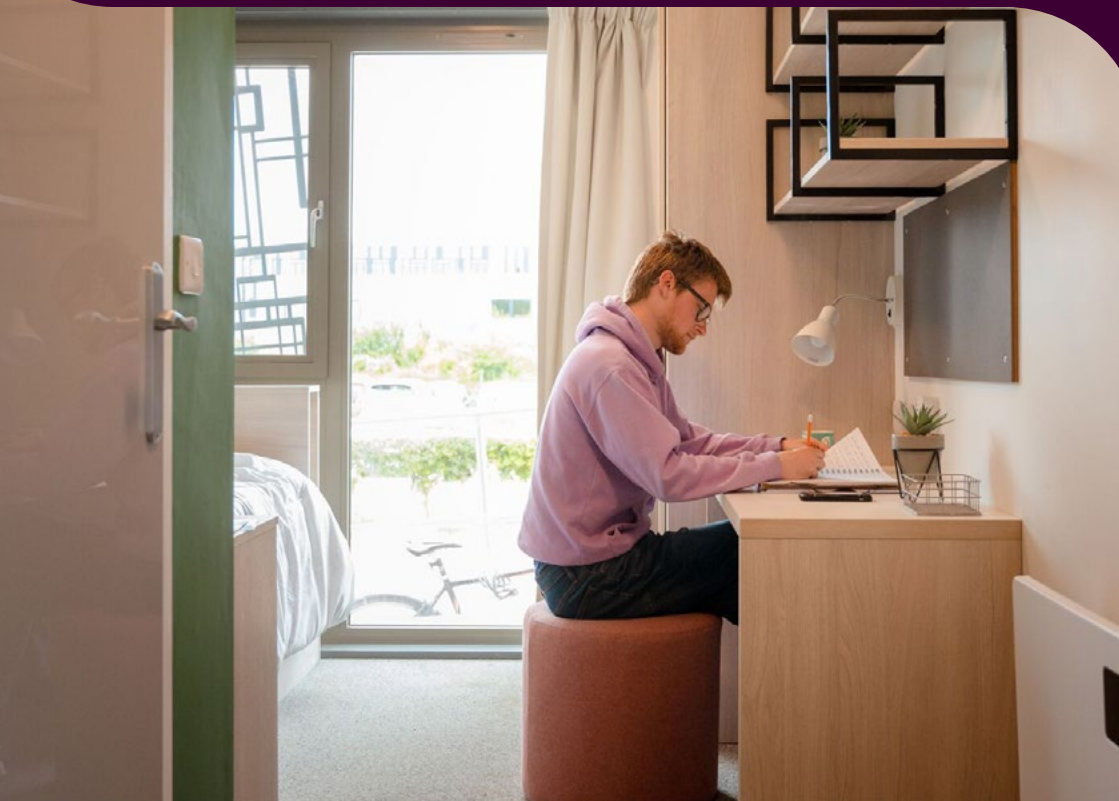


WELCOME TO YORK

Everything you need to know about your accommodation
Welcome to your room



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WELCOME TO YORK

Here's some essential information about living in University accommodation.

A more detailed breakdown of your rights and responsibilities can be found in the semesters and conditions of residence that you agreed to when you accepted your room offer. We advise you to familiarise yourself with them in full at: york.ac.uk/accommodation/semesters-and-conditions

USEFUL CONTACTS

Report a problem

york.ac.uk/fix-my-room

☎ +44 (0)1904 325555 (Campus West)

☎ +44 (0)1904 325101 (Campus East)

