘til late
Food served 12pm-10pm

Sunday: 12pm-11pm
Food served 12pm-10pm
THE RIDGE BAR

The Ridge Bar is the place to hang out during the day and well into the evening. Your newly refurbished bar has Sky Sports, pool tables, table tennis, table football, two retro games machines, darts board, giant PlayStation and an Xbox console. Regular events include The Big Quiz, pool competitions, games nights and themed parties throughout the year! The new food menu features pub food classics including fish and chips, lasagne and our amazing burger range. Choose from a wide range of draught or bottled beers and ciders as well as our fantastic cocktail menu.

THE UNIVERSITY ARMS

Famous for its range of hand-pulled real ales and its popular beer garden, The University Arms is located next to the IC at the heart of campus. Head down for a hearty, home-cooked lunchtime or evening meal, cooked with locally sourced produce. This summer The University Arms has been completely refurbished to give it a fresh look while keeping its cosy feel and traditional values. Look out for details of the regular band nights, beer & cider festivals.

@UniversityArms
facebook.com/universityarms

Opening hours and food service times correct at time of printing.
**Bins**

**BIN COLLECTIONS**

Bin collection days vary by property – you’ll find out which day your bins will be collected when you move in.

**Apartments & flats**

You are responsible for regularly emptying your kitchen bins and taking the rubbish and recycling to the bin stores – not your cleaner. General waste, recycling and glass is collected weekly.

**Houses**

You are responsible for taking your wheely bin out the night before collection day and bringing it back as soon as possible after collection. Remember not to overfill the bin or leave additional rubbish as excess waste won’t be collected. General waste, recycling and glass is collected fortnightly.

**Green Tip:**

It’s easier for the waste management team to sort rubbish that isn’t in bin bags, so try to empty your waste directly into the outside bins. You can put the bag into the bin once you’ve emptied all the contents.

**RECYCLING**

In most kitchens there are facilities to recycle:

- Paper
- Plastics
- Card
- Tin
- Glass

**Green Tip:**

Follow the instructions for mixing waste on the bins in your kitchen, otherwise it may not get recycled.

**BRING IT, DON’T BIN IT**

Bring it, don’t bin it gives you the chance to donate your unwanted items to charity twice a year. We will let you know when the scheme is about to start. There’ll be drop-off points throughout the residences. Donated items will benefit local homeless and disadvantaged people or help raise money for good causes. To find out more, email residenclife@sheffield.ac.uk

**Items you can donate include:**

- Bedding, clothing & shoes.
- Cutlery, crockery and cooking utensils.
- Unopened toiletries.
- Books, CDs and DVDs.
- Non-perishable and unopened food.
Cleaning

KEEPING YOUR ACCOMMODATION CLEAN

You are responsible for keeping your bedroom clean and tidy throughout the year. You’re also jointly responsible for keeping shared areas clean and tidy and should work together with your flatmates to make sure that kitchens and shared bathrooms are kept in an acceptable condition.

Your Resident Mentor can offer advice if you need it, such as following a rota for emptying the kitchen bins. You can also ask the cleaners for some tips – they’ll be able to tell you what the best products are for the different jobs.

Whether or not you get your deposit back partly depends on how clean you keep your accommodation, so it’s in your interests to keep things spick and span!

CLEANING PROVISION

If cleaning is provided in your accommodation, it will start from Monday 29th September 2014 onwards. You’ll be told your cleaner’s name, along with the day they’ll come in, on a welcome card when you move in.

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<tr>
<th>En-suite self-catering</th>
<th>Standard self-catering</th>
<th>En-suite catered</th>
<th>Standard catered</th>
<th>Houses</th>
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Cleaning tip:
Take down and wash your shower curtain occasionally to keep it fresh – it can go in the washing machine and be hung back up to dry.
Cleaning

WHO IS RESPONSIBLE FOR WHAT?

IF YOU DON’T HAVE A CLEANER

If you don’t have a cleaner in your accommodation, you’re responsible for looking after all areas of cleaning.

