

# WELCOME TO YORK

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



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## WELCOME

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

### This handbook

This handbook is designed as a quick guide to help you get the most out of your time living within our 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)

# GETTING STARTED AND USEFUL CONTACTS

There's a lot to take in when you first arrive, so we've put together this quick list of things that you'll probably want to do within the first few days of moving in.

## Connect to the wifi

In your device's wifi settings, select the wifi network called **UoY Setup**. This is an unsecured network and is only used to set up your device on **eduroam**.

Open a web browser\* to be redirected to the University of York Network Setup Tool (if you're not redirected, go to [cat.eduroam.org](http://cat.eduroam.org)).

Click **Start** and follow the on-screen instructions. When you're asked for your username, include [@york.ac.uk](mailto:@york.ac.uk) (eg [abc500@york.ac.uk](mailto:abc500@york.ac.uk))

\*If you're using OS X or iOS you need to use Safari to properly configure your device.

For wired network instructions and troubleshooting, see **page 8**.

## Report any immediate problems

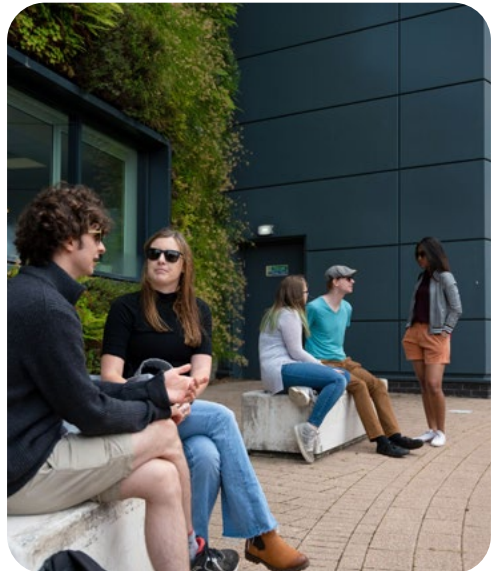
Everything in your accommodation should be clean and in working order when you arrive, but if you spot any problems – such as leaky taps, broken cupboards or dirty marks – let us know at:

[york.ac.uk/fix-your-room](http://york.ac.uk/fix-your-room)

## Utility bills

If you haven't already, you should arrange for the utility bills to be put into your name. You are responsible for paying the gas, electricity, water, council tax bills and a TV licence for your accommodation. For contact details see **page 5**.

You should take a reading of the gas and electric meters now so that you are not charged for more than you have used.



## Submit your accommodation inventory

Within 24 hours of moving in to your accommodation, we'll send an email to your [@york.ac.uk](mailto:@york.ac.uk) address with a link to an online inventory form. You should carefully check your accommodation and use the form to note things like damage and stains. You should submit your completed inventory within 48 hours of receiving the link. Please note that if anything does require repair you should also report this via the facilities helpdesk as we do not monitor the inventory for repairs.

[york.ac.uk/fix-your-room](http://york.ac.uk/fix-your-room)

### Report a problem

[york.ac.uk/fix-my-room](http://york.ac.uk/fix-my-room)

**+44 (0)1904 325555**  
(Campus West)

### Accommodation Services

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

**+44 (0)1904 322165**



### Halifax College Team

**Welfare and support:**

[york.ac.uk/colleges/halifax/  
contact-and-support](http://york.ac.uk/colleges/halifax/contact-and-support)

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

[halifax-reception@york.ac.uk](mailto:halifax-reception@york.ac.uk)

**+44 (0)1904 324800**

## Your accommodation

### Utility bills

You are responsible for the utility bills for your accommodation. All bills will need to be put into your name and paid directly to the relevant companies.

To help the planet and save money on your bills you should use as little water as possible, keep windows and doors shut when your heating is on and turn plugs and lights off when you're not using them.