Campus Safety Staff

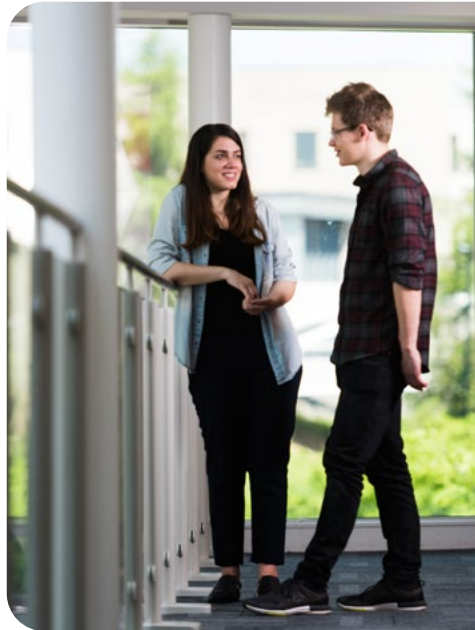
☎ Emergency: +44 (0)1904 323333

☎ All other calls: +44 (0)1904 324444

Accommodation services

✉ accommodation@york.ac.uk

☎ +44 (0)1904 322165



Confirm your cover


Did you know students staying in our University accommodation get personal contents insurance included in their rent? Confirm your cover on the My Endsleigh app. my.endsleigh.co.uk/registration

i When you see this icon check the stated section of the semesters and conditions for further information.



TROUBLESHOOTING

Reporting a problem

 Semesters section: 19i

If something breaks in your bedroom, kitchen or bathroom you can:

- report and track it online at york.ac.uk/fix-my-room
- if you're on Campus East phone: **+44 (0)1904 325101**
- if you're on Campus West phone: **+44 (0)1904 325555**

By reporting a problem you are giving us permission to enter your room to make the repair. We will aim to visit between 9am and 6pm whenever possible.

As part of your semesters and conditions of residence you must report any problems straight away. The repair service is free as long as you have not caused the damage.

Even if you damage something by mistake, let us know so that we can fix it before it gets worse.

Wifi issues

If you're having problems connecting to the internet please visit:

york.ac.uk/it-services/services/wifi

Contact IT Services

+44 (0)1904 323838

itsupport@york.ac.uk


york.ac.uk/it-services/help/it-support

Emergency

In an emergency like a gas leak, power cut, major water leak or fire, please call Campus Safety on +44 (0)800 433333. Calls to this number are free.

If there is an immediate danger to your or someone else's health or safety and you can't get through to Campus Safety, dial 999 for the emergency services (police, ambulance or fire brigade).


Staff accessing your accommodation

 Semesters section: 26

We will need to access your accommodation throughout the year for regular inspections, safety checks and routine maintenance. We'll normally give you at least 24 hours notice before entering your room unless there is an emergency, we are carrying out a statutory safety inspection or we suspect a safety breach which may put others in danger.


LIVING WITH OTHERS

Guests

 Semesters section: 15

You can have one occasional adult guest stay in your room for a maximum of two consecutive nights, providing this does not disrupt other residents and it is not a regular arrangement. You should inform your flatmates beforehand and we may ask you for details of guests.

Noise


 Semesters section: 18c

Please be respectful towards other people living and/or working in and around your residence at all times. In particular, don't make (or allow your guests to make) any loud noise between 11pm and 8am, or at any time in the week before and during exam periods.

Use your common room for anything that might disturb your neighbours after 11pm, such as playing music, watching videos or making phone calls.

If you are struggling to reach an agreement with your housemates or neighbours, you can email your college team for support. If the noise becomes antisocial out of hours, you can call Campus Safety on **+44 (0)800 433333** for immediate help.

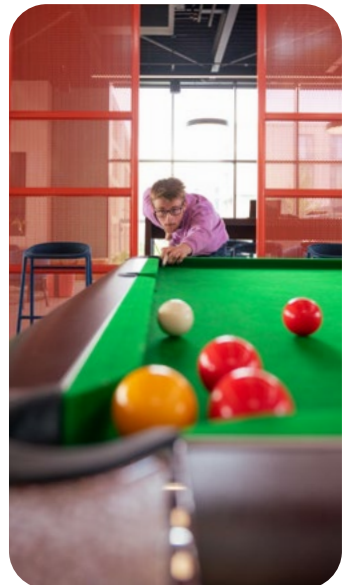
Decorating your room

 Semesters section: 19e

Please use the notice boards provided to decorate your room. Do not use sellotape, blu tack or white tack to stick things to painted walls as these can leave marks which you may be charged for.

Remember

you're responsible for your guest's actions. You should remain with them while they are staying and don't give them your key.



