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.

CONTENT:

3. Contacts
5. Health Contacts
6. Bars
8. Bins, Children
9. Cleaning Chaplaincy
10. Cleaning/Contract Extension/Council Tax
11. Customer Services
12. Feedback
13. Fire Alarms
14. Fire Safety
15. Food and Drink
16. GeniUS Card
17. Hotels
18. Internet
19. INOX/Insurance
20. Keys & Swipe Cards/Laundrette, Maintenance
21. Meeting Other Couples & Families
22. Noise/Nurseries
23. Parking/Playscheme/Pets/Post/Park & Recreation/Prams/Pregnancy
24. Rent & Room Bookings/Residential Contracts
25. Residence Life
26. Safety & Security/Schools/Sheffield - Things To Do Here
27. Smoking/Safe Taxi Scheme/TV Licensing
30. University Code of Practice/Utilities/Visitors
31. Welfare & Wellbeing

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 and all general enquiries.

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

**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

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

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

The Edge 9pm - 11pm
The Ridge 9pm - 11pm
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

Parking Services
For information about parking and parking permits.

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

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

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

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

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

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.co.uk
- Students’ Union Building

Maintenance Helpdesk
Report a maintenance problem or damage in your accommodation 24/7, 365 days a year

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

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

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

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

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

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.co.uk
- Students’ Union Building

Maintenance Helpdesk
Report a maintenance problem or damage in your accommodation 24/7, 365 days a year

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

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

Parking Services
For information about parking and parking permits.

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

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

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

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

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

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.co.uk
- Students’ Union Building

*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
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.co.uk

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

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 infections.

0114 226 8888
www.sexualhealthsheffield.nhs.uk
Royal Hallamshire Hospital, Glossop Road, Sheffield, S10 2JF.

National Meningitis Helpline
Contact them if you’re concerned that you or a friend may have the symptoms of meningitis or would like more information about the disease.

080 8800 3344
helpline@meningitis.org

NHS 111 Service
You can call 111 when you need medical help fast but it’s not an emergency.

111

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

(listening): 0114 222 8787
(information): 0114 222 8788
nightline@sheffield.ac.uk

Student Advice Centre
If you are feeling that things aren’t going right and want to talk to someone, pop into the Student Advice Centre.

0114 222 8660
Advice@sheffield.ac.uk
Students’ Union Building

Jessop’s Wing
(Pregnancy, Childbirth & Postnatal)

0114 271 1900
www.sth.nhs.uk/our-hospitals/jessop-wing
Tree Root Walk, Sheffield, S10 2SF

*If you are an international student you may need to pay a surcharge to use NHS services. To find out if this is applicable to you, visit: www.sheffield.ac.uk/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](http://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 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
Your bin provision will be different depending on which property you live in.

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

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

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

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

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

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

Please consider the safety and security of your family and take necessary steps to ensure your children are supervised at all times. If you require any support for childcare, please visit the SSiD website: www.sheffield.ac.uk/ssid/contacts/child or contact Student Welfare and Guidance at support@sheffield.ac.uk.
See ‘Nurseries’ on page 23 for information about the University Nursery.
KEEPING YOUR ACCOMMODATION CLEAN

You are responsible for keeping your property clean and tidy throughout the year.

Your Residence Life Mentor can offer advice if you need it.

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!

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

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

**Contract Extensions**

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

**Council Tax**

Students registered on a full time programme of study may be exempt from paying council tax or may qualify for a reduction in the amount payable. You can get a council tax exemption letter from the Student Services Information Desk (SSiD), which is located in the Students’ Union Building and can be phoned on 0114 222 1299.

If your partner or spouse is eligible to work in the UK and is living in the accommodation with you, they may have to pay council tax. If you receive a letter from the Council Tax Office it is your responsibility to contact them directly to discuss your student status/liability.
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 when you vacate to take your cycle with you – or it will be donated to charity. Depending on where you live, there are different ways to access the cycle stores.
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.