IF YOU HAVE A CLEANER

It is your responsibility to make sure that shared areas are kept in a good enough condition for your cleaner to be able to do their job properly:

1. Keep the inside of the fridge clean, remove old food and wipe the shelves regularly
2. Wash up and clear away any kitchen items from work surfaces and sink area before the cleaner arrives
3. Make sure that food doesn’t get stuck to the bottom of the oven – it’s a fire risk
4. Take out rubbish and recycling
5. Wipe down the work surfaces and cooker regularly, especially if you spill food during cooking
6. Do not use vacuum cleaner to pick up wet spillages

It is your cleaner’s responsibility to:

1. Clean the kitchen work surfaces, sink, taps and draining board
2. Clean the hob and oven inside and out
3. Clean the microwave inside and out
4. Clean the kettle and toaster
5. Clean the front of fridge/freezers
6. Wipe dining furniture
7. Sweep and mop floors
8. Vacuum carpeted areas
Compliments & Complaints

If you’ve received good service from a member of staff or there’s something you’re not happy with in your accommodation, speak to Customer Services about it first. They log all compliments and handle all complaints according to the ACS Complaints Procedure, which you can view at www.sheffield.ac.uk/accommodation/policiesandprocedures

Customer Services

Customer Services are your first point of contact for most accommodation issues and queries. They are based on reception at The Edge and The Ridge and deal with:

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<th>Compliments &amp; complaints</th>
<th>Cycle storage</th>
<th>Keys and swipe cards</th>
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<td>See above</td>
<td>See right</td>
<td>See page 20</td>
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- Post
  - See page 24

- Room bookings
  - See page 25

Contacting Customer Services

- Phone: 0114 222 4488 (option 4)
- Email: acs-customerservices@sheffield.ac.uk
- The Edge and The Ridge reception

Cycle Storage

There are dedicated cycle stores throughout the residences, just ask Customer Services for the location of the store nearest to you. Cycles must not be taken into buildings or stored in shared areas (e.g. corridors, landings) as they obstruct fire escape routes. If found in these areas, they’ll be removed and you’ll need to pay a £25 retrieval fee.

At the end of your accommodation contract, please remember when you vacate to take your cycle with you – or it will be donated to charity.

Depending on where you live, there are different ways to access the cycle stores:

If you live in an apartment
(e.g. Froggatt, Kinder)

Get your key fob activated at Customer Services.

In all other properties
(e.g. Stephenson, Broad Lane Court)

Pick up a cycle store key or get your swipe card activated at Customer Services.
Deposits

When you accepted your residence contract, you paid a £150 deposit which is retained to cover any damage or cleaning issues which may arise throughout the year – accidental or otherwise.

Issues can be identified by your cleaner, a maintenance report, or during an inspection.

INVOICED CHARGES

You’ll be invoiced for individual damage or cleaning charges made throughout the year. This can be paid online using a debit or credit card or in person at the Income Office.

DEPOSIT CHARGES

Any shared costs or costs to rectify problems identified in your end of year inspection will be taken out of your deposit.

We’ll email you within six weeks of your contract end date with details of any charges that have been made for cleaning or damage etc.

If they amount to less than £150, the amount will be deducted from your deposit and the remaining funds returned to your bank account. If the charges amount to more than £150, you will also be sent an invoice for the remaining amount not covered by your deposit.

In May 2015, you’ll be asked to confirm the details of the bank account you want any remaining funds to be paid into. If you don’t confirm this, your refund may be delayed.

WHO’S CHARGED FOR WHAT?

Problems identified in a bedroom
The individual student will be charged.

Problems identified in shared kitchens, bathrooms and living areas
The cost will be split between all residents unless those responsible are identified.

Problems identified in shared hallways and stairwells
The cost will be split between all residents of the block unless those responsible are identified.

Find out more: Take a look at ‘Your Guide to Breaking Stuff’ in your welcome envelope
Feedback

We value your feedback. It’s the best way for us to find out what we’re doing well and also, how we can improve.

RESIDENTS’ SURVEY

This survey gives you the chance to tell us what you think about all aspects of living here. We’ll email you a link to the online survey in November.

GeniUS

If there’s a dish in one of our cafés that you love and want to see on the menu, or there’s something you’ve not been happy with, let us know – email genius@sheffield.ac.uk.

See also: Compliments and complaints
Page 12
Food & Drink

UNIVERSITY CAFÉS & BARS

Wherever you are, there’s a GeniUS venue to choose from nearby serving a range of good value meals, snacks and drinks.

WHEN YOU SPEND, YOU GET MONEY BACK

Make your money go further with a GeniUS Card, so you’re not left strapped for cash.