LIVING WITH OTHERS

Dealing with problems 🐾

Although we hope you won't have any problems with your housemates, it's normal for people to fall out and disagree occasionally when they are living together.

If you don't feel you can tackle the problem alone or you've tried without success, speak to your college team. Your College may help you to hold a flat meeting to tackle small problems. More serious issues may be escalated to your College Manager.

Any form of violence, bullying, discrimination or intimidating behaviour is taken very seriously. You should contact a member of your college team if you are verbally or physically harassed by a fellow resident.


If you experience or witness a disciplinary offence such as intimidating behaviour or drug use, you should report it online:

york.ac.uk/student-misconduct



LOOKING AFTER YOUR ACCOMMODATION

Cleaning

 Semesters sections: 19, 10d

What you need to do

Your room

You're responsible for tidying and cleaning your bedroom, including:

- vacuuming regularly
- cleaning surfaces (we recommend a non bleach-based cleaner)
- cleaning your ensuite.

You can request additional vacuum bags through our cleaning and maintenance teams at:

york.ac.uk/fix-my-room

If you have an ensuite it's your job to keep it clean. This includes mopping up any excess water on your floor after a shower to prevent mould and keeping plugholes clear to avoid blockages.

Your hallway

Always keep your hallway and fire escapes clear.

Your kitchen

You and your flatmates are responsible as a group for cleaning your kitchen. This includes:

- regularly emptying your bins into the corresponding outside bins
- washing up and putting away crockery and utensils
- clearing and cleaning your worktops, hobs, ovens, sink and floors
- preparing for your weekly clean.

Top tip!

Working together makes the job quicker and easier. Make a rota with your flatmates for taking out the rubbish and recycling and cleaning your kitchen.



Toilet roll

We aim to provide toilet roll to each ensuite bathroom upon your arrival. After that you'll need to buy your own. All shared bathrooms will be provided with toilet roll throughout your stay.

LOOKING AFTER YOUR ACCOMMODATION

What we do

Kitchens

Once a week we'll give your kitchen a top-up clean and replenish your bin bags to help you keep on top of things. Make sure your sink, worktops and floor are clear in preparation before 8.30am on the day of your scheduled clean.

Find more information about this service on the cleaning poster and schedule on your kitchen noticeboard.

Shared bathrooms are cleaned three times a week and consumables (except bank holidays). Make sure that you remove your personal belongings when you're finished in the bathroom.



What happens next

✔ **If your kitchen is tidy** we'll put a tick on your cleaning notice and carry out your weekly kitchen clean. Thank you!

✘ **If your kitchen is untidy** and our cleaners can't perform a full weekly clean, they'll leave a cross on your cleaning notice. Crosses are reset each semester. If you receive a cross we'll clean the areas that are okay, but:

First time that semester

Uh oh, you've got a cross! Check the number(s) circled on your cleaning schedule for what you need to improve on for next time. Get together with your flatmates to make sure that it's sorted for your next weekly clean.

Second time that semester


You're just one cross away from being charged. If you're having problems resolving these issues with your flatmates you may want to ask your college or tutor for help. You could also make a kitchen cleaning rota.

Every following time that semester

If you receive a third cross in on semester, each resident will be charged £16. Every additional cross that semester will result in another £16 charge per resident.

LOOKING AFTER YOUR ACCOMMODATION

What not to bring

 Semesters section: 20iv

You shouldn't have the following items in your accommodation. If you do they may be removed from your room:

- candles and incense burners – they're a fire hazard, even for decoration
- portable heaters – unless provided by the University
- heated clothes dryers – these may cause damp and mould in your room
- untested electrical equipment – see 'Portable Appliance Testing' on page 11
- 13A mains operated fairy lights. Low voltage or battery operated lights are fine
- pull up bars or hooks that attach to or hang off the door/door frame
- weapons
- alterations to plumbing such as bidet/shower hoses or attachments.



How to avoid these common problems

Blocked toilets

Please only flush toilet paper down the toilet. Period products and wipes will block toilets and make them overflow. Put them in the bin provided. If you have an ensuite, put them in your own bin and remember to empty it into an external waste bin.