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

## Council tax

You may be exempt from paying Council tax. See:

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

## Television licence

If you watch BBC iPlayer or live TV, whether it's on a television, computer, laptop or another device, you will need to buy a TV licence. See:

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

## Contents insurance

Personal possessions insurance is included in the price of your University accommodation. Find out what you are covered for and how to extend your policy at:

[endsleigh.co.uk/student/your-student-cover](http://endsleigh.co.uk/student/your-student-cover)

## Appliances

Your accommodation includes a microwave, toaster, kettle, fridge/freezer and oven. You are able to buy and install a washing machine, but we also have launderettes close by that have washing and drying facilities. If you have any problems with your washing machine, 'See 'reporting a problem' on page 7

## 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)

You can find out who supplies your utilities by contacting:

### Gas

**Transco**

**+44 (0)8706081524**

### Electricity

**Northern Electric and Gas**

**+44 (0)8456013268**

### Water

**Yorkshire Water**

**+44 (0)8451242420**



## Mail and deliveries

### Your address

House number  
Garrowby Way  
York  
North Yorkshire  
YO10 5DW

### Receiving post

Correctly addressed letters will be delivered directly to your external post box if whatever reason mail cannot be delivered to your external post box, it will be left with the College Reception Team.

Large parcels that will not fit in the mailbox or require a signature can be collected from Halifax college reception. You should check with the reception regularly if you are expecting a parcel.

Any post for previous tenants can be handed to the College Reception.

### Supermarket deliveries

We have a grocery shop on campus at Market Square, but you're welcome to order a supermarket delivery straight to your accommodation, just make sure you put the correct address and are in to receive it when it arrives.

### First aid

There is first aid equipment and help at Halifax College Reception.

If you need first aid help or equipment, call the college team (available 24 hours, 7 days a week) on:

**+44 (0)1904 324800**



### Cleaning and waste

It is your responsibility to keep your accommodation clean and tidy and to report any problems.

To avoid attracting insects you should empty your bins when they're full. Use the external York Council bins located at the end of the block of family houses.

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

## Reporting a problem

If something breaks in your accommodation, report and track it online at:

[york.ac.uk/fix-my-room](http://york.ac.uk/fix-my-room)

You can also phone

**+44 (0)1904 325555.**

By reporting a problem you are giving us permission to enter your accommodation to make the repair.

We will aim to visit between 9.00am and 6.00pm whenever possible.

As part of your terms and conditions of residence you must report any problems straight away, even if it's just something small like a broken lightbulb. The repair service is free as long as you have not caused the damage.

If you do damage something by mistake, please let us know so that we can fix it before the problem gets worse.

## Problem with something else?

If you're struggling to deal with something other than a maintenance issue, you should have a look at our [living with others page](#) which will direct you to help for more personal matters.

## Emergency

In an emergency like a gas leak, power cut, major water leak or fire, please call our Campus safety team on **+44 (0)800 433333**. Calls to this number are free. If for some reason you can't get through, dial 999 for the emergency services (police, ambulance or fire brigade)

## Avoid these common problems

### Blocked toilet

Please only flush toilet paper down the toilet. Period products (eg tampons or pads) and wet wipes can block toilets and make them overflow, so you should put these in the bin.

### Damp, mould and frozen pipes

It's important that you keep your accommodation well-ventilated to prevent damp and mould. We recommend you use a thermostat to keep the temperature in your accommodation from dropping too low, especially at times you may be away.

Use your outside clothes line and the clothes dryers in the college's launderette as much as possible. If your clothing can't be dried outside or in a tumble dryer make sure that your windows are open and never hang wet clothing on furniture or radiators.

Use pan lids when boiling things like rice or pasta, and open windows after cooking or when taking a bath or shower to help keep your house well-ventilated.



## Accessing your accommodation

We will need to access your accommodation throughout the year for regular inspections, safety checks and routine maintenance. We will give you at least 24 hours notice before entering your accommodation unless there is an emergency or we suspect a safety breach which may put others in danger. You can read more about access and inspections in your terms and conditions of residence at:

[york.ac.uk/accommodation](http://york.ac.uk/accommodation)

## Internet

You can connect to the University of York network using wifi (eduroam) across the University and in the city centre, or through the wired sockets in your accommodation, the Library and other open access areas. Once you've set up your laptop, tablet, phone etc, you'll automatically connect to the internet once you're near a wifi hotspot.