All students can get a GeniUS Card to earn five points for every £1 you spend in any of the outlets on campus and in the residences. Each point is worth 1p – save up your points to spend on your favourite treat.

You or your parents can even load money onto a GeniUS Card to pay for food and soft drinks too.

Pick up a GeniUS Card at any outlet
Designed and Operated by US.

CATERED STUDENTS

Catered students will already have a GeniUS Account when you arrive. Your account will be automatically loaded with your catering contribution of £47.60 each week. You will receive your GeniUS Card in your welcome envelope when you collect your keys. All you need to do is register the card online by going to www.sheffield.ac.uk/catering and you’re good to go!

For any queries email genius@sheffield.ac.uk or visit www.sheffield.ac.uk/catering.
Fire Safety

Your welfare is our top priority and we ensure that all health and safety requirements are adhered to.

We are also fully compliant with the Universities UK Code of Practice (see p.30) which, among other things, aims to ensure students live in a safe environment.

**Fire Hazards**

Candles and fairy lights may look pretty, incense may smell nice but they are fire hazards and can cause serious damage if left unattended.

No open flames are allowed in your accommodation.

**STAY SAFE WHEN COOKING**

According to the fire service, the most common cause of domestic fires is unattended cooking. To ensure you don’t cause a fire in your kitchen:

- **✓ Read the instruction booklet carefully so that you know how to operate the hob and the cooker safely.**
- **✓ Ensure grill pans and the inside of the oven are clean – any food or cooking fat stuck to them may catch fire when the oven is on.**
- **✓ Stay in the kitchen and keep an eye on your food whilst you’re cooking to make sure that nothing burns.**
- **✓ Never wedge kitchen doors open.**
- **✓ If your cooking burns and there’s smoke, open the windows and turn on the extractor fan. Do not open your kitchen door as this will activate the smoke alarm in the corridor.**
DISCIPLINARY ACTION

The University has a zero tolerance policy on maliciously activating fire alarms or tampering with fire safety equipment (such as covering a smoke detector or discharging a fire extinguisher without reasonable cause). Such conduct puts lives in danger and is a criminal offence.

Any student found to be responsible will be referred for disciplinary action (with a fine of £50 per person as a minimum penalty), will be required to pay full costs and may be asked to leave their accommodation.

If you set off the fire alarm through negligence - for example by burning your cooking or wedging the kitchen door open - this will result in disciplinary action (with a fine of £25 per person as a minimum penalty).

ELECTRICAL APPLIANCES

Your electrical equipment should be compatible with the UK electricity supply and be fitted with a three pin plug with an appropriate fuse.

To ensure your safety:

- Never interfere with electrical equipment or installations.
- Never use electrical equipment which is unsafe (e.g. with exposed wires, cracked casings).
- Do not use multi-way block adapters (cube type) as these can overheat.
- Trailing adapters/extension leads are permitted, however, never plug one into another – this is extremely dangerous and one of the main causes of electrical fires.
- Remember to switch off appliances such as irons and hair straighteners before you go out!
- Do not use vacuum cleaner to pick up wet spillages

You can help

If you become aware of any potential health and safety risks in your accommodation or in the case of an emergency please call the Security team immediately on 0114 222 4444.

Risks can include:

- Trip hazards – particularly on stairwells
- Fire doors that do not close properly
- Damaged or loose glazing
- Out of order door entry systems
- Faulty electrical appliances

For more advice and information about fire safety, watch our film at www.sheffield.ac.uk/accommodation/policiesandprocedures
Heating

The heating is activated by a thermostat which responds to the outside temperature. If the temperature outside is 18 degrees Celsius or above, the heating will not come on.

We constantly monitor the weather forecasts and turn the heating on when the temperature becomes too low. In cold temperatures, the heating is set to be on between:

- 6am-10am
- 4pm-10pm

As winter kicks in and the temperature drops, we add in an additional ‘booster’ between 12pm-2pm.

If your radiators feel cold during these times, check that the side dial is turned on.

If your radiator is still not warm, report it to Maintenance at The Edge or The Ridge reception.

- 0114 222 4488 (option 1)
- acs-helpdesk@sheffield.ac.uk

Heating tip:

Don’t hang washing to dry on your radiator! This will act as an insulator and fool the thermostat into thinking the room is warmer than it really is, meaning the heating won’t come on.

