Accommodation Guide

Allen Court

A to Z

Accommodation

2018/19

Accommodation Guide

Allen Court
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.

Allen Court works in partnership with The University of Sheffield to provide its students with city accommodation.

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All information contained in the A-Z was correct at the time of print.
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
Smart Move Sheffield, Students’ Union Building
Accommodation Office, 16 Endcliffe Avenue Endcliffe

Customer Services
Allen Court Customer Services is open Monday - Friday, 8am - 8pm (excluding public holidays). The Customer Service team are here to help with any general enquiries you may have, as well as dealing with the post.
0114 2755036
allencourt@iqstudent.com

Residence Life
Get in touch to find out about activities, events, sport and volunteering for the residences (Monday - Friday, 9am - 5pm).
0114 222 8860 / 0270 / 6967
residencelife@sheffield.ac.uk
www.residencelife.co.uk
Students’ Union
If you need advice, guidance or support about any issues you may be having, please contact:
supportcity@sheffield.ac.uk
0114 222 8800, 6pm - 12 midnight
0114 222 4085, after midnight
www.sheffield.ac.uk/accommodation/residence-life
Allen Court Common Room 9 - 11pm (every day).
**Maintenance Helpdesk**
Report a maintenance problem or damage in your accommodation 24/7, 365 days per year.

Please contact Allen Court Reception for further information

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

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

**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).

genius@sheffield.ac.uk
www.withus.com/hustleandbustle/

**Security**
To contact Allen Court Security:

07506765008 or 07956039749

**Private Sector Housing**
If you want advice and information about house hunting for next year, speak to the team at Smart Move Sheffield (Monday-Friday, 10am-5pm).

0114 222 6058
smartmove@sheffield.ac.uk
www.smartmovesheffield.com
Students’ Union Building
If you want advice and information about house hunting for next year, speak to the team at Smart Move Sheffield (Monday-Friday, 10am-5pm).
0114 222 6058
smartmove@sheffield.ac.uk
www.smartmovesheffield.com

*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/ssid/international/immigration/nhs

**Doctors**
All students need to register with the University Health Service for free* and full GP services.
0114 222 2100
health.service@sheffield.ac.uk
www.sheffield.ac.uk/health
53 Gell Street, Sheffield, S3 7QP

**Doctors**
All students need to register with the University Health Service for free* and 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 at no cost* between 8am and 10pm every day.
0114 241 2700
Rockingham House, Broad Lane, Sheffield, S3 3PB

**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

**Student Advice Centre**
If you are feeling that things aren’t going right and want to talk to someone, pop in to the Student Advice Centre.
0114 222 8660
advice@sheffield.ac.uk
Students’ Union Building
36 Wilkinson Street, Sheffield, S10 2GB

**Medical Emergencies**
If you need urgent medical help outside normal working hours:
111

**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 sexually transmitted diseases.
0114 226 8888
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.
080 8800 3344
helpline@meningitis.org

**Student Access to Mental Health Services**
SAMHS is the first point of contact for students to explore a range of mental health support needs in a single triage appointment
0114 222 4134
samhs@sheffield.ac.uk
36 Wilkinson Street, Sheffield, S10 2GB
ALLEN COURT HAVE AMAZON LOCKERS.

You will be able to collect their parcels from the lockers 24/7 if you have selected to use the lockers when making your purchase.

**What is Amazon Locker delivery?**

Amazon Locker is a self-service parcel delivery service offered by online retailer Amazon.com. Amazon customers can select any Locker location as their delivery address, and retrieve their orders at that location by entering a unique pick-up code on the Locker touch screen.

“Select” a Locker location to add it to your address book, and next time you add an item to your basket, click “Dispatch to this address” to have it delivered to your favourite locker. Once your parcel is delivered to the Amazon Locker, you’ll receive an e-mail with instructions and a unique pick-up code.

**Bar One**

Located in the popular Students’ Union Building, Bar One is a lively student bar that will entertain you right up to 1am with its wide range of events. From quizzes to live comedy, there is always something going on at Bar One for you to enjoy.

