Accommodation Guide

Families and Couples

2017/18
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 this A-Z was correct at the time of print.

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### CONTENT:
- Contacts
- Health Contacts
- Bars
- Bins, Children
- Cleaning/Chaplaincy
- Cleaning/Contract Extension/Council Tax
- Customer Services
- Feedback
- Fire Alarms
- Fire Safety
- Food and Drink
- Gym/UCard
- Hotels
- Internet
- Inox/Insurance
- Keys & Swipe Cards/Laundrette
- Maintenance
- Meeting Other Couples & Families
- Noise/Nurseries
- Parking/Playchemes/Pets/Post/Park & Recreation/Proms/Pregnancy
- Rent & Room Bookings/Residential Contracts
- Residence Life
- Safety & Security/Schools/Sheffield - Things To Do Here
- Smoking/Safe Taxi Scheme/TV Licensing
- University Code of Practice/Utilities/Visitors
- Welfare & Wellbeing

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### 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,sstudents’ union building
- accommodationoffice@sheffield.ac.uk
- 16 endcliffe avenue, harrison/endcliffe residences

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### Customer Services
Customer Services are available to help with keys, post, lost property, cycle storage and all general enquiries.
- 0114 222 4488 (option 4)
- acs-customerservices@sheffield.ac.uk
- The Edge reception, open 24/7 - 365 days a year
- The Ridge reception

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### Residence Life
Get in touch to find out about activities, events, sport and volunteering for the residences (Monday-Friday, 9am-9pm).
- 0114 222 8860 / 0270 / 6967
- residencelife@sheffield.ac.uk
- www.residencelife.co.uk

If you need advice, guidance or support about any issues you may be having, please contact:
- supportendcliffe@sheffield.ac.uk
- supportranmoor@sheffield.ac.uk
- supportcity@sheffield.ac.uk
- 0114 222 8800, 6pm - 12 midnight
- 0114 222 4085, after midnight
- www.sheffield.ac.uk/accommodation/residence-life

- The Edge Cafe 9pm - 11pm
- The Ridge 9pm - 10pm
- Sheffield 3 Common Room 9pm-10pm (Wednesday and Sunday)
- Allen Court Common Room (every day) 9pm -10pm
hustle & bUStle

Get in touch with the hustle & bUStle 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
www.withus.com/hustleandbustle/

Parking Services

For information about parking and parking permits.

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

Computer Issues

If you experience problems with your internet connection, contact the CiCS Helpdesk (Monday-Friday, 8am-6pm). If you live in City accommodation, you will need to contact your internet provider.

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

Income Office

Contact the Income Office if you have any money worries or queries about paying your rent.

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

Security

Security are available 24/7. In an emergency (fire, police, ambulance): 0114 222 4444 For general advice and information: 0114 222 4085

0114 222 4085
security@sheffield.ac.uk

Private Sector Housing

If you want advice and information about house hunting for next year, speak to the team at propertywithUS (Monday-Friday, 8am-5pm).

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

Minor Injuries

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

0114 222 2100
8 Floor, Royal Hallamshire Hospital, Glossop Road, Sheffield, S10 2JF

Sexual Health

Free confidential advice for men and women about contraception, unplanned pregnancies and sexually transmitted infections.

0114 305 4000
www.sexualhealthsheffield.nhs.uk

NHS Walk-in Centre

See a doctor or a nurse without an appointment at no cost* between 8am and 8pm every day.

0114 241 2700
B Floor, Royal Hallamshire Hospital, Glossop Road, Sheffield, S10 2JF

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.

0114 241 2700
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.

(living): 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

Jessop’s Wing

(Pregnancy, Childbirth & Postnatal)

0114 271 1900
www.sheffield.ac.uk/our-hospitals/jessop-wing

Tree Root Walk, Sheffield, S10 2SF

*If you are an international student you may need to pay a surcharge to use NHS services. To find out if this is applicable to you, visit: www.sheffield.ac.uk/sasd/international/immigration/nhs

To find out if this is applicable to you, visit: www.sheffield.ac.uk/ssid/international/immigration/nhs
Our bars are all part of the University’s hustle & bustle food and drink offer, which means that you can use a GeniUS card to collect loyalty points and spend money on food and soft drinks in any of these venues.

THE EDGE BAR
The Edge Bar is the perfect place to meet with your friends for food and drinks. Check out our weekly food and drink specials and amazing offers. Relax with draught or bottled beers and ciders, spirits and a new cocktail range.