Another disadvantage of this is that it will cause damp in the room. There are drying facilities in the launderettes in the residences (please see page 21).

Halifax Hall Hotel

Looking for a place for friends, family or visitors to stay?

Make sure they book a room at our boutique hotel, Halifax Hall. Situated on the edge of The Endcliffe Village amongst stunning gardens, the beautiful Victorian hall has been transformed into an elegant and modern hotel. For more information and to book please see www.Halifaxhall.co.uk or ring 0114 222 8810.
SMART MOVE CAMPAIGN

Lots of students think you need to start looking for housing for next year as soon as possible – you don’t. Sheffield has plenty of good quality student accommodation available throughout the year. Look out for the Smart Move Campaign in November to get all the housing information you’ll need.

PRIVATE HOUSING

propertywithUS look after the University’s register of private properties. All properties on the register comply with standard guidelines.

propertywithUS can also offer advice, guidance and support about house hunting.

Contact them at:

Phone: 0114 222 6058
Email: propertywithUS@sheffield.ac.uk
Website: www.propertywithus.sheffield.ac.uk
Location: Students’ Union Building

When you’re ready to start looking, use the propertywithUS search engine online at: www.propertywithus.sheffield.ac.uk
This allows you to search for properties by accommodation type, size, price, or even via map. You can also have email alerts sent to you each time a new property meeting your requirements is added.

New properties are added regularly and you can email details of any you like the look of to your friends. As propertywithUS is part of the University’s Accommodation Office, you can also view University accommodation on there.

UNIVERSITY ACCOMMODATION

University accommodation is not just for first years. More and more second, third and final year students are starting to realise that it has many advantages over private housing.

1. All inclusive rent = no splitting bills. This is one of the biggest causes of tension amongst flatmates

2. Internet included in rent with direct access to the University network. You can just plug in and start studying straight away

3. 24/7 Security team on hand to look after your safety. You won’t get that anywhere else

Whether you’re looking in a group or on your own, there are a variety of properties in quieter locations available for non-first year students.

Find out more:

Phone: 0114 222 4488 (option 2)
Email: accommodationoffice@sheffield.ac.uk
Website: www.sheffield.ac.uk/accommodation
Inspections

It is your responsibility to keep your accommodation clean and tidy throughout the year. Twice a year – in November or December and from March to May – your room, en-suite and shared areas will be inspected to check that they’re being well looked after. If you fail an inspection, you’ll have seven days to put things right. If things still aren’t up to standard, you’ll be charged out of your deposit for cleaning.

If your apartment is kept clean and tidy on every cleaning day and also on the November and March inspections, your cleaner will nominate you for ‘a thank you reward’.

END OF YEAR INSPECTIONS

Your accommodation is inspected after you’ve moved out to check for any damage and that it has been left in good condition. The inspection will be compared with the inventory that you should have completed when you moved in. If any problems are identified, you’ll be charged out of your deposit to put them right.

How to keep your accommodation clean and pass your inspection:

• Mop and vacuum floors.
• Wipe down bathroom tiles, sink and toilet.
• Wash the shower curtain (it can go in the washing machine) and hang it back up to dry.
• Work surfaces should be clean and clear.
• Take out all rubbish and recycling.
• Clean inside and outside of the cooker and microwave.

Inventory

When you move in, all students are asked to complete an online inventory to make us aware of any issues with your accommodation.

If there are any problems and you don’t complete an inventory within seven days of your contract start date to tell us about them, we’ll have to assume that you are responsible and you may be charged out of your deposit to put them right.

To register for your online inventory, visit: onlineinventory.shef.induction.org.uk/student

To save your progress and come back to complete the rest of the inventory at a later date, or just check what you put when you submitted your form throughout the year, visit: onlineinventory.shef.induction.org.uk/Login.aspx

For full details about completing your inventory, see ‘Your guide to breaking stuff’ in your welcome envelope.
Keys & Swipe Cards

If you lose your keys, swipe card or proximity fob, you can pick up a replacement from Customer Services. Please bring along a debit or credit card for payment as the following charges apply and cash cannot be accepted:

• £10 per swipe card
• £10 per proximity fob
• £10 per post box key
• £20 for first key & £10 for second key (i.e. if you use two keys to enter your accommodation you will be charged £30 to replace both)
• £5 Laundry card

If you return the originals within seven days, you will receive a 50% refund.

