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
6. Bars
8. Bins
9. Cleaning / Chaplaincy
10. Cleaning
11. Compliments & Complaints
   - Customer Services / Cycle Storage
12. Feedback
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20. INOX / Insurance / Internet / Keys & Swipe Cards
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24. Parking / Post / Pets
25. Rent / Room Bookings / Residential Contracts
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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

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 / 8851 / 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:

residentsupport@sheffield.ac.uk

0114 222 8800, 6.30pm - 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

**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

**Food & Drink**
Get in touch to find out about our amazing selection of food and drink venues around campus, and how to save money with our GeniUS rewards scheme. (Monday-Friday, 9am-5pm).
genius@sheffield.ac.uk
www.sheffield.ac.uk/foodanddrink

**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

**Parking Services**
For information about parking and parking permits.
0114 222 9000
www.sheffield.ac.uk/parkingservices/studentresidences
**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

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**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

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**Health Contacts**

**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

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**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

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**NHS 111 Service**

See a doctor or a nurse without an appointment at no cost* between 8am and 10pm every day.

111

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**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

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**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.

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**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

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**Nightline**

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

(listening): 0114 222 8787

(information): 0114 222 8788

nightline@sheffield.ac.uk

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**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

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**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

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*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*
Use your GeniUS card to collect loyalty points while you spend on food and soft drinks at the Edge Bar.

EDGE BAR

The Edge Bar is the perfect place to meet with your friends for food and drinks. Check out our daily food specials, drinks deals and evening events. 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. Play some pool, chill out or watch the main sporting events throughout the year with your mates. If you’re up for getting involved in quizzes, tournaments and Res Life events, the Edge Bar is the place to be.

DON’T MISS:
Monday: Curry Night
Tuesday: Bar Olympics
Wednesday: Steak Night
Sunday: Quiz Night

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)

Edge Bar Opening Hours (term time)
Monday-Friday: 5pm - 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, supported by 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 www.sheffield.ac.uk/foodanddrink for the latest information.

The University Arms
opening hours (term time)

Monday - Thursday:
11am - 11pm
Friday:
11am - 12pm
Saturday:
12pm - 11pm
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.

BINS COLLECTIONS

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

Houses
Our waste contractor will collect the bins from your footpath and empty them, so there is no need for you to take them to the road. Remember not to overfill the bin or leave additional rubbish as excess waste won’t be collected. General waste, recycling and glass will be collected weekly or fortnightly depending on the location of your property.

Please do not leave your waste at the side of the bins.

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 into the nearest ReFood bin*, where it is processed and turned into renewable energy.

Mixing:
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!

CLEANING PROVISION

If cleaning is provided in your accommodation, it will start from September onwards. Cleaning will not be carried out over the bank holidays and it will finish on June. 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.

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

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

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
8. Vacuum carpeted areas regularly
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. 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 there’s a dish in one of our cafés that you love and want to see on the menu, or there’s something you’ve not been happy with, let us know - email: genius@sheffield.ac.uk.
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), and a requirement 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

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.

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.
UNIVERSITY CAFÉS & BARS

With a vibrant mix of 15 cafés & 2 bars, you really are spoilt for choice when it comes to eating and drinking at The University of Sheffield. Wherever you are on campus, there’s always somewhere nearby to grab a drink or bite to eat. Our selection of venues covers 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 such as noodles and shiish kebabs, and The View Deli for freshly made vegetarian, vegan and gluten free options. So whether you are taking lunch between lectures or seminars, meeting friends or just grabbing a snack, we have a venue to suit you. See GeniUS on page 16 to find out how you can earn rewards on your food and drink.
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 to start collecting points at any of our 17 cafes and bars across campus. 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! To find out more visit www.sheffield.ac.uk/foodanddrink/genius

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 ✔

Designed & Operated by bUStle bars, cafes & retail
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.

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

If you're looking for somewhere for your friends or family to stay whilst they visit, then look no further than the hotels we have located next to the Ranmoor/Endcliffe residences, only a short walk from Ecclesall Road.

Jonas

Jonas is the University’s new flexible stay accommodation, where you can join our community of students, travellers, business guests and visitors to the city of Sheffield. Jonas is all about bringing people together, that’s why you’ll find most of the ground floor has been crafted into a vibrant and stylish social space with games rooms and a 24-hour café. All bedrooms are en-suite with a ¾ bed, TV, desk and storage, and each morning you will get a hot drink and pastry on us.

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

Halifax Hall

Originally a Victorian steel baron's mansion, Halifax Hall has been lovingly transformed into a luxury hotel. With 38 en-suite bedrooms all decorated to a high finish, our rooms include a TV, a safe to keep your belongings secure, wardrobe, desk, and hairdryer. Free Wi-Fi access is offered throughout and room service is available. Our bathrooms are all equipped with towels, complimentary Noir toiletries from Noble Isle and heated towel rails.

www.halifaxhall.co.uk
stay@halifaxhall.co.uk
0114 222 8810
House Hunting for Next Year

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.smartmovessheffield.com

Students’ Union Building

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

www.smartmovessheffield.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
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.