Also see:
Compliments and complaints
Page 11
Fire Alarms

When an alarm sounds, you MUST evacuate the premises quickly and orderly.

**Disciplinary action**

The University has a zero tolerance policy on maliciously activating fire alarms or tampering with fire safety equipment (such as covering a smoke detector or discharging a fire extinguisher without reasonable cause). Such conduct puts lives in danger and is a criminal offence. Any student engaging in such behaviour will be referred for disciplinary action (with a fine of £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

For more advice and information about fire safety, watch our film at [www.sheffield.ac.uk/accommodation/policiesandprocedures](http://www.sheffield.ac.uk/accommodation/policiesandprocedures)

**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.
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.

**STAY SAFE WHEN COOKING**

According to the fire service, the most common cause of domestic fires is unattended cooking. To ensure you don’t cause a fire in your kitchen:

- Read the instruction booklet carefully so that you know how to operate the hob and the cooker safely
- Never interfere with the smoke / heat detectors
- Ensure grill pans and the inside of the oven are clean - any food or cooking fat stuck to them may catch fire when the oven is on
- Stay in the kitchen and keep an eye on your food whilst you’re cooking to make sure that nothing burns
- Never wedge kitchen doors open
- If your cooking burns and there’s smoke, open the windows and turn on the extractor fan. Do not open your kitchen door, since this will activate the smoke alarm in the corridor. Only use cooking appliances in your kitchen or pantry (including toasters and kettles)
- Do not leave prams in stairwells

**Fire Hazards**

Candles and fairy lights may look pretty and incense may smell nice, but they are fire hazards and can cause serious damage. **No open flames are allowed in your accommodation.**
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.
GeniUS Card

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 ✓

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
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
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.
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

£7,500 of room contents insurance with Cover4Students is included as part of your rent. If you’ve got any questions about what’s included in the cover, need to make a claim or you’d like to upgrade, visit:

www.cover4insurance.com/sheffield-university
If you lose your keys, swipe card or proximity fob, you can pick up a replacement from Customer Services. Please bring along a debit or credit card for payment as the following charges apply and cash cannot be accepted:

- £10 per proximity fob
- £10 per post box key
- £20 for first key & £10 for second key (i.e. if you use two keys to enter your accommodation you will be charged £30 to replace both)
- £5 Laundry card

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

Locked out?
If you forget your key or swipe card and need to be let back into your accommodation, contact Security (0114 222 4444). We reserve the right to charge you for this service, so make sure you remember to take your keys with you when you go out.

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

For those properties without a washer/dryer, there are launderettes located across the residences, which are all APP or card operated. You can download the APP, or pick up a card on-site.

To see if there’s a machine free in your closest launderette, visit: www.circuitgroup.com/viewsheffield
If you’ve got a fault, a maintenance problem, or a pest control issue report it to the Maintenance Helpdesk (a £50 call out charge may apply for pest control). 0114 222 4488 (option 1), acs-helpdesk@sheffield.ac.uk or at The Edge reception

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

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

**MAINTENANCE TEAM**

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

**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
Meeting other couples and families

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

The team is always on hand to help our couples and families community socialise!

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

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

Nurseries

The University has its own Nursery for children aged from 6 months to 5 years, run by the Students’ Union. It is very popular and spaces fill up very quickly, so we advise that you contact them as soon as possible, if you haven’t already.

There is no guarantee that a space will be available in the Students’ Union Nursery but there are other nurseries in Sheffield. Find details for other nurseries by contacting Sheffield Directory: www.sheffielddirectory.org.uk
Every home has its own mailbox, which means you can get post sent directly to your address. Don’t forget to change your address and set up a mail redirect for any post you are expecting when you move in and when you move out!