**Bar One opening hours (term time)**

**Monday:**
11am - 12 midnight

**Tuesday & Wednesday:**
11am - 12.30am

**Thursday - Saturday:**
11am-1am

**Sunday:**
12noon-12midnight
INTERVAL

Located on the other side of the Students' Union beer garden, Interval is a favourite amongst those who want to relax and chat during the day.

This laid back cafe provides the perfect place to catch up with friends after lectures.

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 lunch or evening meal, and enjoy an excellent craft beer, wine and spirits. Take advantage of the beer garden in good weather and look out for details of the regular quiz nights, open mic and darts evening.

The University Arms is part of the University’s hustle & bUSTle food and drink offer, which means that you can use your GeniUS card to collect loyalty points and spend money on food and soft drinks.

Twitter: @UniversityArms
facebook.com/universityarms

hustle & bUSTle
bars, cafés & retail

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

Interval
opening hours (term time)
Monday - Friday: 9.30am - 11pm
Saturday: 11am - 11pm
Sunday: 12noon - 11pm

Times may differ over the vacation period. Please check http://withus.com/hustleandbustle/venue-info-opening-times/ for the latest information.
BIN COLLECTIONS
You are responsible for regularly emptying your kitchen bins and taking the rubbish and recycling to the waste bins in the courtyard.

General Waste
Collected: Every Wednesday  Frequency: Weekly

Blue Bin
Cardboard, paper Collected: Every Monday  Frequency: Fortnightly

Green Bin Glass Collected: Every Monday  Frequency: Fortnightly

There is a British Heart Foundation collection point at Allen Court.

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

Common areas at Allen Court are cleaned Monday - Friday. However, no cleaning is provided in the apartments and study bedrooms.

YOUR RESPONSIBILITIES

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 with your flatmates to make sure that kitchens and corridors are kept in an acceptable condition. Your Residence Life Mentor can offer advice if you need it, such as following a rota for emptying the kitchen bins. Whether or not you get your deposit back partly depends on how clean you keep your accommodation, so it’s in your best interests to keep things spick and span!

CLEANING GUIDELINES

- Keep the inside of the fridge clean, remove old food and wipe the shelves regularly
- Wash up and clear away any kitchen items from work surfaces and the sink area
- Make sure that food doesn’t get stuck to the bottom of the oven - it’s a fire risk
- Take out rubbish and recycling
- Wipe down the work surfaces and cooker regularly, especially if you spill food during cooking
- Do not use a vacuum cleaner to pick up wet spillages
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. They are based at reception at Allen Court:

Contacting Customer Services

☎ 0114 2755036

✉ allencourt@iqstudent.com

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 £35 retrieval charge. At the end of your accommodation contract, please remember to take your cycle with you when you vacate – or it will be donated to charity. Depending on where you live, there are different ways to access the cycle stores.
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.

ANNUAL STUDENT 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 where you can win fabulous prizes just for taking part.

FOOD & DRINK

If you have had a great experience in one of our outlets, or there’s something you’ve not been happy with, let us know - email: genius@sheffield.ac.uk

Also see:
Compliments and complaints
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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 £100 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 07506 765008 or 07956 039749. 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

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:

- Evacuate if you hear an alarm
- 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 (right side bar) : www.sheffield.ac.uk/accommodation/policiesandprocedures
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 and incense may smell nice, but they are fire hazards and can cause serious damage.

No open flames are allowed in your accommodation.

Hob Angels
The majority of flats will have Hob Angels installed in the kitchen. Hob Angel keeps you safe and stops accidental fires by requiring you to tap a button every 15 minutes to keep the hob on.