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)
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- £5 Laundry card

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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 Crewe Endcliffe Crescent Flats / Cratcliffe</td>
<td>Endcliffe Vale Flats Mappin St. George's Flats</td>
</tr>
<tr>
<td>The Ridge</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 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).

Not settling in? Feel unhappy in your accommodation? Your Residence Life Mentor can help. They’ve been a first year to, 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.

To apply, please contact Customer Services of Accommodation Office for further information.

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 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:

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 £127.25 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 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.

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:

October, January, April

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 are social spaces that can be booked out at The Edge, Crewe and The Ridge. To book, email
acs-customerservices@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.
accommodationoffice@sheffield.ac.uk
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.

Good conduct is essential to what it means to be a University of Sheffield student. Please refer to the Student Code of Conduct for further details visit - https://www.sheffield.ac.uk/sss/student-code-of-conduct

residentsupport@sheffield.ac.uk
0114 222 8800, 6.30pm-12 midnight
0114 222 4085, after 12 midnight

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.

Events, Sports and Activities

We aim to foster an environment in which everyone engages positively with their University and local community and treats others with respect and dignity. Please refer to Our Commitment for further details -

https://www.sheffield.ac.uk/ssid/ourcommitment

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.

@residencelife.co.uk

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

@ResLifeTUoS

www.facebook.com/residencelifeTUoS

@residence_life
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
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
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.

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](http://www.drinkaware.co.uk)

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.

**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](http://www.bigwhitewall.com) (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](http://www.bigwhitewall.com)
What is an inventory?
An inventory is a quick online questionnaire which allows you to record the condition of your accommodation and furniture when you move in. You’ll be able to confirm details on all aspects of your property, such as whether your toaster is working, not working or missing. It will only take 5-10 minutes and our Maintenance Team will respond to any issues the maintenance team deem necessary to repair. For more information on the Maintenance Team and response times, please visit: www.sheffield.ac.uk/accommodation.student-info-guides/maintenance

Why complete an inventory?
Let’s be honest, no one wants to get charged for something that they didn’t do. We check everything before you arrive to make sure it meets our high standards and that nothing is broken, damaged or missing but sometimes things can be missed. Completing an inventory is your opportunity to make us aware of any issues with your accommodation and make sure you’re not charged for them.

Your inventory must be completed within seven days of your contract start date, otherwise it will be assumed that you are responsible for any damages and you may be charged out of your deposit to put them right.

For Shared areas
You’ll need to get together with the rest of your flatmates to go through the inventory together, with only one person submitting it.
What’s the deal with deposits?
When you accepted your contract, you paid a deposit of £150. This is held in case you are responsible for any damage or cleaning issues in your accommodation. We want to maintain a high standard for you and future students so if there is a problem, those responsible will be charged out of their deposits to put things right.

How do you identify charges?
When we are made aware of an issue in your accommodation, by you, housekeeping or during an inspection, we identify whether it has been caused by general wear and tear or by wilful or accidental damage.

If it is caused by wear and tear, you won’t be charged. If we think it’s as a result of damage, whether accidental or on purpose, evidence such as a photograph will be taken and we’ll notify you by email with details of the damage and cost. The email we send will be to make enquiries in relation to the charge and no charge is applied at this stage.

When you move out, your room and shared areas will be inspected and compared to the information stated in your inventory. If there are any differences you will be charged.

Example: Chair material bobbling or wearing is classed as wear and tear, whereas stains on the carpet and chairs are classed as damage. Accidents do happen, but please treat your residence like a second home. Please report any issues to maintenance.
WHO'S CHARGED FOR WHAT?

PROBLEMS IDENTIFIED IN A BEDROOM
The individual resident will be charged

PROBLEMS IDENTIFIED IN SHARED KITCHENS,
BATHROOMS AND LIVING AREAS
The cost will be split between all residents of the flat
unless those responsible are identified

PROBLEMS IDENTIFIED IN SHARED HALLWAYS,
stairwells and lifts
The cost will be split between all residents in the block
unless those responsible are identified
How will I be charged?

If any potential charges are identified during the course of the year, we will email you with details of the damage and cost and how to access further information through the inventory and charges system. You will then have the opportunity (normally 7 days) to raise any queries with us or discuss this further before the charge is deemed final.

Individual damage

If the charge is to be made, we will send you a link to make payment to us via the University’s payment portal. You can pay online using a debit/credit card or in person at the Income Office. Your account on the inventory and charges system will then be updated to show that you have paid.

Shared area damage

Once you’ve moved out, we will email you within 28 working days of your contract end date to advise you of any additional charges made and view what deposit refund is to be made to your account. You will then have the opportunity to discuss any charges with us. The cost will be taken from your deposit.

Charges amounting to less than £150

Amount deducted from your deposit and the remaining funds returned to you.

Charges amounting to more than £150

You will be sent a link to make payment via the University’s payment portal.