The Edge is the place to watch your team, with live sporting events being shown over two huge screens and three TVs. There are also three pool tables, darts and quiz machines and lots of great weekly events including live bands, karaoke, open mic nights, pub quiz and other themed events. To find out what’s happening in The Edge Bar, make sure you check out the Residence Life Portal weekly at www.residencelife.co.uk. You can even organise and run your own events in any of our bars by getting involved in Residence Life (see page 26/27).

The Edge Bar opening hours (term time)
Monday-Friday: 5pm - 12 midnight
Saturday: 12 noon - 1am
Sunday: 12 noon - 12 midnight

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 there for a hearty, home-cooked lunchtime or evening meal, with weekly offers including a beer and burger. Take advantage of the beer garden in good weather and look out for details of the regular band nights, beer & cider festivals.

Twitter: @UniversityArms
Facebook: facebook.com/universityarms

The University Arms opening hours (term time)
Monday-Thursday: 12noon - 11pm
Friday-Saturday: 12noon - 12midnight
Sunday - Closed

Times may differ over the vacation period. Please check http://withus.com/hustleandbustle/venue-info-opening-times/ for the latest information.
BIN COLLECTIONS
Your bin provision will be different depending on which property you live in.

RECYCLING
In most kitchens there are facilities to recycle. Please use white or see-through rubbish bags rather than black ones where possible:
- Paper
- Plastics
- Card
- Tin
- Glass

REFOOD
Your flat may also have a refood caddy. This can be filled with food waste which is then processed and turned into renewable energy.

Your bin provision will be different depending on which property you live in.

• Paper  • Plastics  • Card  • Tin  • Glass
Please place all waste bags IN the outside bins

Donate, Don’t Waste
Donate, Don’t Waste is our biannual scheme that gives you the chance to donate your unwanted household items to charity. There will be drop-off points throughout the residences, and donated items will benefit local homeless and disadvantaged people or help raise money for good causes.
To find out more email: greenteam@sheffield.ac.uk

Items you can donate include:
- Bedding, such as duvets, pillows and linen, clothing and shoes, cutlery, crockery and cooking utensils, unopened toiletries, books, CDs, and DVDs, non-perishable and unopened food.

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

Children
In keeping with UK Law, the University considers that children should not be left alone without adult supervision in University accommodation or on University grounds. If unaccompanied children are discovered on our premises, the University Security Services and the South Yorkshire Police will be contacted.

Please consider the safety and security of your family and take necessary steps to ensure your children are supervised at all times. If you require any support for childcare, please visit the SSID website: www.sheffield.ac.uk/ssid/contacts/child
or contact Student Welfare and Guidance at
support@sheffield.ac.uk
See ‘Nurseries’ on page 14 for information about the University Nursery.

Cleaning
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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 dry.

Chaplaincy
The University runs a Multi-Faith Chaplaincy Service at 344 Glossop Road. It offers space for prayer, meditation and quiet reflection and also has information about places of worship in Sheffield.
0114 222 8923
chaplaincy@sheffield.ac.uk
www.sheffield.ac.uk/ssid/chaplain

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Cleaning

A cleaning service is not provided in your accommodation, so it is your responsibility to keep the property clean and tidy.

Cleaning Tips
1. Your accommodation comes with cleaning equipment including a vacuum cleaner, mop and bucket.
2. Take down the shower curtain occasionally to keep it fresh - it can go in the washing machine and be hung back up to dry.
3. Make sure that food doesn't get stuck to the bottom of the oven, grill pan or toaster, as this is a fire risk.
4. To reduce the amount of waste produced, there are recycling facilities dotted around the residences.
5. Keep the inside of the fridge clean, remove old food and wipe the shelves regularly.
6. When washing showers, sinks or toilets remember to clean the sealant in between tiles.

Cleaning

Contract Extensions
If you wish to continue living in your accommodation, we may be able to offer you a renewal of your contract – although unfortunately, we are not able to guarantee this. Additionally, you will be subject to a routine inspection of your accommodation. If the cleanliness of your property is not up to standard or you are in breach of any of the clauses of your standard terms and conditions, your application for contract renewal may not be granted. For more information contact accommodationoffice@sheffield.ac.uk.

Council Tax
Students registered on a full time programme of study may be exempt from paying council tax or may qualify for a reduction in the amount payable. You can get a council tax exemption letter from the Students' Union Building and can be phoned on 0114 222 1299. If your partner or spouse is eligible to work in the UK and is living in the accommodation with you, they may have to pay council tax.