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)
UNIVERSITY CAFÉS & BARS

Wherever you are, there’s a hustle & bUSTle venue to choose from nearby, serving a fantastic selection of good value meals, snacks and drinks. We have a range of distinctive venues that are all unique in their own right, covering everything from the traditional setting of Krebs where you can indulge in delicious cakes and coffees, through to the sleek Diamond Kitchen where you can enjoy tasty international dishes. Plus, enjoy the stunning views of The View Deli for freshly made vegetarian, vegan and gluten free options. So whether you are between lectures or seminars, meeting friends or just grabbing a bite to eat, we have a venue to suit you.

WHEN YOU SPEND, YOU GET MONEY BACK

Make your money go further with a GeniUS reward card, so you’re not left strapped for cash. Pick up a GeniUS card to earn five points for every £1 you spend in any of our hustle & bUSTle cafés and bars on campus and in the residences. Each point is worth 1p so you will easily save up enough points for your favourite treat. To redeem your rewards, all you need to do is register your card online at www.withus.com/genius to create your account. You or your parents can load money onto a GeniUS account so you can pay for food and soft drinks on your card - it couldn’t be easier!

DOWNLOAD THE GENIUS APP - SEARCH ‘GENIUS CARD TUOS’
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.

Download the app or pick up a card from any of our 18 hustle & bUStle outlets across the campus.

SEARCH TUoS GENIUS CARD

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 ✓
**Gym**

Allen Court has its own gym and swimming pool which students can join for an extra charge. For details, please visit:
- allencourtgym@iqstudent.com
- 0114 273 0379
- www.facebook.com/momentumleisureclub

**Residences Fitness Suite**

The new Residences Fitness Suite opens September 2018 in The Ridge at Ranmoor/Endcliffe, and is free to use for all students in the residences!
Hotels

Jonas

Jonas is our 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.

0114 222 8816
hello@jonashotel.co.uk
www.jonashotel.co.uk

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.

0114 222 8810
stay@halifaxhall.co.uk
www.halifaxhall.co.uk
SMART MOVE CAMPAIGN

Lots of students think it’s necessary to start looking for housing for next year as soon as possible – it’s not! 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 SECTOR HOUSING

Smart Move Sheffield look after the University’s register of private properties. All properties on the register comply with SNUG guidelines. Smart Move Sheffield can also offer advice, guidance and support about house hunting. Contact them at:

- 0114 222 6058
- smartmove@sheffield.ac.uk
- www.smartmovesheffield.com
- Students’ Union Building

When you’re ready to start looking, use the Smart Move Sheffield search engine online at:

- www.smartmovesheffield.com

UNIVERSITY ACCOMMODATION

You can live in University Accommodation throughout your studies. Self-select your own room and live where you choose, alone or with a group of friends.

1. All inclusive rent = no splitting bills.
2. Internet included.
3. Wide selection of houses/rooms.

Find out more: 0114 222 4488 (option 2) accommodationoffice@sheffield.ac.uk www.sheffield.ac.uk/accommodation

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 forward details via email to your friends. As Smart Move Sheffield is part of the University’s Accommodation Office, you can also view University accommodation on there.

H

House Hunting for Next Year

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INOX

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 the lounge menu for all University of Sheffield students, in a stylish setting and relaxed atmosphere. Open from 8.30am until 6:30pm during the week, it’s the perfect place to take your family and friends when they visit you in Sheffield.

0114 222 6043
dine@inoxdine.co.uk
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.cover4insurance.com/sheffield-university

Internet

100MB/s of internet usage is included in your rent. Allen Court has WIFI in all study bedrooms and the Common Room.

To add more devices to your account, please visit myaccount.ask.com to add 4Connect. If you have any questions or problems, please contact the ASK4 support team on 0114 303 3232, support@ask4.com or visit the support portal: https://support.ask4.com/

Personal wireless access points are not permitted within your accommodation, as these will interfere with the internal network and cause disruption to the service for you and others.
Keys & Fobs

If you lose your fob or post key, you can get a replacement from reception. Please bring your Ucard along with a debit or credit card for payment as the following charges apply and cash cannot be accepted:

- £20 per key fob
- £10 per post box key

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

Locked out?

