This useful guide is here to tell you everything you need to know about living in your new home.

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

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5. Health Contacts
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   Customer Services / Cycle Storage
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24. Parking / Post / Pets
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30. Universities UK Code of Practice
   The Village Store / Visitors

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**
Customer Services are available to help with keys, post, lost property, cycle storage, maintenance 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

**Residence Life**
Get in touch to find out about support, 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

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

Ask for some advice or a visit from a Residence Life Mentor

- www.sheffield.ac.uk/accommodation/residence-life
- The Edge 9pm - 11pm
- The Ridge 9pm - 11pm
- Allen Court Common Room (every day) 9pm -11pm
**Maintenance Helpdesk**
Report a maintenance problem or damage in your accommodation 24/7, 365 days a year

- 0114 222 4488 (option 1)
- acs-helpdesk@sheffield.ac.uk
- The Edge reception, open 24/7 365 days a year
- The Ridge reception

**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/

**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

**Computer Issues**
If you experience problems with your internet connection, contact the CiCS Helpdesk (Monday-Friday, 8am-5pm).

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

**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

**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

**Parking Services**
For information about parking and parking permits.

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

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

*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
Bars

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.

EDGE LOUNGE BAR

Edge Lounge Bar is the perfect place to meet with your friends for food and drinks. Check out our daily food specials, drinks deals and event evenings. Relax with draught or bottled beers, real ales and traditional ciders, spirits and a range of cocktails. We also have an excellent range of soft drinks.

The Edge Lounge Bar is the best evening and weekend venue to catch some superb events including, open mic, recovery session, society social, quizzical and cinematic Sundays. Not to forget our party night every last Saturday of the month!

They also show the main sporting events throughout the year and offer a variety of pub games. To find out what’s happening in the Edge Lounge 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).

Edge Lounge Bar

opening hours (term time)

Monday-Friday: 4pm - 12 midnight
Saturday: 11am - 12 midnight
Sunday: 11am - 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 lunch or evening meal, and enjoy excellent craft beers, 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.

Twitter: @UniversityArms
facebook.com/universityarms

Times may differ over the vacation period. Please check http://withus.com/hustleandbustle/venue-info-opening-times/ for the latest information.

The University Arms
opening hours (term time)

Monday - Thursday:
11am - 11pm
Friday:
11am - 12 midnight
Saturday:
12noon - 12 midnight
Sunday:
Closed
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, CDs and DVDs, non-perishable and unopened food.

RECYCLING
In most kitchens there are facilities to recycle. Use white or see-through rubbish bags where possible, please don’t use black bags for recycling:

- Paper
- Plastics
- Card
- Tin
- Glass

Food Waste
Your flat may also have a ReFood caddy. This can be filled with food waste using bags inside the caddy. When the caddy is full empty it into the nearest ReFood bin*, where it is processed and turned into renewable energy.

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

*located in the external bin blocks.
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 Residence Life 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 and advice.

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 clean and tidy!

Cleansing PROVISION

If cleaning is provided in your accommodation, it will start from Monday 24 September 2018 onwards. Cleaning will not be carried out over the bank holidays and it will finish on 7 June 2019. You’ll be informed of your cleaner’s name, along with the day they’ll come in on a welcome card left within your accommodation.

Cleaning

En-suite self-catered
Kitchens, stairs, landings cleaned fortnightly

Standard self-catered
Bathrooms, toilets, kitchens, stairs, landings cleaned fortnightly

En-suite catered
Kitchens, stairs, landings cleaned fortnightly

Standard catered
Bathrooms, toilets, stairs, landings & kitchens cleaned weekly

Houses
Bathrooms, toilets, kitchens, stairs, landings cleaned fortnightly

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
Cleaning

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 & recycling and if you opt for a food waste bin you are responsible for the disposal of this
5. Wipe down the work surfaces and cooker regularly, especially if you spill food during cooking
6. Do not use the vacuum cleaner to pick up wet spillages
7. Where provided, occasionally take down and wash your shower curtain

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. Wipe the kettle and toaster
5. Clean the front of fridge/freezers
6. Wipe dining furniture
7. Sweep, mop floors and vacuum carpeted areas that are accessible

Watch our YouTube video for great tips on how to keep your residences clean - search UoS How to Pass Your Inspection on YouTube!
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.

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

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.

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.
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
Page 11
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 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

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

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 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)

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.

FireHazards
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.
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 even load money onto a GeniUS account so you can pay for food and soft drinks on your app or card - it couldn’t be easier!