Customer Service

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
The Customer Services team are your first point of contact for most accommodation issues and queries.

Available 24/7 - 365 days a year

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, cycles will 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.

Contract Extensions

Contacting Customer Services
0114 222 4488 (option 4)
acs-customerservices@sheffield.ac.uk

CUSTOMER SERVICES

Cycle Storage
When an alarms sounds, you MUST evacuate the premises quickly and orderly.

**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 engaging in such behaviour will be referred for disciplinary action (with a fine of £200 per person as a minimum penalty), required to pay full costs and may be asked to leave their accommodation.

Additionally, 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 £50 per person as a minimum penalty).

**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**

**To ensure your safety:**

- **Never interfere with electrical equipment or installations** (including smoke / heat detectors).
- **Never use electrical equipment that is unsafe** (e.g. cables with exposed wires, cracked casings, e-cigarette chargers).
- **Do not bring in any additional furniture or soft furnishings into the flats**: these may not be up to fire safety regulation standards and are therefore fire hazards.
- **Do not use multi-way block adapters (cube type)**, trailing adapters and extension leads as these can overheat, are frequently trip hazards and also when plugged into one another are 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 cleaners** to pick up wet spillages.

For more advice and information about fire safety, watch our film at www.sheffield.ac.uk/accommodation/policiesandprocedures
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
- Never interfere with the smoke / heat detectors
- 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, since this will activate the smoke alarm in the corridor. Only use cooking appliances in your kitchen or pantry (including toasters and kettles)
- Do not leave prams in stairwells

Fire Hazards

Candles and fairy lights may look pretty and incense may smell nice, but they are fire hazards and can cause serious damage. No open flames are allowed in your accommodation.
WHAT IS THE GENIUS CARD?

The GeniUS card is the best reward scheme around and gives you 5 points for every £1 you spend. With each point worth 1p, you’ll soon save up enough points for a well-earned treat.

Pick up a GeniUS card from any of our 19 hustle & bustle outlets across campus or download the app.

Join the
10,000
GeniUS users
every month
earn rewards on food & drink across campus
Download the free app now!
Search: ‘GeniUS Card’

Collect loyalty points
Receive exclusive offers
Add credit and use as a cash card

Jonas is our new flexible stay accommodation for modern travellers. With that in mind we’ve created a new hybrid hotel for you to stay anywhere between a night and six months. With a high standard of interior design, large communal kitchens, open plan social space and two soundproofed rooms for working or studying, there’s everything you could need. Live differently, live Jonas.

Halifax Hall
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 Ranmoor/Endcliffe residences amongst stunning gardens, the beautiful Victorian hall has been transformed into an elegant and modern hotel.
For full details about completing your inventory, see “Your guide to breaking stuff” in your welcome envelope.

All accommodation in Ranmoor/Endcliffe includes internet access. If you’ve already registered online at www.sheffield.ac.uk/registration then you should have your University log in details. You can use these to access the internet.

If you are living in one of our houses in City accommodation, you may have to sort your own internet connection which will not be covered in your rent. Please contact Customer Services for more information (see page 4 for contact details). Once you’ve collected your UCard, you’ll be able to access the libraries which have WiFi and lots of computers. There are also computers available in the Students’ Union.

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Inox is one of Sheffield’s best restaurants, serving up delicious food and drink, located on Level 5 of the Students’ Union building. Celebrate special occasions with 10% off for all University of Sheffield students, in a stylish setting and relaxed atmosphere. Open from 11.30am until late evening, it’s the perfect place to take your family and friends when they visit you in Sheffield.

I

Insurance

£5000 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.cover4insurance.com/sheffield-university
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 Security (0114 222 4444). 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.

Washer/dryers are provided in many of our couple and family properties, and there are washing and drying facilities across the residences.

For those properties without a washer/dryer, there are launderettes located across the residences, which are all card operated and you will be given a card with your set of keys. You can also pick one up from one of our Customer Services desks.

To see if there’s a machine free in your closest launderette, visit: www.circuitgroup.com/viewsheffield

Launderettes

Cost
£2.50 per wash
£1.50 per dry
That’s significantly cheaper than other launderettes in the area.