### Getting connected

If you're on campus, and connecting to the wifi for the first time, you can search and select the wifi network named 'UoY Setup'.

Open a web browser\* to be redirected to the University of York Network Setup Tool, and follow the on-screen instructions.

To connect to the network add @york.ac.uk to the end of your username, for example: abc500@york.ac.uk.

\*If you're using OS X or iOS you need to use Safari to properly configure your device.

For further information and support on getting connected visit: [york.ac.uk/it-services/services/wifi](http://york.ac.uk/it-services/services/wifi)

## Wired network

The wifi is great for convenience, but the wired network gives you a much faster connection (at least 100 Mbit/s), which is better if you're downloading large files. It's up to you which one you use.

If you need a network cable, you can pick one up for free from IT Support.

To connect, plug in your device to the network socket using a network cable, and open a web browser. The network setup tool should open – just follow the steps.

## Games consoles

You can't connect games consoles to eduroam - you'll need to use the wired network or the "mydevices" wifi network.

You need to register your device with us so that they can connect to either network. As part of the registration process, you'll need to provide your device's MAC address. See our [wifi page](#).

## Wireless printers

You may use a wireless printer if it's connected via a USB port and the wireless functionality is switched off.



## Troubleshooting

If you're having problems connecting, please try the following before contacting IT Services.

1. Check you're using the right format for your username and password. You don't need @york.ac.uk after your University username to install the network setup app, but you will need to add it to connect to the network. Remember that your password is case sensitive.
2. Check the timezone. The date and time on your device must be correct. For Windows, click on the date (normally at the bottom right of your screen) Select Change date and time settings. Check that time zone is (UTC) Dublin, Edinburgh, Lisbon, London. For Mac, go to System Preferences, Select Date and time, select Timezone, and use the map or select closest city.
3. Turn off any language conversion software. Only English characters are recognised when logging on to our network. Turn off any language conversion software before entering your username and password for eduroam.
4. Remove eduroam from your device and re-add it. Details on how to do this can be found here: [york.ac.uk/it-services/services/wifi/troubleshooting](https://york.ac.uk/it-services/services/wifi/troubleshooting)
5. If the network setup tool doesn't work, try the manual set up. Instructions are available on the setup guides tab at: [Wifi](#) | [Wired network](#)
6. Try a different network cable. If you can't connect to the wired network, your network cable may be broken. Try using another one - either borrow one from a friend, or pick one up for free from IT Support.
7. For further troubleshooting help, go to: [york.ac.uk/it-services/services/wifi/troubleshooting](https://york.ac.uk/it-services/services/wifi/troubleshooting)

### Still can't get connected?

**+44 (0)1904 323838**

[itsupport@york.ac.uk](mailto:itsupport@york.ac.uk)

Visit IT Help Desk on the ground floor of the Library

## Travel

### Parking

You are eligible to apply for a parking permit for on street parking in Halifax College. See:

[york.ac.uk/about/transport-maps-parking/parking/student](https://york.ac.uk/about/transport-maps-parking/parking/student)

### Cycling

There is cycle storage available throughout Halifax College and in your garden. Find out more about cycling and walking in York:

[york.ac.uk/about/transport-maps-parking/cycling-and-walking](https://york.ac.uk/about/transport-maps-parking/cycling-and-walking)

## Developing our campus

We are continually developing our campus to give our staff, students and visitors the best experience during their time at York.

As all of our colleges are located on or near to our close-knit campus, new buildings can sometimes be positioned near to our accommodation blocks. If you may be impacted by building work or any other routine maintenance, we'll contact you to 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 8.00am to 6.00pm. If work is due to take place outside of these hours we will always try to tell you in advance of it happening.



# SAFETY AND SECURITY

The University campus is a safe community. To help keep it this way, we provide 24-hour safety staff across campus and 24/7 reception points close to each college.