Locked out?

If you forget your key or swipe card and need to be let back into your accommodation, contact Customer Services. We reserve the right to charge you for this service, so make sure you remember to take your keys with you when you go out.

Inox Dine

Inox Dine is a contemporary British restaurant, located on Level 5 of the Students’ Union building. Celebrate special occasions with delicious food and wine, in a stylish setting and relaxed atmosphere. Open from 8am until late evening, it’s the perfect place to take your family and friends when they visit you in Sheffield.

www.inoxdine.co.uk

Insurance

£5,000 of room contents insurance with Cover4Students is included as part of your rent. If you’ve got any questions about what’s included in the cover, need to make a claim or you’d like to upgrade, visit www.cover4students.com
Launderettes

There are washing and drying facilities in launderettes across the residences. Our launderettes are all card operated and you will find your Laundry Card in your welcome envelope which you will receive when you collect your keys.

Cost

£2.30 per wash
£1.20 per dry
That’s significantly cheaper than other launderettes in the area.

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<td><strong>Crewe</strong></td>
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<td>Carryssbrook Court</td>
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<td>Services.</td>
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<td><strong>Jonas Court</strong></td>
<td><strong>Endcliffe Crescent Flats</strong></td>
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<td>Swipe Card access.</td>
<td>Digi lock access. Ask</td>
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<td>only.</td>
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<td><strong>Stephenson/ Cratcliffe</strong></td>
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<td>Digi lock access. Ask</td>
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<td>Services.</td>
<td>Services.</td>
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<td><strong>Endcliffe Vale Flats</strong></td>
<td><strong>The Edge</strong></td>
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<td>Digi lock access. Ask</td>
<td>Open to all.</td>
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City & Central Campus

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<th>The Ranmoor Village</th>
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<td><strong>The Ridge</strong></td>
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<td>Open to all.</td>
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To see if there’s a machine free in your closest launderette, visit www.circuitgroup.com/viewsheffield
Maintenance

REPORTING A PROBLEM

If you’ve got a fault or a maintenance problem, report it to the Maintenance Helpdesk.

📞 0114 222 4488 (option 1)
✉️ acs-helpdesk@sheffield.ac.uk
📍 The Edge and The Ridge reception

When reporting a problem, try to include as much information as possible:

✅ Full details of what the problem is
✅ Location of the fault (including block, flat and room number)
✅ Your name, email address and telephone number

MAINTENANCE STAFF

Depending on the problem you’ve reported, a member of University staff or a University approved contractor will attend to maintenance issues in your accommodation. All maintenance staff will wear ID.

Find out more:

For more information, including how long maintenance issues should take to be resolved, view the Maintenance Response and Reporting Guidelines at www.sheffield.ac.uk/accommodation/policiesandprocedures

Moving Rooms

Not settling in? Feel unhappy in your accommodation? Your Resident Mentor can help. They’ve been a first year too, so understand what it feels like to move to a new city. They can also offer support and guidance if you’re having an issue with a flatmate.

If you still aren’t happy after four weeks, you may be able to transfer to alternative University accommodation. To apply, pick up a form from Customer Services at The Edge or The Ridge, or at propertywithUS in the Students’ Union Building. Transfers are subject to availability and cannot be guaranteed.
Noise

NOISY NEIGHBOURS

Noise can sometimes be a problem, so try to always be considerate of your neighbours – especially when listening to music or coming home after a night out. If you’ve got a problem with a noisy neighbour and don’t know how to deal with things, speak to the Residence Life team.

Resident Mentors work closely with Security to monitor noise issues – both for you and our neighbours in the local community – so you may face disciplinary action if you’re persistently noisy.

Quiet time:

11pm-7am

To make your accommodation a pleasant place to live and study, we ask that you try and keep noise to a minimum between 11pm and 7am every day and 24 hours a day during exam periods.
Parking

STUDENT PARKING

All University accommodation is on excellent public transport routes and we advise that you don’t bring a car with you to Sheffield.

City and Central Campus

There is no parking at our City and Central Campus properties.

The Endcliffe and Ranmoor Villages

A limited number of parking permits are available at £80 per year and are issued on a first come, first served basis. Having a permit doesn’t guarantee you a space.

