

# WELCOME TO YORK

Everything you need to know about living in your  
off-campus family accommodation



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## This handbook

This handbook is designed as a quick guide to help you get the most out of your time living within our off-campus family accommodation. You should also make sure that you're familiar with the full terms and conditions of residence that you agreed to when you accepted your room offer.

You can find these online at:

[york.ac.uk/accommodation/terms-and-conditions](http://york.ac.uk/accommodation/terms-and-conditions)



# WELCOME TO THE UNIVERSITY OF YORK

On behalf of the University we would like to welcome you to your accommodation and we hope that you have an enjoyable and happy stay.

This handbook contains information about your accommodation which you will find useful before you travel to York, on your arrival and during your stay. A list of contact details and web addresses are given at the end of this booklet.

Please ensure you read the important information for all residents in the [Online Resident Handbook](#) and adhere to the **terms and conditions** of residence for your property on our website. Please show respect and consideration to others and be a good neighbour to those around you.

## This document

This document can be made available in alternative formats. Please contact:

✉ [accommodation@york.ac.uk](mailto:accommodation@york.ac.uk)

☎ **+44 (0)01904 322165**

# INTRODUCTION TO UNIVERSITY OFF-CAMPUS FAMILY HOUSING

The University owns six properties off-campus which are usually let to students with larger families. These three or four-bedroom houses are located relatively close to campus and are all well situated for schools and local shops.

All of the houses are centrally heated and have a master bedroom with either two or three single bedrooms, one or two reception rooms, bathroom and kitchen/diner with a cooker and fridge freezer. The properties are fully-furnished; a complete inventory of contents will be supplied. Please note crockery, cutlery, saucepans and TVs are not provided. The properties all have gardens and most have a garage or off-road parking.

The University does not provide washing machines or tumble dryers in family accommodation. Most properties have plumbing where a washing machine can be fitted or this can be arranged, through the Facilities Manager, for a small charge. There are also a number of laundrettes on campus. An ironing board and iron will be provided for you to do your own ironing.



## Arrival/vacating and key collection and return

House keys are to be collected from and returned to the Reception at Halifax College (open 24 hours). Keys are available from 11.00am on the date your contract starts and must be returned by 11.00am on the last day of your contract.

If you need to arrive on an earlier date or time, please contact Accommodation Services to find out if it is possible.

Requests for additional sets of keys for family members should be made to the College Administrator. Any loss of keys should also be reported to the College Administrator. A charge is payable for the loss or late return of keys.

# YOUR ACCOMMODATION

## Insurance

We insure the Accommodation against fire and other risks which we reasonably consider necessary.

At present, we provide a level of cover for your personal belongings under a block policy of insurance for all Residences, subject to the exclusions and limitations that apply to that policy. If you do not consider that cover is adequate then you can arrange for "top up" insurance but you will need to do this yourself directly with the insurance company. If for any reason we cease to provide the block policy (and we will give you notice of this if we do), you are responsible for taking out such insurance cover yourself at your own cost.



Confirm your cover, and "top up" your insurance (optional) on the My Endsleigh App

[my.endsleigh.co.uk/registration](https://my.endsleigh.co.uk/registration)

## Utility Bills

Tenants are responsible for the payment of gas, electricity, Council Tax, water charges and TV licence for the property. Consider energy saving tips to be more sustainable and save you some money too.

[york.gov.uk/EnergyEfficiency](https://york.gov.uk/EnergyEfficiency)

Please read the gas and electric meters on the day you arrive and contact all utility providers as soon as possible.

**You must make arrangements in the first few days of arrival for the accounts to be put into your name.** If you prefer, you can arrange this in advance of your arrival.

During periods of cold weather, for example when it is icy outside, you must ensure your property does not become too cold to minimise any risk of damage caused by damp and/or frozen pipes. We recommend you use a timer/thermostat to ensure the temperature in your house does not drop too low (suggested temperature of between 10-15°), particularly if your house is left vacant.

# How to arrange supply of water, gas, electricity, TV license, internet and telephone

## Waste

Check collection dates and waste requirements at Council web pages

[york.gov.uk/  
WasteAndRecycling](http://york.gov.uk/WasteAndRecycling)

## Water rates and sewerage/ environmental charges

To make payment:

**Yorkshire Water,**

PO Box 52, Bradford BD1 5RQ

☎ **+44 (0)845 1242420**

## Electricity

To find out who supplies your electricity please contact:

**Northern Electric and Gas**

☎ **+44 (0)845 601 3268**

## Internet/telephone

There are numerous telephone and internet suppliers, please check online for the best service provider for yourself.

## Gas

To find out who supplies your gas please contact:

**Transco**

☎ **+44 (0)870 608 1524**

## TV Licence

You require a license to watch TV

[tvlicensing.co.uk](http://tvlicensing.co.uk)

## Support for students during the cost of living crisis

The current cost of living crisis is affecting everyone, with increases in utility bills, food prices and transport costs.

We've created a hub to bring together all the support we offer in one place.

[york.ac.uk/students/support/cost-of-living-hub](http://york.ac.uk/students/support/cost-of-living-hub)

# COUNCIL TAX

**Council Tax** (read *Terms and Conditions* regarding liability to pay Council Tax)

*Complete Exemption Form on website*

**If you receive a Council Tax bill, don't ignore it!**

Contact: *Student Support Adviser*

## STUDENT SUPPORT

### **Main support provided by**

*Student Support Hub*

### **Personal/academic concerns**

Supervisor within your academic department

### **Student Handbook**

For information on services provided by the University:

Students' Union and Graduate Student' Association

## **Cleaning**

Family accommodation is not provided with a cleaning service by the University, so you are solely responsible for keeping your accommodation clean during the tenancy.