Damp and mould

It's important that you keep your accommodation well-ventilated to prevent damp and mould:

- Dry your clothes in your college's launderette rather than in your room.
- Use the extractor fans in your kitchen and bathroom.
- Keep the shower door shut during and after taking a shower.
- Use pan lids when boiling food.
- Regularly open your bedroom window.
- Open windows after cooking or when taking a bath or shower.

WASTE AND RECYCLING

i Semesters section: 19b

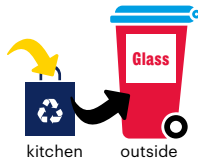
We've made it as easy for you to recycle as much as possible. Almost everything can go in your mixed recycling bin, glass bag, or food bin.

We provide black bin liners for your general waste bin and clear bin liners for your mixed recycling bins. **Please use the correct bags for each bin.**

To avoid attracting insects and vermin or causing unpleasant smells you should empty your kitchen bins as soon as they're full. Use the external bins near to your accommodation block. Make sure you empty each container into the correct bin.

Glass bag

- ✓ All colours of glass jars and bottles.
- ✗ Glass kitchenware such as Pyrex dishes.



Food waste bin

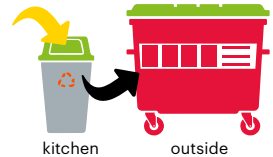
- ✓ All food waste including cooked meals, meat, bread, vegetable peelings and tea bags.
- ✗ Egg shells or empty food packaging.



Mixed recycling bin (use the clear bin liners provided – no black bin bags)

- ✓ **Plastic:** rinsed bottles, punnets, butter and yoghurt pots.
- ✓ **Paper:** Post-It notes, envelopes (including windows), newspapers and magazines.
- ✓ **Cardboard:** such as clean empty pizza boxes, cereal boxes and flattened cardboard.
- ✓ **Tin, metal and foil:** empty cans (drinks, food, and aerosol), tin foil.
- ✗ Disposable coffee cups and cardboard beverage cartons.
- ✗ Food and liquids.
- ✗ Carrier bags – re-use them or recycle them at a supermarket.
- ✗ Clothing and bedding.

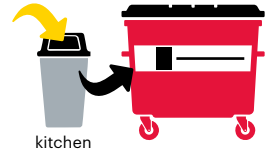
CLEAR BIN LINERS



Non-recycling general waste bin

- ✓ Only things you can't recycle such as Tetra Pak cartons, chewing gum, black plastic food/microwave trays, hard plastic, polystyrene, padded envelopes, used tissues/paper towels and period products.

BLACK BIN BAGS



Other items

- Batteries – put in the boxes at college receptions.
- Hypodermic needles/sharps – request a disposal box from your college reception.
- Clothes, books and small electrical items – donate to the British Heart Foundation banks at every college.

For more tips on where to recycle your waste, visit our dedicated web page: york.ac.uk/about/sustainability/what-you-can-do/recycling-and-waste/a-z/

FACILITIES

Heating 🏠

i Semesters section: 10g

Your accommodation will be heated to a target temperature of 19–21°C from around the start of October until the end of April. These dates may shift slightly if it's unusually cold or hot.

When your room is at target temperature your radiator may feel cold. If you don't think your room is reaching the target temperature during the winter months or there is a fault with your heating, please let us know at:

york.ac.uk/fix-my-room

Portable heaters 🔥

i Semesters section: 20iv

If the heating in your room fails or needs to be temporarily switched off, we may give you an approved portable heater until we fix the problem.

Portable heaters and heated drying racks are **not allowed otherwise** as they use a lot of energy, can prevent our thermostats from working by creating a false temperature and cause condensation and mould. They may also be a fire risk if they haven't been safety tested.

Be sustainable 🌿

Be sustainable and help the planet by switching off lights, appliances and water outlets when not in use.

Get involved in Sustainability york.ac.uk/about/sustainability/what-you-can-do



Water 💧

We regulate the temperature of your hot water to help keep you safe. We may occasionally visit your room to check that we are doing this correctly.

If you have been away for longer than a week we recommend running your taps and shower for a few minutes to remove any stagnant water in the tap head.

