WELCOME TO YORK

Everything you need to know about living in your off-campus family accommodation
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
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
- +44 (0)1904 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.

**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](http://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.

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

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

**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

**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
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

**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

College receptions
york.ac.uk/campusservices/portering/openinghrs.html

Council Tax Exemption Form
york.ac.uk/students/finance/council-tax/

Council waste collection
york.gov.uk/refuselookup

Facilities Helpdesk – information
york.ac.uk/admin/estates/operations/business/helpdesk

Facilities – online helpdesk (to report faults)
york.ac.uk/fmhelpdesk/login_form.cfm

Fire safety
york.ac.uk/admin/hsas/safetynet/Fire/fire_safety.htm

Halifax College
york.ac.uk/colleges/halifax/

It classrooms and study areas
york.ac.uk/it-services/it/rooms

IT Services
york.ac.uk/it-services/

Online Student Residents Handbook
york.ac.uk/students/accommodation/campus-accommodation/residentinformation/

Parking
york.ac.uk/admin/estates/transport/parking

Parking at Halifax College
york.ac.uk/colleges/halifax/new-student-arrivals/

Pool Bike Scheme
york.ac.uk/about/sustainability/what-you-can-do/sustainable-travel/#cyclediscounts

Student Handbook
york.ac.uk/students/studying

Network Access Services
york.ac.uk/it-services/services/wired-net-students

Student Support Hub
york.ac.uk/students/support/student-support-hub

Terms and Conditions of Residence
york.ac.uk/contracts-payments-and-prices