CATERED STUDENTS
If you are living in catered accommodation you will have a GeniUS account created for you, and we will email you the week before Intro Weekend with your login details. Your GeniUS account will be automatically credited with £52.50 each week on a Sunday (during term time), which you can spend at any of our 18 hustle & bUStle cafes or bars at the residences or across campus.

DOWNLOAD THE GENIUS APP
- SEARCH ‘TUOSGENIUS CARD’

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!
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 GeniUS app or pick up a card from any of our 18 hustle & bUSTle outlets across campus.
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 monitor the weather forecasts and turn the heating on when the temperature becomes too low.

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 Tips:

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).
Hotels

Jonas

Jonas is our flexible stay accommodation for modern travellers. With that in mind we’ve created a 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.
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
Level 5, Students’ Union

Insurance

Up to £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

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.

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 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 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.
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 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 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.

There are washing and drying facilities in launderettes across the residences.

All of our launderettes are managed by Circuit Laundry, who have a great app which shows you which machines are currently in use and which are available, how much longer you have on your cycle, and how much money you’ve got left on your account.

You can even pay for your wash and dry using the app on your phone!

Launderettes in Ranmoor/Endcliffe & City:

<table>
<thead>
<tr>
<th>Open to all</th>
<th>Access code</th>
<th>Residents only</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Edge</td>
<td>Broad Lane Court</td>
<td>Endcliffe Vale Flats</td>
</tr>
<tr>
<td>The Ridge</td>
<td>Carrysbrook Court</td>
<td>Mappin</td>
</tr>
<tr>
<td></td>
<td>Crewe</td>
<td>St. George’s Flats</td>
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<td></td>
<td>Endcliffe Crescent Flats</td>
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</tr>
<tr>
<td></td>
<td>Stephenson / Cratcliffe</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Stephenson South Wing</td>
<td></td>
</tr>
</tbody>
</table>
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 and Ridge 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**

**REPORTING A PROBLEM**

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 the agreed guidelines of four hours for emergencies (e.g. loss of hot water or no power) or five working days for non-urgent issues (e.g. one bulb blown, broken cupboard door).

Moving Rooms

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.

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
Noise

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 the Residence Life Mentor. Residence Life Mentors work closely with Security to monitor noise issues and they can support you in dealing with the matter.

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 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

LETTERS, PACKAGES AND PARCELS

There are letter boxes for each property with the exception of Stephenson and Carrysbrook Court, so you should arrange for post to be delivered to you direct, e.g. Froggatt B7, Room 10, 21 Endcliffe Crescent, Sheffield, South Yorkshire, S10 3AH. Parcels that are suspected to include hazardous or illegal items will not be accepted.

RANMOOR/ENDCLIFFE & CITY
Customer Services at The Edge are unable to accept parcels for Ranmoor/Endcliffe or City residences and all couriers will try to deliver parcels directly to the resident only. If it is not possible to make the delivery, a missed delivery card will be left by the courier.

STEPHENVSON
You will need to collect your post and parcels from Customer Services at The Edge - however residents should still always include all necessary information listed above.

CARRYSBROOK COURT
You will need to collect your post and parcels from Customer Services at The Edge - however you should still always include all necessary information listed above.

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.

Pets
Pets are not allowed in University accommodation.
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

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.
accommodationoffice@sheffield.ac.uk

ROOM BOOKINGS
There are social spaces that can be booked out at The Edge, Crewe and The Ridge. 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
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, our team is here to give you support and guidance.

Support & Conduct
The Residence Life Mentors are experienced students living in the residences 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 Residence Life Mentor
Residence Life Mentors visit you regularly throughout the year and a Residence Life Mentor is available every evening during term.

residentsupport@sheffield.ac.uk
0114 222 8800, 6pm-12midnight
0114 222 4085, after 12midnight
The Edge Cafe 9pm - 11pm
The Ridge 9pm - 11pm
Allen Court Common Room 9pm - 11pm
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.

@residencelife.co.uk

www.sheffield.ac.uk/accommodation/residence-life

@ResLifeTUoS

www.facebook.com/residencelifeTUoS

@residence_life

Events, Sports and Activities

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.

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 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 (e.g. 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

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

For general advice and information: 0114 222 4085

@security@sheffield.ac.uk

All University accommodation is non-smoking.
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 239 3939, 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.

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.

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 £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.

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
Mon - Fri 8am - 11pm, Sat 9am - 11pm, Sun 11am - 8pm

Vacation Period - Monday - Friday 9am - 3pm

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