Parks & Recreation

Sheffield boasts 83 parks, 175 woods and over 2 million trees - so we’re sure you’ll want to spend a lot of time outdoors whilst you live here!

https://www.sheffield.gov.uk/content/sheffield/home/parks-sport-recreation/parks-green-spaces.html

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

www.peakdistrict.gov.uk

Prams

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

Pregnancy

If you become pregnant during your stay in University accommodation, there is support available within the University. Your first point of contact is Kathryn Axon, who is based in the Student Support and Guidance Department. Her email address is K.Axon@sheffield.ac.uk You can also visit our dedicated webpage at: www.sheffield.ac.uk/ssid/student-pregnancy If you become pregnant whilst in University accommodation, it is important that you contact us to let us know as your accommodation may no longer be appropriate for your needs. Please contact the Accommodation Office (see ‘Contacts’ on page 4).

Pets

Pets are not allowed in University accommodation.

Playscheme

The Students’ Union Nursery runs a Playscheme during school vacations (excludes Christmas vacation) for children aged 4 to 12 years old.

PARKING

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

Post

Every home has its own mailbox, which means you can get post sent directly to your address. Don’t forget to change your address and set up a mail redirect for any post you are expecting when you move in and when you move out!
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.
RESIDENCE LIFE
The Residence Life team are here to help you have the best student residential experience possible. As well as events, activities, sports and entertainment, our team is here to give you support and guidance.

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

Contacting a Residence 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 9pm - 11pm
The Ridge 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.

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.
Safety & Security

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.

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

Schools

There are some great schools in Sheffield and you can use the Sheffield City Council website to find out where they are and how to contact them.

ed-admissions@sheffield.gov.uk
0114 273 5766 - Primary Schools (ages 5-11)
0114 273 5790 - Secondary Schools (ages 11-16)
www.sheffield.gov.uk/education

Howden House, Union Street, Sheffield, S1 2SH. Opening hours for appointments (by prior arrangement)
Monday - Thursday, 8:45m-5:15pm, Friday, 8:45am - 4:45pm.

Sheffield - things to do here

There’s so much to discover in Sheffield and we’re sure that you and your family will have many exciting adventures as you get to know your new home. There are lots of museums, theatres, shops and parks - bound to keep everybody happy!

You can also pop into the Activities and Sports Zone in the Students’ Union, or email them at activities@sheffield.ac.uk to find out about what’s going on, both within the University and the city. Film Unit – Student Cinema Film Unit is the Students’ Union’s

ed-admissions@sheffield.gov.uk
0114 273 5766 - Primary Schools (ages 5-11)
0114 273 5790 - Secondary Schools (ages 11-16)
www.sheffield.gov.uk/education

Howden House, Union Street, Sheffield, S1 2SH. Opening hours for appointments (by prior arrangement)
Monday - Thursday, 8:45m-5:15pm, Friday, 8:45am - 4:45pm.

Sheffield - things to do here

There’s so much to discover in Sheffield and we’re sure that you and your family will have many exciting adventures as you get to know your new home. There are lots of museums, theatres, shops and parks - bound to keep everybody happy!

You can also pop into the Activities and Sports Zone in the Students’ Union, or email them at activities@sheffield.ac.uk to find out about what’s going on, both within the University and the city. Film Unit – Student Cinema Film Unit is the Students’ Union’s

ed-admissions@sheffield.gov.uk
0114 273 5766 - Primary Schools (ages 5-11)
0114 273 5790 - Secondary Schools (ages 11-16)
www.sheffield.gov.uk/education

Howden House, Union Street, Sheffield, S1 2SH. Opening hours for appointments (by prior arrangement)
Monday - Thursday, 8:45m-5:15pm, Friday, 8:45am - 4:45pm.

Sheffield - things to do here

There’s so much to discover in Sheffield and we’re sure that you and your family will have many exciting adventures as you get to know your new home. There are lots of museums, theatres, shops and parks - bound to keep everybody happy!