Maintenance

REPORTING A PROBLEM

If you’ve got a fault, a maintenance problem, or a pest control issue report it to the Maintenance Helpdesk (a £50 call out charge may apply for pest control). 0114 222 4488 (option 1), acs-helpdesk@sheffield.ac.uk or at The Edge reception

When reporting a problem, try to include as much information as possible to enable us to conduct the repair as quickly as possible:

- Full details of what the problem is, eg ‘Drawer broken in the fridge on the right’
- Location of the fault (including block, flat and room number)
- Your name, email address and telephone number

MAINTENANCE TEAM

In order to provide you with the best service possible in your accommodation, we have a large team available to maintain your property. For this reason, we are unable to provide you with the exact details of the member of staff, or the exact time of day they will visit. Depending on the nature of the problem you’ve reported, a member of the Maintenance team will attend to issues in your accommodation between 9am-10pm, seven days a week. Outside of these times, staff can still attend to issues but by invitation or in emergencies only. All issues will be responded to within agreed guidelines of four hours for emergencies (eg. loss of hot water or no power) or five working days for non-urgent issues (eg. one bulb blown, broken cupboard door).

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

Find out more:
Forum
The Student Parent Forum is an online message board on the Students’ Union website where student parents can ask questions, post advice or ideas. Fellow student parents and members of staff from the Students’ Union can access the forum to answer any queries. You can find it at: www.sheffield.ac.uk/union/forums/

International Womens’ Club
The International Womens’ Club is a free, supportive, relaxing and interesting environment for female partners of postgraduate students and members of staff. It is a great chance to meet local women and women from around the world. You can find out more at: www.sheffield.ac.uk/internationalwomen SUIWC@sheffield.ac.uk

Crèche
The Students’ Union runs a Crèche for children of international student spouses and partners, who are learning English. It runs at the same time as the English classes at the University, every Monday and Friday morning during term-time. You can find out more at: http://su.sheffield.ac.uk/advice-support/children-services/international-crèche If you would like to find out more about the English classes available for partners of International students, visit: www.sheffield.ac.uk/eltc/languagesupport/partnersenglish

Meeting other couples and families
There are lots of other couples and families in University accommodation, living in a wide range of homes in the student residences and we want you to feel like part of a community when you live here. If you’d like to organise a social event or activity with other couples and families, there are spaces that can be booked to hold your own get-togethers. These are located at The Edges, Stephensons, Crewe and The Ridge. To plan, discuss or book an event please contact the Residence Life team at residenclfie@sheffield.ac.uk. The team is always on hand to help our couples and families community socialise!

Noise
Noise can often be a problem. Please always be considerate of your neighbours (both in the student residences and local community) - especially when listening to music or coming home after a night out. You will face disciplinary action if your behaviour negatively impacts on others.
If you’ve got a problem with a noisy neighbour and don’t know how to deal with things, speak to the Residence Mentor. Residence Mentors work closely with Security to monitor noise issues and they can support you in dealing with the matter.

Quiet time:
11pm-7am or 24/7 during exams
To make your accommodation a pleasant place to live and study, we ask that you keep noise to a minimum between 11pm and 7am every day and at all times during exam periods. If you are having any issues, you can report them to security 24 hours a day.

Nurseries
The University has its own Nursery for children aged from 6 months to 5 years run by the Students’ Union. It is very popular and spaces fill up very quickly, so we advise that you contact them as soon as possible, if you haven’t already. There is no guarantee that a space will be available in the Students’ Union Nursery but there are other nurseries in Sheffield. Find details for other nurseries by contacting Sheffield Directory: www.sheffielddirectory.org.uk
Every home has its own mailbox, which means you can get post sent directly to your address. Don’t forget to change your address and set up a mail redirect for any post you are expecting when you move in and when you move out!

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
There is no parking at our City properties.

Ranmoor/Endcliffe
A limited number of parking permits are available at £120 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

Pets

Pets are not allowed in University accommodation.

Pregnancy

If you become pregnant during your stay in University accommodation, there is support available within the University. Your first point of contact is Kathryn Axon, who is based in the Student Support and Guidance Department. Her email address is K.Axon@sheffield.ac.uk. You can also visit our dedicated webpage at www.sheffield.ac.uk/staff/student-development.

If you become pregnant whilst in University accommodation, it is important that you contact us to let us know as your accommodation may no longer be appropriate for your needs. Please contact the Accommodation Office (see ‘Contacts’ on page 4).

