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 275 5036
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 / 8851 / 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:

residentsupport@sheffield.ac.uk
0114 275 5036, 9am - 8pm
07506 765008 / 07956 039749, 8pm - 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

**Food & Drink**
To find out about our amazing selection of food and drink venues around campus, and how to save money with our GeniUS rewards scheme, visit:

www.sheffield.ac.uk/foodanddrink

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

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

**Security**
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.smartmove@sheffield.com
Students’ Union Building
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

**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, S1 3PB

**NHS 111 Service**
Speak to 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

**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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**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

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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
**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)

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**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.
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 http://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
BIN COLLECTIONS

You are responsible for regularly emptying your kitchen bins and taking the rubbish and recycling to the waste bins in the courtyard. Please do not leave your waste at the side of the bins.

General Waste
Collected: **Every Wednesday**  Frequency: **Weekly**

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

Green Bin Glass Collected: **Every Monday**  Frequency: **Fortnightly**

Please do not put food in the recycling bins under any circumstances.

There is a British Heart Foundation collection point and S6 FoodBank Collection point at Allen Court.

**Items you can donate include:**
Clothing and shoes, toys, books, 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

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/chaplaincy
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 275 5036

✉️ allencourt@iqstudent.com

CYCLE STORAGE
We recommend storing your bikes in the lockable cycle storage undercover in Block H.

Use your fob to access the cycle store - you’ll need to get it activated at reception first. Bicycles must not be taken into buildings or stored in shared areas (e.g. corridors, landings, bedrooms) as they obstruct fire escape routes.
Feedback

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.
Fire Safety

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 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

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. The hobs in your flat can only be used with induction pans.

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

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.

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:

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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
Fitness Suite

The Residences Fitness Suite at Ranmoor/Endcliffe is free of charge for all residents living within University Accommodation located across Ranmoor/Endcliffe and City. Access will be restricted via Ucard only, so please don’t forget your card when you visit.

This facility has top of the range facilities for the students to use ranging from treadmills to weights and bikes - what better way to start or finish the day. Even better, it’s open 24/7 so you can fit your workout around your schedule.

So - come along and check it out wherever you live in University Accommodation.
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, 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.smartmovesheffield.com
Students’ Union Building

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

www.smartmovesheffield.com

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.

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
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

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 33232, 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.

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
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.

Keys & Fobs

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 or ask at Allen Court reception.

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, contact the accommodation office. Transfers are subject to availability and cannot be guaranteed.

**Maintenance**

**REPORTING A PROBLEM**

If you’ve got a fault, a maintenance problem report it to Allen Court 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 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](http://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 may 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: SSSHHHH!!!

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.

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 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 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 hire The Common Room and Games Room for residents use only by contacting Allen Court reception.

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.

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. [https://www.sheffield.ac.uk/sss/student-code-of-conduct](https://www.sheffield.ac.uk/sss/student-code-of-conduct)

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

Allen Court Common Room
between 9-11pm (every day).

Find out all you need to know about living in University accommodation: visit us at residencelife.co.uk
THE RESIDENCE LIFE PORTAL

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

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

Events, Sports and Activities

We aim to foster an environment in which everyone engages positively with their University and local community, 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.
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.
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
- Download or watch BBC programmes on iPlayer

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. No more than two consecutive nights.

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](http://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](http://www.bigwhitewall.com)
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.
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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.

Deposits Explained

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.
**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.
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:

**SUBMITTED INVENTORY**
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.

**NO INVENTORY**
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.
Most common charges and how to avoid them!
Here are this year’s most common damages:

<table>
<thead>
<tr>
<th>ITEM</th>
<th>TOP TIPS</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mattress</strong></td>
<td>Please always use the mattress protector that is supplied at the beginning of your stay.</td>
<td>£118.90 to replace</td>
</tr>
<tr>
<td><strong>Intercom</strong></td>
<td>Do not misuse by handling excessively or repeatedly pressing the buttons on your device.</td>
<td>To replace: £50</td>
</tr>
<tr>
<td><strong>Dining Chair</strong></td>
<td>Report loose or cracked seats</td>
<td>To replace: £82.40</td>
</tr>
<tr>
<td><strong>Water / CO2 Fire Extinguisher / Water Mist Extinguisher</strong></td>
<td>Only use in an emergency</td>
<td>£49.96 (water)/£50 (CO2), £100 (water mist). Plus minimum £50 fine for malicious use</td>
</tr>
<tr>
<td><strong>Fire Door</strong></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><strong>Carpet Replacement / Clean</strong></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, £18 - £95 for clean, dependent on area</td>
</tr>
<tr>
<td><strong>Ceiling Tile</strong></td>
<td>Don’t play ball games indoors</td>
<td>To replace: £16.80 each</td>
</tr>
<tr>
<td><strong>Sofa Cover</strong></td>
<td>Don’t put sharp objects on the sofa as they can tear fabric. Avoid staining by cleaning any spillages immediately</td>
<td>£250 - £800</td>
</tr>
<tr>
<td><strong>Computer Chair</strong></td>
<td>Report damaged seating</td>
<td>To replace: £104.55</td>
</tr>
<tr>
<td><strong>Ceramic Hob</strong></td>
<td>Clean your hob after each use and don’t allow food to stick to the surface</td>
<td>To replace: £191.15-£300</td>
</tr>
<tr>
<td><strong>Wall Repaint</strong></td>
<td>Walls - Don’t stick posters to the walls - please use the noticeboard provided in your bedroom and living rooms.</td>
<td>To repaint one wall: £49.44</td>
</tr>
</tbody>
</table>

*All prices are approximate.*
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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