Television license 📺


If you want to watch BBC iPlayer or live TV, whether it's on a television, computer, or another device in **your own room** you will need to buy a TV licence.

tvlicensing.co.uk/students

If we have provided a television in your kitchen, we pay for its license.

FACILITIES

Parking

 Semesters section: 18e

We ask students to leave their car at home but if you have a disability, are living at Halifax College or your course involves placements, you may be eligible to apply for a parking permit.

york.ac.uk/students/travel/cars-parking

Mail

Letters and small parcels are delivered to the individual mailboxes at your block/house, or to your college reception. Large parcels and mail that needs to be signed for will be delivered to your reception and we'll email you to let you know that it's ready to collect.

BIKES

There are plenty of cycle stores around campus; you'll need your University card to gain access to these. If you own your bike, don't forget to insure it. Bikes should not be stored in your room.


york.ac.uk/about/transport-maps-parking/cycling-and-walking

Laundry

To use a launderette, you'll need to purchase a card from one of a number of locations. You can find your nearest launderette, top up your card and check machine availability.

york.ac.uk/retail/laundrettes

Building work

 Semesters section: 25


We're regularly looking to improve and develop our campus and accommodation in order to give our students a better experience. This means that at times we may need to undertake building work or maintenance that might affect your college or block.

If you're in an area that could be affected by building work or any other routine maintenance, we'll let you know and send you regular updates throughout the project.

To minimise noise disturbance, the majority of building work takes place on weekdays from 8am to 6pm. If work is due to take place outside of these hours we'll always try to tell you in advance.



SAFETY AND SECURITY

 Semesters section: 20

The University campus is a safe community. To help keep it this way, we provide 24-hour Campus Safety staff and 24/7 reception points across campus.

Security

As part of your semesters and conditions, you agree to keep your accommodation secure. This includes:

- keeping your keys, key fob or key card with you **at all times**
- **never** marking your keys, key fobs or key cards with your address
- **never** copying your keys or sharing them with anyone else
- locking your door and windows **whenever** you leave your room
- securing the corridor and entrance doors behind you when you enter or leave
- **always** accompanying your guests

Contents insurance

 Semesters section: 11b

We've got you covered – personal possessions insurance is included in the price of your University accommodation. Find out what you are covered for, how to make a claim or extend your policy at:

endsleigh.co.uk/student/your-student-cover

Safety Talk

Prior to arrival you will be asked to complete an induction on your student account, as part of this you will have to complete fire safety training.

Please note you will not be able to check in until you have completed this.

- **never** letting someone you don't know into your block.

If you see anyone acting suspiciously on campus, ring **Campus Safety on +44 (0)800 433333** or report it on the safeZone app


KEYS

If you lock yourself out of your room you can get a temporary key at your college reception. You'll be asked to provide identification to help prevent unauthorised access to your room, and you must return the temporary key **within 24 hours** or you may be charged for a replacement.

- All room keys and key cards must be returned to your college reception when you move out.
- If you lose a card or key you may be charged for a replacement.

SAFETY AND SECURITY

Fire and electrical safety ⚡

 Semesters section: 20b

Our accommodation is well-equipped to ensure your safety if there is a fire, but there are certain rules you need to follow to avoid putting yourself and others in danger:

- **always** leave the building when the fire alarm sounds
- **only** use British standard fused plugs or adaptors
- **report** broken or damaged electrical sockets or equipment
- **do not** link extension leads together because this can cause them to be overloaded and is a fire risk
- **do not** use faulty electrical appliances
- **never** tamper with fire safety equipment
- **do not** have candles or incense burners – these are not allowed, even if they're just for decoration.

Electrical items from overseas 🌐


If you bring electrical items from overseas to use in communal areas, please ensure that they conform to UK standards. If they don't, we may remove them from your kitchen.

The United Kingdom uses a voltage of **230V** with a frequency of **60 Hz**. Only use a British standard fused voltage adaptor with three rectangular blades and never try to force another plug type into the socket.

Smoking 🚬

Smoking (including e-cigarettes) is strictly prohibited in or near University accommodation or buildings.