Following deposit returns you will have a number of weeks to raise a query with us before the charge is closed or a payment link is sent. If payment is not made within the advised timescale we may raise an invoice to you for the balance owed. If we discover an error on our part has been made, we will refund you.

How will my deposit be returned to me?

Any remaining balance of your deposit will be refunded into your bank account. To ensure you receive your refund as quickly as possible, you will need to confirm your UK bank account details. There will be a secure facility available via your online University account, MUSE, between May and July 2020 where you’ll be able to provide us with your correct details.
Inspections

What happens at inspection?
Your room and shared areas are checked to make sure they are clean and tidy. It is also a chance for us to identify any damage to property, fixtures or fittings.

Housekeeping Inspection

What is a housekeeping inspection?
Fear not, a Housekeeping inspection is simply an opportunity for us to come and see how you are looking after your accommodation - and check whether you’re maintaining cleaning standards and spotting if there’s any damage.

When will my inspection take place?
You’ll be notified a week in advance of your inspection, so you’ll have plenty of time to prepare. You’ll receive an email detailing your inspection date. If you need advice on passing an inspection, speak to your Residence Life Mentors.

If you need advice on passing an inspection please email housekeeping on ACSserviceTL@sheffield.ac.uk
Inspections

How to pass a mid-year inspection

✓ Tidy away any mess
✓ Mop and vacuum floors
✓ Wipe down the bathroom tiles, sink and toilet
✓ Wash the shower curtain in the washing machine and hang it back up to dry
✓ Clean and tidy all work surfaces
✓ Take out all rubbish and recycling
✓ Clean inside and outside of the cooker and microwave

Remember that sharing the cleaning and tidying amongst your flatmates will make things much easier!

At the start of your contract your Residence Life mentor will visit your flat and help you create your flatmate agreement, which will include a cleaning rota.’

Failing a mid-year inspection

If your room, en-suite or shared areas aren’t clean and tidy, you’ll have seven days to put things right. If it’s still not up to standard you’ll be charged out of your deposit for cleaners to come in.
What is an end of year inspection?
An end of year contract inspection takes place once you have vacated your accommodation. It is a chance for us to have a thorough look at the property.

The end of year inspection links to your inventory:

<table>
<thead>
<tr>
<th>SUBMITTED INVENTORY</th>
<th>NO INVENTORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you completed your inventory we will compare the condition of your accommodation to your original description. If problems are found which weren’t reported in your inventory you may be charged out of your deposit to put them right.</td>
<td>If any issues are highlighted in the end of contract inspection, it will be assumed that you are responsible and you’ll be charged out of your deposit to put them right.</td>
</tr>
</tbody>
</table>

DON’T IGNORE IT, REPORT IT!

Keep in-touch
Don’t wait until an inspection or until you move out. We’re here to help and want to hear from you all year round. Contact us through ACS helpdesk at The Ridge and The Edge

acs-helpdesk@sheffield.ac.uk  0114 222 4488
If something gets broken, it needs to be fixed or replaced. The amount that items cost may be more than you think and the University only charges the cost that is passed to us. Costs include labour, materials, delivery and VAT - which all add up!

<table>
<thead>
<tr>
<th>ITEM</th>
<th>TOP TIPS</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intercom</td>
<td>Do not misuse by handling excessively or repeatedly pressing the buttons on your device.</td>
<td>To replace: £25</td>
</tr>
<tr>
<td>Dining Chair</td>
<td>Report loose or cracked seats</td>
<td>To replace: £82.40</td>
</tr>
<tr>
<td>Water / CO2 Fire Extinguisher</td>
<td>Only use in an emergency</td>
<td>£49.96 (water)/£50 (CO2), plus minimum £50 fine for malicious use</td>
</tr>
<tr>
<td>Fire Door</td>
<td>Don’t kick or throw objects at doors, as piercing the protective covering may require the door to be replaced for fire safety</td>
<td>£700-£1,200 depending on the location and type</td>
</tr>
<tr>
<td>Carpet Replacement / Clean</td>
<td>Clean up spills straight away and if you can’t, contact us to avoid the stain becoming permanent</td>
<td>£300 - £ 1000 for replacement, £12 - £29 for clean, dependent on area</td>
</tr>
<tr>
<td>Ceiling Tile</td>
<td>Don’t play ball games indoors</td>
<td>To replace: £16.80 each</td>
</tr>
</tbody>
</table>
| Sofa Cover                                | Don’t put sharp objects on the sofa as they can tear fabric. Avoid staining by cleaning any spillages immediately | 1 seater: £163  
2 seater: £233  
3 seater: £249 |
| Computer Chair                            | Report damaged seating                                                  | To replace: £104.55                       |
| Ceramic Hob                               | Clean your hob after each use and don’t allow food to stick to the surface | To replace: £191.15                       |
| Wall Repaint                              | Walls - Don’t stick posters to the walls - please use the noticeboard provided in your bedroom and living rooms. | To repaint one wall: £49.44                |
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.

(Printed August 2019)