## Fire and electrical safety

Our accommodation is very 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
- Do not leave hairdryers and straighteners unattended when switched on
- Report broken or damaged electrical sockets or University equipment
- Do not link extension leads together
- Do not use faulty electrical appliances
- Do not leave electrical appliances charging when your accommodation is empty or you're asleep
- Never tamper with fire safety equipment
- Never smoke in or near to accommodation or other University buildings
- Do not use candles or incense burners – these are not allowed in your accommodation even if they're just for decoration

## Electrical items from overseas

If you're bringing appliances from overseas, please be aware that our voltage is higher than in some other countries. The United Kingdom uses a voltage of 230 V with a frequency of 60 Hz.

We recommend buying electrical devices when you get here. If you must bring anything with you, only ever use a British standard fused voltage adaptor with three rectangular blades, and never try to force another plug type into the socket. For more information and a photo of a UK plug, see:

[worldstandards.eu/electricity/plugs-and-sockets](http://worldstandards.eu/electricity/plugs-and-sockets)



## SafeZone

Our SafeZone app allows security or first aid personnel to use your smartphone to pinpoint your location if you need help.

Download the app at [safezoneapp.com](http://safezoneapp.com)

## Security

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

- keeping your key with you at all times
- never marking your keys with your address
- never copying your keys or sharing them with anyone else
- locking your door and making sure all windows are locked whenever you leave your accommodation

If you see anyone acting suspiciously on campus, ring the Campus Safety Staff emergency line:

**+44 (0)800 433333**

## Keys

You can request additional sets of keys for family members from your College Administrator.

All keys must be returned to your college reception when you move out.

If you lose a key, you'll need to pay for a replacement. Please visit your college reception to arrange this.

## Health

We want you to stay fit and healthy during your time at York.

Make sure you have read our web pages on health and wellbeing so you know what to do if you're feeling unwell or you need some emotional support.

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

## Health care on campus

The Unity Health Centre is open from 8.30am to 6.00pm on weekdays, offering GP appointments, a repeat prescription service and a range of walk-in clinics. You can register on campus or online.

**+44 (0)1904 721820**

[unityhealth.info](http://unityhealth.info)

## Drinking water

Drinking water in the United Kingdom is safe, clean and of the highest standard of quality.

If you have been away from your accommodation for a week or more, we recommend you run your hot and cold taps for a few minutes when you return. Flushing through the water that has been stagnant will minimise the risk of accidental contamination.

## Student support and advice

Whether it's a question about finances, help with your academic progress, mental health or wellbeing support, there's a variety of advice and support available to you as a student.

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

# YOUR CONTRACT AND MOVING OUT

## Terms and conditions

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

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

## University regulations

You should be familiar with the University Regulations, in particular Regulation 7 which is about student discipline. It details the sorts of behaviour which are unacceptable in our community and explains our procedure for taking disciplinary action.

You can view the University Regulations at:

[york.ac.uk/about/organisation/governance/governance-documents/ordinances-and-regulations](http://york.ac.uk/about/organisation/governance/governance-documents/ordinances-and-regulations)

## Paying for accommodation

Payment for your accommodation is usually made in 12 monthly instalments

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

## Leaving your accommodation

By accepting your accommodation offer you entered into a legally binding contract to pay for the full let length, but you will be able to vacate early if you are withdrawing from your course, taking a leave of absence from the University or going on a research placement. All requests to vacate are subject to a notice period. Find out more at:

[york.ac.uk/leave-change-room](http://york.ac.uk/leave-change-room)

## **Moving Out**

Although you may have only just moved in, it's worth knowing what you're going to have to do when you move out.

It's your responsibility to make sure you leave your accommodation in the same clean and tidy condition it was in when you arrived.

### **Your deposit**

We'll compare the condition of your accommodation when you move out with the inventory you completed when you moved in. Once we have checked your accommodation, your deposit will be released to you, with any deductions for damage, missing items or cleaning taken out.

### **Utility bills**

You should inform utility providers that you are moving out, and arrange for any direct debits and bills to be cancelled.

### **Appliances**

Any appliances such as a washing machine that you have installed should be removed or taken with you when you move out.



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

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

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