## **Computer access**

There is no internet provision in off-campus houses, however telephone lines are installed. You can arrange for telephone and internet connection with one of the many service providers. Please note that all charges for telephone and internet are payable by the student.

There are also a number of 24-hour access computer rooms on campus – *locations can be found on our website.*

In addition, across both Campus East and West, there is an extensive mobile computing infrastructure of wired and wireless connections located in colleges, recreational areas and the University Library.

## Bicycles

Bicycles should not be kept within the house. If you own your bike, don't forget to insure it. Please see the following link for information on [using and storing bicycles on campus](#).

## End of tenancy

At the end of your tenancy agreement you are responsible for cleaning and clearing your accommodation. It is your responsibility to inform the utility providers of your leaving date, give them your final meter readings and settle any outstanding bills. It is your responsibility to ensure your waste is collected through [planned waste collections](#) or taken to the [Recycling Centre](#).

## Return of deposit

A final inspection of the property will be carried out, following this inspection, the Fees Office will be authorised to return your tenancy deposit less any necessary deductions. If you have any queries regarding the return of your deposit, please contact the Accommodation Team on:

✉ [accommodation@york.ac.uk](mailto:accommodation@york.ac.uk)

## Fire safety

University accommodation is very well equipped to ensure your safety if there is a fire. To reduce the risk of a fire it would be advisable for you to attend a fire safety talk. Please see the following [webpage for more information on Fire Safety](#).

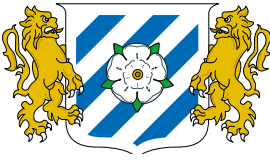
All cooking must be confined to the kitchen. Use of joss sticks, incense or candles in accommodation is strictly prohibited.

## Smoke free policy

Smoking is not permitted in any University of York buildings, including University off-campus Houses.







# USEFUL CONTACT DETAILS

## You are a member of Halifax College

### Reporting faults

Please report faults promptly via the *Facilities Helpdesk*

☎ **+44 (0)1904 32 5555** or use the *online helpdesk*

### Waste collection

*Council Waste / Recycling Collection  
Lookup webpage*

### Welfare and support

*york.ac.uk/colleges/halifax/contact-and-support*

✉ *Halifax-help@york.ac.uk*

### General help and advice

Halifax College Team  
(available 24 hours, 7 days a week)

✉ *halifax-reception@york.ac.uk*

☎ **+44 (0)1904 324800**

College Team (available Monday to Friday 9am to 5pm)

✉ *halifax@york.ac.uk*

✉ *halifax-help@york.ac.uk*

☎ **+44 (0)1904 324813**

### Post

#### Previous tenants' post

Please forward to Halifax College Reception:  
Halifax College, Garrowby Way,  
Heslington, York YO10 5DN

#### Postal address

Please see your Accommodation contract for your new postal address

#### Email

Your University of York email address

#### Parcels

Parcels can be delivered to Halifax reception for you to collect



# USEFUL WEBSITES

## Accommodation Services

[york.ac.uk/about/departments/support-and-admin/accommodation](http://york.ac.uk/about/departments/support-and-admin/accommodation)

## College receptions

[york.ac.uk/campusservices/portering/openinghrs.html](http://york.ac.uk/campusservices/portering/openinghrs.html)

## Council Tax Exemption Form

[york.ac.uk/students/finance/council-tax/](http://york.ac.uk/students/finance/council-tax/)

## Council waste collection

[york.gov.uk/refuselookup](http://york.gov.uk/refuselookup)

## Facilities Helpdesk – information

[york.ac.uk/admin/estates/operations/business/helpdesk](http://york.ac.uk/admin/estates/operations/business/helpdesk)

## Facilities – online helpdesk (to report faults)

[york.ac.uk/fmhelpdesk/login\\_form.cfm](http://york.ac.uk/fmhelpdesk/login_form.cfm)

## Fire safety

[york.ac.uk/admin/hsas/safetynet/Fire/fire\\_safety.htm](http://york.ac.uk/admin/hsas/safetynet/Fire/fire_safety.htm)

## Halifax College

[york.ac.uk/colleges/halifax/](http://york.ac.uk/colleges/halifax/)

## IT classrooms and study areas

[york.ac.uk/it-services/it/rooms](http://york.ac.uk/it-services/it/rooms)

## IT Services

[york.ac.uk/it-services/](http://york.ac.uk/it-services/)

## Online Student Residents Handbook

[york.ac.uk/students/accommodation/campus-accommodation/residentinformation/](http://york.ac.uk/students/accommodation/campus-accommodation/residentinformation/)

## Parking

[york.ac.uk/admin/estates/transport/parking](http://york.ac.uk/admin/estates/transport/parking)

## Parking at Halifax College

[york.ac.uk/colleges/halifax/new-student-arrivals/](http://york.ac.uk/colleges/halifax/new-student-arrivals/)

## Pool Bike Scheme

[york.ac.uk/about/sustainability/what-you-can-do/sustainable-travel/#cyclediscounts](http://york.ac.uk/about/sustainability/what-you-can-do/sustainable-travel/#cyclediscounts)

## Student Handbook

[york.ac.uk/students/studying](http://york.ac.uk/students/studying)

## Network Access Services

[york.ac.uk/it-services/services/wired-net-students](http://york.ac.uk/it-services/services/wired-net-students)

## Student Support Hub

[york.ac.uk/students/support/student-support-hub](http://york.ac.uk/students/support/student-support-hub)

## Terms and Conditions of Residence

[york.ac.uk/contracts-payments-and-prices](http://york.ac.uk/contracts-payments-and-prices)



UNIVERSITY  
*of York*

**[york.ac.uk/students/accommodation](https://york.ac.uk/students/accommodation)**

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