To find out more, contact Parking Services:

0114 222 9000

www.sheffield.ac.uk/parkingservices/studentresidences

Post

LETTERS

There are letter boxes for each property, so you should arrange for post to be delivered to you direct, e.g: Froggatt B7, Room 10, The Endcliffe Village, 21 Endcliffe Crescent, Sheffield, South Yorkshire, S10 3AH.

PACKAGES & PARCELS

Customer Services aren’t able to accept packages and parcels on your behalf so you will have to make your own arrangements for their delivery or collection.

JONAS COURT & STEPHENSON

Customer Services can accept letters, parcels and packages for Jonas Court and Stephenson only because postal staff can’t access the individual flats in order to make the delivery. If you live here, address any post to you in your accommodation.

WHEN YOU’VE MOVED OUT

All post received once you’ve moved out is returned to sender. To avoid this happening, you’ll need to inform the Post Office of your new address.
Rent

RENT PAYMENTS

After you’ve set up a payment plan, rent will be taken in three instalments to coincide with the dates Student Loans are issued:

01 October 2014
21 January 2015
15 April 2015

WORRIED ABOUT MONEY?

If you’re concerned that you can’t pay your rent, contact the University’s Income Office. The sooner you get in touch with them, the more likely they are to be able to help you resolve things.

Contacting the Income Office:

0114 222 4868
residencefees@sheffield.ac.uk
Students’ Union Building,
Sheffield, S10 2TG

Room Bookings

There are social spaces that can be booked out at The Edge, Crewe and The Ridge. To book, email
edgehubbookings@sheffield.ac.uk

To find out more, take a look at our Room Booking Policy:
www.sheffield.ac.uk/accommodation/policiesandprocedures
Residence Life

SUPPORT & CONDUCT

Resident Mentors are experienced students who are here to support you during your time in University accommodation. They can help with emotional issues, academic worries, disagreements amongst flatmates, or if you just need someone to talk to and don’t know where to turn. If they can’t help or don’t know the answer, they’ll signpost you to someone who can.

Contacting a Resident Mentor

Mentors come round and visit you regularly throughout the year and a Resident Mentor is available every evening during term

(residentsupport@sheffield.ac.uk)

0114 222 8800, 7pm-12 midnight

0114 222 4444, after 12 midnight

The Stephenson Hub between 10pm-11pm and at The Ridge and Allen Court Reception between 7pm-8pm.
LIVING & LEARNING

In partnership with the University’s Student Services, the living and learning initiative is designed to support you with your academic studies. There’ll be training and development opportunities, study skills and exam skills sessions, as well as one-off guest lectures in the residences.

EVENTS & ACTIVITIES

When you live in University accommodation, there’s always something going on. We offer a whole range of activities, events, sports, fundraising and volunteering opportunities, exclusively for you. Every week, there is a whole range of stuff going on: from five-a-side football, dance lessons and weekly fitness classes to CV writing sessions, film nights and Christmas parties. There’s loads for you to take part in and plenty of opportunities for you to meet new people and try new things. Look out for your ‘What’s on Weekly’ email for all the latest.

If you’d like to get involved in events and activities and organise your own stuff, get in touch! You can also let us know if you think we are missing something and we’ll try our best to make it happen.

0114 222 8689 / 8860
residenceLife@sheffield.ac.uk
www.residencelife.co.uk
Twitter: @SheffUniAccom
Facebook: www.facebook.com/sheffieldaccommodation
Safety & Security

There’s a dedicated team of Security staff who patrol the residences and monitor the extensive CCTV coverage to look after your safety and security. The Security team are available 24 hours a day, 7 days a week, 365 days a year. They work closely with Resident Mentors and the local police at Crewe to ensure the safety of your accommodation.

CONTACTING SECURITY

📞 In an emergency (fire, police, ambulance):
   0114 222 4444

✉️ For general advice and information:
   0114 222 4085
   security@sheffield.ac.uk

Smoking

If you are caught smoking cigarettes indoors (including shisha pipes or e-cigarettes) you will face disciplinary action, with a £50 fine as a minimum penalty. All money collected from smoking fines will be donated to Sheffield’s Weston Park cancer hospital (Registered Charity no. 1039885).

The smoking of illegal substances in the residences will not be tolerated. If you are caught, you will face University disciplinary action and the matter will be referred to the Police.