Parks & Recreation

Sheffield boasts 83 parks, 175 woods and over 2 million trees - so we’re sure you’ll want to spend a lot of time outdoors whilst you live here! www.sheffield.ac.uk/about/parkswoodsandcountrywide.html

The Peak District National Park is a beautiful area and also on our doorstep. There are regular bus and train connections into the heart of the Peaks. www.peakdistrict.gov.uk

Prams

It is your responsibility to ensure that prams are stored away safely and are not obstructing any hallways or exits. If your pram is found to be a fire hazard, it will be removed for your own safety.

Rent & Room Bookings

After you’ve set up a payment plan, rent will be taken in three instalments to coincide with the dates student loans are issued: 1 October 2017 17 January 2018 26 April 2018

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,

Rent payment

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

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

Residential Contracts

Your residential contract sets out your legal terms and conditions of residence. Should you be taking leave of absence or withdrawing from your course of study while living in University accommodation, please refer to your contract. For further information, please contact the Accommodation Office.
The Residence Life team are here to help you have the best student residential experience possible. As well as events, activities, sports and entertainment, our team is here to give you support and guidance.

### SUPPORT & CONDUCT

The Residence Mentors are experienced students living in the residences here to support you during your time in University accommodation. They will provide information about upcoming activities, campaigns and more. If you have any questions or are unsure who to talk to they’ll signpost you to someone who can.

Contacting a Residence Mentor
Residence Mentors visit you regularly throughout the year and a Residence Mentor is available every evening during term.

- **Residentsupport@sheffield.ac.uk**
- **0114 222 8800, 6pm-12midnight**
- **0114 222 4085, after 12midnight**

### THE RESIDENCE LIFE PORTAL

The Residence Life Portal gives you regular updates about events and activities from the Residence Life team, Students Union and Sport Sheffield. We’ll also let you know about environmental initiatives, competitions throughout the year, important information about your accommodation and lots more, so check it daily as this is your central hub.

- **www.sheffield.ac.uk/accommodation/residence-life**
- **@ResLifeTUoS**
- **www.facebook.com/residendelifeTUoS**
- **@residence_life**

### Events, Sports and Activities

In partnership with the University Student Services, the Students Union and Sport Sheffield, Residence Life is designed to enhance your residential experience.

When you live in University accommodation, there’s always something going on. Residence Life offers a wide range of activities, events, sports fundraising, volunteering opportunities, life-skills sessions and information and awareness campaigns especially for you.

Every week there are loads of opportunities to get involved, from five-a-side football, dance lessons and weekly fitness classes to music lessons, film nights and cultural celebrations. You can meet new people and try new things. Look out for your weekly email for all the latest updates. If you’d like to get involved in events and activities or organise your own, get in touch! Please let us know if you think our programme is missing something.
There’s a dedicated team of Security 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 Residence Mentors to ensure the safety of your accommodation.

If you smoke 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 Hospital Cancer Charity (Registered Charity no. 1039885). The use or possession of controlled, psychoactive, or illegal substances (eg. cannabis) will not be tolerated. 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 2 metres away from entrances, exits or open windows.

TOP TIPS FOR STAYING SAFE!

Don’t leave the front door on the latch. It means that anyone can access your accommodation.

Lock doors and windows when not at home.

Don’t allow anyone to follow you into your block unless you know them.

Remember the green break glass button is only to be used in an emergency.

Keep valuables out of sight.

Use the safer routes when walking back from campus – these are patrolled by Security and are covered by CCTV. Don’t walk alone at night.

All University accommodation is non-smoking.

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 taxi receipt along to the desk, pay your taxi fare and you’ll get your UCard back.

When pre-booking a City Taxi to collect you from the Edge, please wait at the designated taxi pick up as detailed on the Ranmoor/Endcliffe map.
You 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.

THE VILLAGE STORE
Located in the heart of Ranmoor/Endcliffe, The Village Store is a one stop shop for all your shopping essentials. Selling everything from fresh fruit and vegetables to local meat and halal sandwiches, 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 - Open 7 days a week
Vacation Period - Monday - Friday 8am-5pm

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

WELLNESS

For help and advice with wellness/wellbeing issues contact the Residence Life support and conduct team (see Contacts on page 3).

Alcohol
For some students, drinking can play a part in University life. It’s okay 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. (p. 29)
• Alternate alcoholic with non-alcoholic drinks.
• Don’t pressure your friends into having another drink, or be pressured by them.
• Never leave your drink unattended or accept drinks from someone you don’t know.

If you’re concerned that you or a friend is drinking too much, talk to your Residence 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

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
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 be changes between the date of publication and the time you commence your stay in our residences.

Voted number 1 for accommodation three years in a row (2013-16)

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