If you forget your fob and need to be let back into your accommodation, contact Allen Court reception (0114 275 5036). 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.

Launderettes

The launderette is located in F block on the ground floor, near to the reception. The laundry facilities in Allen Court are activated by the Circuit Laundry app, or by card on request.

Please visit https://www.circuit.co.uk/ for more details on using your card and the laundry process - and make sure to download the app that lets you know when your washing has finished!

Please remember to clean the filter after using the dryer. Leaving fluff to build up can cause machine faults and fires.
Not settling in? Feel unhappy in your accommodation?
Your Residence Life 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
Smart Move Sheffield in the Students’ Union Building.
Transfers are subject to availability and cannot be guaranteed.

If you’ve got a fault, a maintenance problem, or a pest control issue report it
to Allen Court Reception (please note - pest control call out and treatment,
if the resident is at fault, is £250).
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 e.g. ‘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

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
Not settling in? Feel unhappy in your accommodation? Your Residence Life 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 Smart Move Sheffield in the Students’ Union Building. Transfers are subject to availability and cannot be guaranteed.

NOISE AND NEIGHBOURS

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 your Residence Life Mentor or call Security.

Quiet time:

SSHHHHH!!!

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.”
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
There is no parking at Allen Court.

LETTERS, PACKAGES AND PARCELS

Allen Court can accept packages and parcels on your behalf, which will be stored for you to collect, with the exception of passports, which residents must make their own arrangements for. The team will let you know that you have an item to collect from reception by emailing you.

Packages and parcels are only available for collection from reception between 3pm - 8pm. Due to limited space, Allen Court can only hold parcels for three days (exceptions made during public holidays).

Please ensure packages are addressed to you at your apartment, not to reception.

Please note that Allen Court holds no responsibility for lost or incorrectly posted parcels/letters.
Rent & Room Booking

Rent payment
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 2018  16 January 2019  29 April 2019

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

ROOM BOOKINGS
There is a common room located within Allen Court where you can study with friends and you do not need to book this space. You can alternatively book rooms up at The Edge, Crewe and The Ridge for your convenience.

To book, email residencelife@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 a leave of absence or withdrawing from your course of study while living in University accommodation, please refer to your contract.
RESIDENCE LIFE
The Residence Life team are here to help you have the best student residential experience possible. As well as events, activities, sports and entertainment provided in partnership with the Students’ Union and Sport Sheffield, our team is here to give you support and guidance.

SUPPORT & CONDUCT
The Residence Life Mentors are experienced students living in the residences 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 RESIDENCE LIFE MENTOR
Residence Life Mentors visit you regularly throughout the year and a Residence Life Mentor is available every evening during term.

- 0114 222 8800, 6pm-12midnight
- 0114 222 4085, after 12midnight
- supportcity@sheffield.ac.uk
- Allen Court Common Room
  between 9-11pm (every day).
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.

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.

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

In collaboration with the Student Support Services, and in partnership with Sport Sheffield and the Students' Union, Residence Life is designed to enhance your Sheffield experience.

Events, Sports and Activities

THE RESIDENCE LIFE PORTAL

residencelife.co.uk
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 Life 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).

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.

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.

**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

**CONTACTING SECURITY**

Between the hours of 8am - 8pm, and in emergencies or out of hours please contact Allen Court Security on:

07506765008 or 07956039749
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 or kitchen and watch live TV
✔ 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 £150.50 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 Universities UK Code of Practice. 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

VISITORS

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.
For help and advice with welfare/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 pressurised 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 Life 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.

Health & Wellbeing
It’s important to look after your mental health, and there are several options for students who want to talk to someone. The Student Advice Centre and Student Access to Mental Health Services (see pg 5 for contact details) should be your first point of call, and can help signpost you in the direction to help.

Big White Wall
Big White Wall provides a 24/7 online peer and professional support; it’s a safe space which is totally anonymous. To sign up with your university email address visit www.bigwhitewall.com
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.

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