When smoking outside, please use the smoking bins provided and be considerate to your neighbours. You are required to stand at least 3 meters away from entrances, exits or open windows.

All University accommodation is non-smoking.
Taxis

SAFE TAXI SCHEME

If you’ve run out of money on a night out you can still get a taxi home by taking advantage of the Safe Taxi Scheme. Call City Taxis on 0114 2393939, remembering to quote ‘Safe Taxi Scheme’, and give them your UCard instead of paying your fare.

The taxi driver will give you a receipt and will return your UCard to the Students’ Union welcome desk within 24-48 hours. Simply take your receipt along to the desk, pay your taxi fare and you’ll get your UCard back.

TV Licensing

Students can be fined up to £1,000 or face prosecution if found not to have a valid TV licence. You need one if you:

✔️ Have a TV in your room
✔️ Watch or record live shows on your PC or laptop

If one person in your house or apartment has a TV licence for their room, this will cover a TV in a communal area. A TV license costs £145.50 per year and you may be able to get a refund during the summer vacation. Find out more about student TV licensing at www.tvlicensing.co.uk/studentinfo
Universities UK Code of Practice

All our accommodation complies with the regulations set by the Accreditation Network UK (ANUK) for the Management of Student Housing. This ensures that we have clear policies and procedures for things like:

- Health and safety
- Maintenance and repairs
- Student welfare

Find out more at www.thesac.org.uk

The Village Store

Located in the heart of The Endcliffe Village, The Village Store is a one stop shop for all your shopping essentials. Selling everything from fresh fruit and vegetables to local and halal meat, there is something for everyone. The Village Store is open to all and located just off Endcliffe Vale Road (close to The Edge and a five minute walk from The Ridge).

Open
Term Time
Monday – Friday 8am-10pm
Saturday 9am-10pm
Sunday 11am-8pm
Vacation Period
Monday – Friday 8am-6pm
Saturday 10am-5pm
Sunday 12am-5pm

Don’t forget you can use your GeniUS Card here too!

Visitors

Students may have visitors to stay with you in University accommodation for short stays only. Please be considerate of your fellow flatmates and note that you will be responsible for the conduct of any invited guests.
Welfare & Support

ALCOHOL

For some students, drinking can play a part in University life. It’s ok to drink in sensible amounts, but there are lots of reasons why excessive drinking can be bad for you.

Here are some simple things you can do to look after yourself when drinking:

• Eat a substantial meal before going out
• Plan how to get home in advance
• When going home, travel with friends – and remember you can use the Safe Taxi Scheme with City Taxis
• Alternate alcoholic with non-alcoholic drinks
• Don’t pressure your friends into having another drink, or be pressurised by them
• Never leave your drink unattended or accept a drink from someone you don’t know

If you’re concerned that you or a friend is drinking too much, talk to your Resident Mentor – they may be able to help.

For more information about the effects of alcohol, visit www.drinkaware.co.uk

MENINGITIS

Meningitis can develop rapidly and young people are particularly susceptible. Early symptoms can be very similar to those of flu or even a hangover, and include:

• Fever • Vomiting • Severe headache
• Stiff neck • Dislike of bright lights • Rash

There is currently a vaccine for Meningitis C. Speak to the University Health Service (UHS) about getting immunised against this strain. If you have any concerns about your own or a friend’s symptoms, contact the UHS, National Meningitis Helpline or NHS Direct straight away. See the ‘Health contacts’ on page 5 for details of how to get in touch.

If you are feeling that things aren’t going right and want to talk to someone, pop into the student advice centre. We have plenty of people who are happy to listen to any concerns or worries you may have.

Student Advice Centre

0114 222 8660
advice@sheffield.ac.uk
Students’ Union Building

WELL CONNECTED

An online mental health and wellbeing resource open to all students.

wellconnected@sheffield.ac.uk
www.sheffield.ac.uk/wellconnected
Find out all you need to know about living in University accommodation:
• Events and social dates
• Discounts and promotions
• Your chance to win fab prizes

Visit us at resdencelife.co.uk

Every effort has been made to ensure the accuracy of the information given in this leaflet but the University cannot accept responsibility for any errors or omissions. Accommodation is continually reviewed and there may well be changes between the date of publication and the time you commence your stay in our residences.