

WELCOME TO YORK
EVERYTHING YOU
NEED TO KNOW ABOUT
LIVING IN YOUR
ON-CAMPUS 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

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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 autoconnect.york.ac.uk).
- Click **Start** and follow the on-screen instructions. When you're asked for your username, include @york.ac.uk (eg 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 7**.

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

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.

EXPLORE

Need to buy some basics or craving a coffee? See our listings of campus shops, cafes, bars, and other facilities on **page 11**.

SUBMIT YOUR ACCOMMODATION INVENTORY

Within 24 hours of moving in to your accommodation, we'll send an email to your @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 (even if you've already reported them). You should submit your completed inventory within 48 hours of receiving the link.

REPORT A PROBLEM

york.ac.uk/fix-my-room

+44 (0)1904 325555 (Campus West)

ACCOMMODATION SERVICES

accommodation@york.ac.uk

+44 (0)1904 322165

 [@UoyAccomm](https://twitter.com/UoyAccomm)

 [/UoYAccomm](https://www.facebook.com/UoYAccomm)

Halifax



Head of College

Oleg Lisagor

Assistant Head of College

Cath Dickinson

College Administrators

Larry Healey

Jacqui Fountain

halifax@york.ac.uk

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.

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

COUNCIL TAX

You may be exempt from paying Council tax. See:

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

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

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. For a full list of launderettes see **page 17**. If you have any problems with your washing machine, you can report it online, see **page 6**.

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. Internal mail will be delivered to the pigeon holes near the college reception.

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 in to Accommodation Services, Market Square.

SUPERMARKET DELIVERIES

We have two grocery shops on campus at Market Square and Halifax College, 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 Receptionist 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. You can find external waste bins near to your accommodation.

Reporting a problem

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

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.

EMERGENCY

In an emergency like a gas leak, power cut, major water leak or fire, please call our Security 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. Sanitary 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

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.

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

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

WIRED NETWORK

Connect your computer to the network socket using a network cable (you can pick one up from IT Support).

Start a web browser - you'll be redirected to the University of York Network Setup Tool. Click **Start** and follow the on-screen instructions.

The Network Setup Tool supports most common operating systems. For other operating systems, visit york.ac.uk/it-services/connect and follow the links under 'Study bedrooms'.

Troubleshooting

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

1. Open a web browser, enter autoconnect.york.ac.uk in the address bar and follow the onscreen instructions.
2. If the Network Setup Tool fails, try entering the settings manually. Visit york.ac.uk/it-services/connect, select either wifi or wired network, and view the setup guides. You'll be able to visit this page before you have configured your computer, even if the Setup Tool has failed.
3. Make sure that your device is up-to-date and your timezone is correct (UTC or London). Find out how to update your device: york.ac.uk/it-services/security
4. Turn off your wireless adapter when you're using a wired connection and disable any third party wireless configuration software (eg Intel Pro Wireless).
5. Try using a different cable (available free from IT Support). If you find that your computer doesn't work with a different cable, please report the faulty socket to IT Services.

6. For further troubleshooting help, go to: york.ac.uk/it-services/services/wifi/troubleshooting

Still can't get connected?

+44 (0)1904 323838

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

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

Developing our campus

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 security 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

PORTABLE APPLIANCE TESTING (PAT) SESSIONS

You should only use electrical items which you know are safe to use. If you will be using any electrical appliances in a communal area, eg a rice cooker or coffee maker in a kitchen, these need to be checked for safety by a Portable Appliance Test (PAT). Extension leads should also be tested.

Our electricians will do this free of charge at a Portable Appliance Testing day organised in Halifax college. Safe appliances will receive a small green sticker which you should leave intact, as we may ask you to remove and no longer use any appliance that does not have one.

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



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

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 Security Services 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 should inform your College Administrator and you will be charged £10.00 for a replacement.

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

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

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.

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

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

PAYING FOR YOUR ACCOMMODATION

Payment for your accommodation is made in 12 monthly instalments. For more information and links to all payment options, see:

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

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.



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