You can also pop into the Activities and Sports Zone in the Students’ Union, or email them at activities@sheffield.ac.uk to find out about what’s going on, both within the University and the city. Film Unit – Student Cinema Film Unit is the Students’ Union’s

ed-admissions@sheffield.gov.uk
0114 273 5766 - Primary Schools (ages 5-11)
0114 273 5790 - Secondary Schools (ages 11-16)
www.sheffield.gov.uk/education

Howden House, Union Street, Sheffield, S1 2SH. Opening hours for appointments (by prior arrangement)
Monday - Thursday, 8:45m-5:15pm, Friday, 8:45am - 4:45pm.
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.

**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.

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 the property**
- **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
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

**Utilities**

The rent you pay to the University for your accommodation includes gas, electricity and water. We are responsible for the payment of bills relating to all such supplies in your property. From time to time companies may send letters directly to the property address. Please do not be concerned if you get a letter regarding payment of a bill. If you do receive a letter, we would be grateful if you could take it to The Edge Customer Services or to Smart Move Sheffield.

You do not need to respond to it yourself.

The team in ACS who process the bills for payment are the Finance Team and their contact details are:

acsfinance@sheffield.ac.uk

**METER READING**

University Staff read the gas and electricity meters three times per year. This is to ensure that the bills we receive are correct and that the meter is recording a supply.

This will take place in November, March and July. We will email you the week beforehand and we may require access to read the meter (dependant on location). If you are out, a pass key will be used to ensure the meter is read. From time to time the companies who supply gas and electricity may call at your address to check the meter. If they have contacted us in advance of calling, we will let you know that they are expected. However, this is not always the case - in such circumstances, please ensure that you ask to see their Company Identification.
For help and advice with welfare/wellbeing issues contact the Residence Life support and conduct team (see Contacts on page 3).

Alcohol
For some students, drinking can play a part in University life. It’s okay to drink in sensible amounts, but there are lots of reasons why excessive drinking can be bad for you.

Here are some simple things you can do to look after yourself when drinking:

- Eat a substantial meal before going out.
- Plan how to get home in advance.
- When going home, travel with friends - and remember you can use the Safe Taxi Scheme with City Taxis. (p. 29)
- Alternate alcoholic with non-alcoholic drinks.
- Don’t pressure your friends into having another drink, or be pressurised by them.
- Never leave your drink unattended or accept drinks from someone you don’t know.

If you’re concerned that you or a friend is drinking too much, talk to your Residence Life Mentor – they may be able to help. For more information about the effects of alcohol, visit www.drinkaware.co.uk

Meningitis
Meningitis can develop rapidly and young people are particularly susceptible. Early symptoms can be very similar to those of flu or even a hangover and include:

- Fever
- Vomiting
- Severe headache
- Stiff neck
- Dislike of bright lights
- Rash

There is currently a vaccine for Meningitis C. Speak to the University Health Service (UHS) about getting immunised against this strain. If you have any concerns about your own or a friend’s symptoms, contact the UHS, National Meningitis Helpline or NHS Direct straight away.

See the ‘Health contacts’ on page 5 for details of how to get in touch. If you are feeling that things aren’t going right and want to talk to someone, pop into the student advice centre. We have plenty of people who are happy to listen to any concerns or worries you may have.

Student Advice Centre 0114 222 8660
advice@sheffield.ac.uk
Students’ Union Building

Well connected
An online mental health and wellbeing resource open to all students.
wellconnected@sheffield.ac.uk
www.sheffield.ac.uk/wellconnected
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.
What happens at inspection?
Your Flat/House are checked to make sure they are clean and tidy. It is also a chance for us to identify any damage to the 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 recieve 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
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

✔ Clean the bathroom, 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

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.

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
## 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>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 - £1,000 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>
<tr>
<td>Sofa Cover</td>
<td>Don’t put sharp objects on the sofa as they can tear fabric. Avoid staining by cleaning any spillages immediately</td>
<td>1 seater: £163, 2 seater: £233, 3 seater: £249</td>
</tr>
<tr>
<td>Computer Chair</td>
<td>Report damaged seating</td>
<td>To replace: £104.55</td>
</tr>
<tr>
<td>Ceramic Hob</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>Wall Repaint</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>

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!

*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.

(Printed August 2019)