Portable appliance testing ✔️

 Semesters section: 20a

All electrical appliances (including adaptors and extension leads) should be checked for safety with a Portable Appliance Testing (PAT) session before they are used on campus.

All electrical appliances in a communal area will be tested when we carry out testing of our own appliances. Any items found to be unsafe will be removed.

Every year we offer free testing of students' electrical appliances. We'll let you know when this is scheduled to take place on campus.

Safezone App 📱

Download the Safezone app. It gives you quick access to emergency calls, first aid, campus maps and a general help desk.

york.ac.uk/safezone



YOUR CONTRACT AND PAYMENTS

When you accepted your room, you entered into a legally binding agreement to follow our semesters and conditions of residence. This handbook covers some of these semesters and conditions but you should make sure that you have read and understood the full document at:

york.ac.uk/accommodation/semesters-and-conditions

Paying for your accommodation

i Semesters section: 12a

You should pay for your accommodation as soon as you receive your student funding. The deadlines for each instalment are:

- 31 October 2023
- 31 January 2024
- 30 April 2024

To find out exactly how much you need to pay visit:

accommodation.york.ac.uk

The easiest way to pay for your accommodation is by Direct Debit, but you can also make payments online using e:Vision or the University's Online Payment service.

Find more information and links to all payment options at:

york.ac.uk/pay-for-accommodation



Charges

i Semesters section: 4

Standard charges


It is your responsibility to make sure you leave your accommodation in the same clean and tidy condition it was in when you arrived. We may charge you if we have to clean and/or remove any rubbish.

Kitchen charges will be split equally between all kitchen users. If you've damaged anything in your accommodation, you will be charged for that separately.

Where possible we try to use standard charges for common problems. For more unique costs, we may have to wait for an invoice from the supplier. You can find a list of standard charges at:

york.ac.uk/contracts-payments-and-prices

LEAVING OR CHANGING YOUR ROOM

 Semesters section: 32


Leaving your room

When you accepted your room offer you entered into a **legally binding contract** to pay for your room for the full let length. You will only be able to vacate early if you are:

- withdrawing from your course
- taking a Leave of Absence from the University
- going on a research placement.

All requests to leave your room are subject to an eight week notice period. Failure to give this notice may result in further charges. york.ac.uk/leave-change-room

Moving or swapping rooms

 Semesters section: 16

If you're not happy with your room, it may be possible to move to a different one.


We usually open the Request to Transfer process in Week 3 of Semester 1. If we have a limited number of vacant rooms, we'll prioritise those students with health, welfare or mobility requirements.

If we're not able to help you via our Request to Transfer process, you can try to swap your room with another student by using our accommodation adverts page.

Changed your plan?

If you are thinking about changing or leaving your course or accommodation, we strongly recommend you speak to your Academic Supervisor or a Student Hub Adviser before making any decisions. Find out about the options available at york.ac.uk/change-your-plan

Subletting

 Semesters section: 14ci

You're not allowed, under any circumstances, to privately sublet University owned accommodation. Under the semesters and conditions of residence you agree that you're the only person who can live in the room. If you allow another person to live in your room, you'll be in breach of your agreement and will also remain responsible for payment of the accommodation fees and any damages to the room.

Accommodation adverts

Find information about how to try and find a room to swap with another student, or advertise your own room on:

york.ac.uk/leave-change-room

THE STUDENT ACCOMMODATION CODE

We adhere to The Student Accommodation Code.

The Code is designed to ensure that students have safe, good quality accommodation and get the best out of their time living in university or college residences.

The Code outlines important details about our responsibilities as a university, including, fire and safety requirements, repairs and maintenance procedures, health and wellbeing responsibilities and details of the student complaints procedure.

thesac.org.uk



IPC students 🌐

If you're an International Pathway College (IPC) student some of this information will be different for you. Contact the IPC team if you have any questions about your contract.

You can call them on **+44 (0)1904 321500**



Enjoy your stay!
The Accommodation team





york.ac.uk/students/accommodation

The information in this document was correct at time of printing as of August 2023

Photo credits: Lee Brown, Alex Holland, John Houlihan, Ian Martindale, Mark Woodward

54013 – york.ac.uk/design-print-solutions